

# YMCA CHILD CARE – COOPER PROGRAM POLICIES

## ADMISSION POLICY

### Terms of the License

The YMCA Child Care – Cooper is located at 1807 Missouri Ave, Superior WI 54880 is licensed for 94 children. The ages accepted are 4 years through 12 years. The center is opened Monday –Friday during the school year from 7:00am-8:40am for before school care and again from 11:30am-5:00pm for 4k wrap around care.

### Any Limitations (Toilet trained, walking, etc)

The YMCA Child Care – Cooper accepts children ages 4 years through 12 years. We accept children regardless of their limitations.

### Days Closed/Emergency Procedures

Our centers will be closed for the following holidays: New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. If the holiday falls on a Saturday, we will be closed on Friday. If the holiday falls on a Sunday, we will be closed on Monday. Additional days that we will be closed include the day after Thanksgiving and we will be closed on Christmas Eve. The center will also close during severe weather or emergencies in which the public school is closed. Families are charged regular rates for these days. Annual dates of care and closures varies depending on the school calendar. Dates of care/closures are updated each school year in the parent handbook.

### Posting of Rules, License, Exceptions, and Violations

A copy of the license and exceptions is posted in the check-in/check-out area. If a rule violation occurs, the violation is posted below the license. A copy of the DCF 251 Licensing Rules book is located on site. Each site has a copy of the DCF 251 Licensing Rules book. The policies of the center are available to anyone who wishes to read them. A copy can be found at the check-in/check-out area.

### Notices

Parental notices, snack charts/menus, daily activity sheets, and other communications are located in the check-in/check-out area and/or communicated through a parent app called Kaymbu for Families. Each lead teacher is responsible for a monthly newsletter.

### **Absent Policy**

Children are signed in and out each day. Staff will reach out to parents via phone or in the app if a child is not in attendance within 30 minutes of their usual arrival time. Children will be marked absent/excused in the attendance section of the app.

### **Attendance Methods, Full/Part time Definitions**

We record attendance daily on a sign in/out sheet for before school care and in the app for the 4k wrap around program. The app lists each child's name alphabetically and stores information such as their birthday. We offer full-time spots only, but have no minimum required attendance hours. Parents are asked upon enrollment to give a schedule of their child's expected attendance.

### **Confidentiality**

The YMCA Child Care Programs respects the rights of all individuals. Any information on a child or parent will remain undisclosed. Any information needed by authorized agencies or the licensing representative will be released.

### **Child Abuse/Neglect Reporting**

As a licensed center the YMCA is required to report any suspicion of child abuse including physical, sexual, emotional, mental abuse and neglect. Every two years training is offered to the staff on this topic. Upon hiring, the new employee is instructed on child abuse, signs of abuse, and the process for reporting abuse. Any suspected abuse is recorded in the medical log book.

### **Administrative Structure**

The YMCA is governed by a Board of Directors which sets policies and the direction of the organization. The President/CEO, who reports directly to the Board of Directors, is responsible for the day to day operations. Under the direction of the president/CEO is the Chief Operating Officer. All the programs and program staff fall under the COO's immediate supervision. This includes the Child Care Director. The Child Care Director manages the YMCA Childcare Programs. Lead teachers and assistants supervise the children enrolled in the child care program.

### **Enrollment Information, Forms Required & Time Lines for Submission**

A registration form along with a \$35 registration fee, and the child's schedule must be returned by the **first day of attendance**. An enrollment form must be filled out, signed, dated, and returned **prior to or on the first day of attendance**. Health and Immunization forms must be filled out completely, signed, by a doctor where indicated, dated, and returned within **30 days** of the child's start date

### **Methods of Enrollment**

Parents are encouraged to visit the center before making any decisions about placement. Many people call and ask about rates, availability, etc. When a person visits the center and wants to enroll, all the paperwork is given to them to fill out and return prior to the first day of care.

### **Items Parents Provide**

**Childcare-** The parents will provide a sleeping bag for napping (for the 4k children), and extra clothes. Items should be labeled with the child's first and last name. The center will provide Kleenex, and extra clothes for emergencies. During the school year, breakfast is provided by the school district. Lunches are provided by the family or can be purchased from the school. The YMCA provides snacks. Each day, the parents should provide a back pack with appropriate clothing for the weather and extra clothes.

### **Parents Access to the Center**

The YMCA Child Care – Cooper has an open door policy. Parents are encouraged to visit and observe their child and the program at any time. Regular times to discuss the child's care situation, growth and development, and changing needs are scheduled with the child's teacher on an as needed or requested basis. The only time the parent is not welcome in the center or site is if there is a court order stipulating they cannot have access to the child.

### **Number and Type of Pets, Access to Pets, and Method to Inform Parents About Pets**

The YMCA Child Care programs have no pets in the child care center. If a family wants to bring their pet to visit the class, a note is sent home informing the parents a pet will be visiting. If there are no objections, the pet may come for a visit. While visiting, the pet will be leashed or confined in some way. Their shots must be up to date. Children will not have access to reptiles, amphibians, turtles, or any manner of poisonous, wild, or exotic animals.

### **Children's Records, Medical Log**

An enrollment packet is given to each new family. This packet must be completed and returned the first day of attendance. The packet contains the enrollment form, health history, immunization form, registration information, food program forms, and parent handbook.

The medical log is a stitched bound book with lined and numbered pages. The entries in the medical log book consist of but not limited to; injuries the child sustains at the center, found when child arrives, any medications dispensed while at the center, any suspected abuse.

### **Philosophy**

At the YMCA Childcare Program, children learn character building skills such as caring, honesty, respect, and responsibility while developing an increased ability to think, reason, question and experiment. They learn how to follow directions and make choices in an environment filled with language and enrichment opportunities.

### **Our Goals:**

- To provide a safe, warm and comfortable environment in which each child can build strong, positive relationships with adults and other children.
- To understand each child's needs and maintain open communication with parents to strengthen the family unit.
- To model the YMCA core values of caring, honesty, respect and responsibility.
- To encourage individual development of self-esteem and confidence.

### **Non-discrimination Statement**

The YMCA Child Care Programs does not discriminate because of color, sex, race, religion, or background.

### **American with Disabilities Act**

The YMCA Child Care Programs do not discriminate because of disability. The YMCA will do its best to ensure a hostile-free environment. The curriculum will be adapted to meet the needs of all children.

### **Access to Children's Records**

The information received on the child is confidential. The parents, teachers, office staff, and licensing specialist have access to the files. If the parents give written consent outside agencies may access the information. Any agency looking into suspected abuse will have full access to records.

### **Policy Concerning Use of Photos of the Children**

A photo consent form will be included as part of the initial enrollment application. If the family does not consent to photos, children will not be photographed or will be blurred out/covered in photos that are shared externally.

## **DISCHARGE OF ENROLLED CHILDREN POLICY**

### **Child's Progress Communication between center and Parents**

Regular times to discuss the child's care situation, growth and development, and changing needs may be scheduled with the teacher on an as needed basis or requested basis. Parents are encouraged to visit and observe at any time.

### **Rules and Policy Availability to Parents**

There is a copy of DCF 251 in the director's office and at each site. A copy of the center policies is available in the director's office and each site. Parents may request to view these at any time. At the time of enrollment, a parent handbook is given with the policies pertinent to the parent and child.

### **Circumstances and Procedures for Termination**

The YMCA Child Care Programs provides the best possible care to children. It may, however, become necessary to discharge a child for one of the following reasons:

1. Needs of the child cannot be met
2. Parents are uncooperative, such as, but not limited to:
  - A. Failure to pay fees
  - B. Failure to submit required child health forms and information
  - C. Failure to observe rules of the program relating to arrival and departure of the child.
3. Child's Behavior
  - A. Child's behavior is detrimental to other children in the program
  - B. Consistent failure to follow rules
  - C. Consistent non-cooperation with staff and other children
  - D. Destruction of YMCA property

In the event that intervention with a child is needed, and positive child behavior guidance strategies have failed, the family may be asked to remove the child from the program. Removal from the program is used as a last resort after all of the following have occurred:

Upon 1<sup>st</sup> removal: Parent/teacher behavior conference at the time of pick-up to discuss behavior, expectations, and consequences.

Upon 2<sup>nd</sup> removal: Child must take the next scheduled day off from the program.

Teachers will meet to determine behavior plan and send to parents prior to the child returning. A referral may be made with parent's permission.

Upon 3<sup>rd</sup> removal: One week removal from the program while teachers review and adapt behavior plan and connect parent to potential resources that may be needed in order to ensure continued success in the program.

Upon 4<sup>th</sup> removal: Child will be removed unless additional resources can be secured to provide a 1:1 support.

### **Time Frame**

The time frame for termination is on an individual basis and the director has the discretion to adjust the timeline stated above.

### **Verbal vs. Written Notice**

**Non compliances-** A reminder will be sent through the app to the parents for non compliance issues such as not having completed or updated forms on time. If compliance is not met, an urgent notice will be sent through the app with a date for completion. If the completion date is not met this will serve as a termination date.

**Behavior** – If children have inappropriate behavior there will be ongoing verbal communication and written communication between parents and staff. If behavior does not improve, a conference will be scheduled with parents with the outcome being a written behavior plan. If behavior does not improve a written notice will be given to parents outlining next steps.

**Payment-** All payment issues will be communicated through email by our finance department. Failure to pay by required dates may result in termination. A letter will accompany final termination.

### **Parent initiated, Mutual Decision, Center Initiated, Involuntary**

Parents may withdrawal their child at any time, for any reason. A two-week written notice is required prior to withdrawal from the programs. If both the staff and parents concur that placement is inappropriate for the child, the two-week notice is waived. If there is an unpaid balance, payment must be made within 10 working days. If arrangements have not been made for payment, the balance will be turned over for collections.

### **Behavior Related Discharges**

A child could be discharged for, but not limited to, the following:

- 1 Habitual biting
- 2 Violent, uncontrollable behavior
- 3 Persistent bad language

- 4 Destruction of property
- 5 Failure to cooperate with staff and the other children

**Steps Prior to Discharge**

Before a child is discharged, all possible means will be used to insure the child remains at the YMCA Programs. If behavior is the issue, the undesired acts will be documented by the teachers/staff. Any documentation will be brought to the attention of the director and kept confidential. The parents will be made aware of the problem. After offering alternatives and nothing changes, the child's enrollment will be terminated in writing.

**Documentation**

Documentation is done at the discretion of the teacher and director. Any documentation will be kept in strict confidence. The parents will be made aware this process is being done.

**Outside Agency Involvement**

If the parent has acquired services outside the YMCA to help the child, the staff will do all that is possible to accommodate. The YMCA will not call in an outside agency, but may recommend one to the parents.

**Decision Making**

Decisions of termination are made after all has been done to avoid the situation. The final decision is made by the director with their supervisor's knowledge.

**Discrimination Issues**

Any discrimination issues will be addressed to the director. If unable to reach a satisfactory decision, the parents may go to the Senior Program Director. If it is still not resolved, the matter can be brought to the District Vice President, then the COO and then the President/CEO.

**Appeal Process**

Parents may appeal the termination decision. The appeal goes before the Senior Program Director and District Vice President. These two make a decision with the information at hand. If the parents are willing to comply, reinstatement may be granted. In the case of behavior problems, the appeal will go before the COO and then the President/CEO.

**Reasons**

See Circumstances for termination or Behavior related discharges.

## **FEE PAYMENT AND REFUND POLICY**

### **Policy Made Available to Parents**

A parent handbook is given at the time of enrollment. All fee rates and payment schedules are in the handbook.

### **When and How Parents/Other Sources Pay**

Payment of child care fees is due prior to the start of the week of care. Child care fees must be paid through scheduled payments on a credit card, debit card, flex spending card, or bank account. Monthly payments by check or cash are not allowed. Failure to make payments per the agreement may result in suspension or discontinuation of child care.

If a parent is receiving publicly funded assistance, the agency will pay for the hours authorized. If there is a balance, the parent is responsible for paying the remaining amount. If we do not receive money from these agencies, the parent is responsible for the bill until assistance begins or resumes.

### **Late Payment, Late Pick-Up, NSF Checks**

Child Care accounts will be put on probation status when the family account has any balance that is 30 days overdue. At 30 days overdue, the family will be required to have a financial review appointment with the Child Care Director to determine the options to reducing the account balance back to \$0. During probation status, the family is not eligible to sign up for additional weeks of care.



Probation Status will be removed from the family account when either the account balance returns to \$0 or an approved repayment plan has been established to repay the fees within a reasonable amount of time. This plan must be approved by the Child Care Director.

Probation status will be limited to 30 days. After 30 days of Probation, if neither of the above conditions for removal of probation status are met, the family will receive a two-week notice of discontinuation of all enrolled child care days. The family will no longer be eligible to have registered child care days at any program until the account balance returns to \$0 and all past fees have been paid.

In the event that a family is late to pick up their child, they will be assessed a fee of \$1/minute for every minute they are late. Excessive pick-ups will result in termination of care. If a family is more than 30 minutes late and the family or emergency contacts cannot be reached, law enforcement will be called.

#### **Absences (Vacations, Illness, Etc)**

**Childcare-** Parents are charged for the time they have scheduled. There is no credit given for days off or absences.

#### **Registration Material Fees**

A \$35 non-refundable registration fee is due at the time of enrollment.

#### **Refund Circumstances and Methods**

Fees for services provided are non refundable for any reason unless a child is terminated by the YMCA and there is a credit. The YMCA will issue a check for the credit within 10 business days.

#### **Additional Fee for Field Trips, Lunches, Lessons**

This program does not offer field trips.

#### **Sliding Fee Scale, Discounts, Referral, Bonuses**

There is no sliding fee scale, discounts, or referral bonuses. If an individual is unable to afford the cost of the program, they may apply for child care assistance.

#### **Fee Determination & Calculating Methods**

Fees are charged daily, weekly, or monthly for programs and determined by the type of program.

**4K Wrap Around Care:** \$156/week

**Before School Care:** \$66/month

**Full/Part Time Attendance Definitions**

There is no definition for full or part time.

# CHILD EDUCATION POLICY

## **Religious Training**

Religion is not taught at the YMCA, rather the values such as caring, honesty, respect and responsibility are emphasized. The YMCA values diversity and learning and sharing about all cultural traditions may be included in the curriculum.

## **Written Plan for Early AM/Late Afternoon Care**

The center is open 7:00 am to 8:40am for before school care and again from 11:30 to 5:00 pm for 4k wrap around care Monday through Friday. As children arrive in the morning, they may be combined until the maximum group size is present, then will be divided into groups. While the ages are combined, the child/staff ratio and group size follows the youngest age in the room.

## **Outdoor Play Space and Activities**

The children use the playgrounds located on the school property daily.

## **Infant/Toddler Programming**

N/A

## **Preschool Programming**

The YMCA Child Care Programs offers 4k Wrap-Around Care for children ages 4-5. This program is offered Monday-Friday with a repeating curriculum. Children are given choices from a variety of activities. The activities involve the four developmental areas: physical, social, emotional, and cognitive. Music, drama, stories, art projects, games, and centers make up the curriculum. Children build self esteem, make and keep friends, learn new skills and have fun by doing.

Children also go outside every day, weather permitting. This provides many more opportunities and challenges.

## **School Age Programming**

School-Age programming is provided during times that school is not in session (before school care and afterschool (for 4k).

## **Large/small Motor, Creative, Social, Intellectual, Cognitive Opportunities**

See philosophy and curriculum.

## **Center Schedule (meals, outdoor time, etc)**

Daily schedules are posted in each room and the director's office. When a child is enrolled, a schedule of their room is given to the parents in the parent handbook. The schedules include activities, meal times, rest times, and outdoor play. All activities are

alternated between quiet times and activity times. Rest and meal times are the same every day. Consistency is very important to children.

### **Communication with Parents**

Communication is an on going process between staff and parents. Parents have daily contact with the teachers. If anything needs to be discussed, the parents may arrange a time to meet with the teacher. A monthly newsletter and calendar is posted, emailed, and sent through the app each month. This gives the parents an idea of the activities and important dates during the month.

### **Cultural Diversity**

The YMCA celebrates the difference in people. The YMCA Child Care Program accepts children from all backgrounds. Multi-cultural activities, toys, and food are incorporated into the programs.

### **Water Activities**

Swimming and water activities are not a part of this program.

### **Transitions without line standing or large groups**

Songs, games, silly ways to walk, etc. are ways to help distract children while waiting. Having children help prepare for the next activity gives them ownership and makes the transition easier. Teachers must be prepared for what is to follow. Children will not be kept waiting while the teacher decides what to do next.

### **Walking Field Trips**

Field trips are not a part of this program.

### **Type of Curriculum**

The curriculum type used is thematic. Each teacher chooses their own themes and plan activities around it. The themes change every two weeks. Activities include large group time, stories, center time, music, science, art, and daily gym time for large motor development. The curriculum is planned to promote fun and learning for your child, as we strive to support the needs and desires of the families in our program. An important goal in our program is to encourage healthy growth in spirit, mind, and body.

### **Curriculum Plan Time Frame**

The teacher plans for a month at a time and plans are uploaded to the app so that they are included on daily sheets, giving parents a glimpse into their child's day.

### **Staff Responsibility for Curriculum**

Each lead teacher is responsible for planning the curriculum. The entire staff is responsible for carrying out the activities. The lead teachers meet with the director once a month, before newsletters go home, to touch base on the activities. The lead

teachers receive one hour/week during the day to plan. The director is available to assist them, if needed.

**Center Educational Philosophy**

We believe that learning is a life-long process. Children learn throughout the day and using various avenues. Every opportunity presented to a child gives consideration to growth; social, cognitive, emotional, or physical. To be well-rounded people, many experiences will be introduced through play, music, games, art and many other activities. Giving children choices makes them independent and able to face many challenges to come.

The YMCA Childcare Programs recognizes the need for children to be safe and cared for. We will give each child the attention and care needed to build self-esteem and a sense of accomplishment. Children are the most important aspect of the job and will be given the respect they deserve.

## **CHILD GUIDANCE POLICY**

### **Appropriate ways to manage crying, fussing, or distraught children**

Children will be comforted and assured when they are upset. A quiet space will be available for them to collect themselves if they need space to self-regulate. Teachers will support them with coregulation when needed.

### **Provisions for positive guidance, redirection and the setting of clear-cut limits for the children and for developing self-control, self-esteem and respect for the rights of others**

If a child is successful, he/she will be better behaved and have fewer discipline problems. The YMCA Childcare Programs is designed to provide children with many experiences, activities, and choices to make them successful. Keeping a child busy and active will help eliminate the need for intervention. The less intervention, the higher the child's self image will be. Allowing the child to make choices empowers them to have control over their environment and activities. Modeling and praising positive behavior is better than waiting for a problem to arise.

### **Staff Guidance/Timeout Procedures**

The staff is instructed in the appropriate ways to intervene in child behavior situations. We do not use time outs as disciplinary measures in our programs. Instead, we emphasize positive reinforcement, teaching self-regulation skills, and conflict resolution. If a child is not able to successfully participate in activities after trying these methods, parents may be called to pick them up.

### **Specific Guidance Techniques**

We will use positive, non-threatening techniques that help children become responsible for their own actions and respect the rights and feelings of others. Guidance methods include:

- A. Consistent, clear rules are developed and discussed with children
- B. Effective communications (e.g., active listening, discussion of fairness)
- C. Logical or natural consequences applied in problem situations
- D. Redirection, anticipation of, and elimination of potential problems
- E. Praise and encouragement of appropriate behavior

Every infraction does not warrant staff intervention and the children are given opportunities to work out disagreements among themselves.

### **Prohibited Punishment**

Actions which are humiliating or frightening to a child are prohibited including, but not limited to spanking, hitting, pinching, shaking, or inflicting any other form of corporal punishment. Verbal abuse, threats, or derogatory remarks about the child's family are unacceptable forms of punishment. Binding or tying to restrict movement or enclosing in a confined space as a closet, locked room, box, or similar cubicle are not used. Withholding or forcing meals, snacks, or naps will not be used.

Parents will be advised under no circumstances can we punish their child using the above-mentioned punishment restrictions.

### **Techniques for Transitions**

One of the hardest parts of a child's day is having to wait for the next activity to happen. To minimize problems during this critical time, the teachers will occupy the children with music, a walking game, or other ideas to keep the children's minds and bodies from mischief. The teachers will know what the next activity is to keep a flow to the day. If the children must wait in line, a finger play, exercise, or song helps pass the time.

### **Class Arrangement**

The rooms are arranged to allow the teachers to observe every child's movement clearly. Shelves are low so teachers and the child can see over them. Toys, books, games are at a child's level to avoid frustration in retrieving them. Teacher directed supplies are stored in cabinets or high on shelves. Each room has a quiet place a child can go and have some down time.

### **Parental Involvement**

Parents need to be involved in all aspects of their child's day. Daily communication will take place through the app, through email when needed, and verbally at pick up and drop off between parents and staff. Behavior, both positive and negative will be shared. Parents are encouraged to visit the center and participate in special activities.

### **Techniques to Control Unwanted Behavior such as biting**

If a child exhibits unwanted behavior, the child will be redirected to a more positive activity. If the child persists in this action, the teachers will document times, surroundings, moods, etc. to determine a reason or anticipate a child behavior. Parents will be notified of the behavior and their help enlisted. A plan of action will be agreed upon by the parents and teachers.

# EMERGENCY PLANS POLICY

## **Fire Evacuation/ Staff Responsibilities**

A fire drill is done once a month. Responsibilities for staff include: getting the children out quickly and safely, helping with blankets in case of cold weather and taking attendance once outside. The fire evacuation procedure is as follows:

1. The children will stop what they are doing when they hear the alarm and follow the teacher out of the building. Room exit maps show closest and alternatives.
2. Office/extra staff assists with the children, and check the bathrooms area.
3. Leave room lights on. Last one out closes door.
4. Staff takes the attendance roster with and makes sure all children are accounted for throughout the drill.
5. An adult leads the children to a safe meeting place outside and begins attendance.
6. Evacuate the building regardless of the apparent size of the fire or amount of smoke. Do not stop to take clothing toys, etc.
7. Inform the first fire unit on the scene that everyone is or is not out of the building.

## **Tornado Evacuation/ Staff Responsibilities**

The staff is responsible for keeping the children calm. The person in charge, according to the chain of command, monitors the radio, and keeps other staff informed of the situation. A refresher course is given in the spring during the staff meeting. The tornado procedure is as follows:

1. If a Tornado Watch is announced, we will:
  - A. Listen to the radio for weather advisory information
  - B. Keep a battery powered radio an hand
  - C. Get loose objects inside
2. If a Tornado Warning is announced:
  - A. Line the children up in the interior hallway
  - B. Squat low on the floor, facing the wall with arms and hands covering heads
3. After the tornado, stay together and be alert for hazards around the area.

## **Written Plan for a Missing Child**

Periodically throughout the day and always throughout transitions, a head count will be done. If a child is missing attendance will be taken to see who the child is. The director is informed. An extensive search is conducted. If the child cannot be found within 5 minutes, the police and child's parents will be called.

## **Other Emergencies**



**Emergency Planning**-Each room has a map indicating the routes to take in case of an emergency. Once a month a fire evacuation procedure is practiced and timed for efficiency. April through October a tornado drill is done once a month. The YMCA Childcare Programs participates in Douglas County Tornado Awareness in the spring.

**Severe Weather**- In case of severe weather the teachers will follow the emergency procedures of the YMCA.

**Extreme Heat/Cold Outdoor Temperatures** - The children will be taken out, weather permitting. If the temperature is twenty degrees or lower, the children will remain indoors. If the temperature is above 90 degrees, the children will remain indoors. In all cases of weather, teacher discretion is advised. The inside building temperature must not be less than 67 degrees F.

**Threats to the building**- Staff will remain with the children at all times and if evacuation is needed the group will go to Our Savior Lutheran Church, 1924 Wyoming Ave. Staff will take the child emergency cards with them and notify parents immediately.

**Flash Flood** – Staff and children will go to the highest point of the facility and wait for emergency care.

**Building Service Loss** - In the event services are lost in the building, the Property Manager will be called and the malfunction reported. If the loss is water, heat, electricity, or any service which is mandatory in caring for children, the center will be closed and parents notified. The center will not close if the service will be up and running in one hour.

**Medical Emergency Procedures** - 911 is called and then the parents. The child will be taken to the hospital when the parent arrives a staff person will direct them to where their child is. The director will follow to meet the parents at the hospital.

#### **Child/Staff Injury Procedures**

If a child/staff is injured, an accident report will be filled out including name, age, injury sustained, first aid administered, medical attention needed, and whether or not blood was present. If the injury is minor, a copy will be placed in the person's file. If the person is a child, a parent must sign the report. A severe injury must be reported immediately to the licensing department. Any injury is reported in the medical log.

**Field Trip Injuries**- If a child is injured on a fieldtrip the staff person will follow emergency procedures as described above. On a walking field trip, if it is a minor injury, parents may need to be called to the field trip site to pick the child up.

#### **Daily Attendance and Child Location**

All children are checked in/out on the attendance roster. Any child absent on a particular day is marked "absent" to determine the exact number of children present.

### **Emergency Contact/Second Adult Available Within 5 Minutes**

The emergency contact person is the Child Care Director. If unavailable, chain of command is as follows:

Front Desk Staff

Program Staff

Senior Program Director (2<sup>nd</sup> person available within 5 minutes)

District Vice President

COO

CEO/President

A posted list of the chain of command and emergency numbers is posted in each room.

### **Procedure Used For Authorized Pick-Up Persons**

Parents designate who is authorized to pick up their child on the Child Enrollment Form. If a staff person does not know the individual who picks up, they must check the child's form and persons ID before releasing the child.

### **Reports to the Department**

In the event of serious injury where professional medical treatment was needed, the YMCA will send a report of the injury or death to the licensing department within 48 hours of the accident. Any damage to the facility will be reported within 24 hours. In case of administering changes, the YMCA will advise the department within 30 days of change. All non-compliance reports will reach the licensor prior to the due date.

### **Telephone and Emergency Numbers**

The YMCA Child Care – Cooper program has access to a telephone on site in the school office. Emergency numbers are posted beside main phone along with the chain of command and administrative structure.

### **Motor Vehicle/Emergency Availability**

The YMCA does not have its own transportation. Children are **not** to be transported in a private car. In case of an emergency, the child/staff will be taken in an ambulance to the hospital indicated on their emergency forms.

### **Emergency Supplies**

Each room has a backpack with flashlights, blankets, radio, snack, and extra batteries in case of evacuation.

### **Special Evacuation Considerations for Children/Staff with Disabilities**

The program is located on the main level of the building. If a child or staff person is in a wheel chair, they will be wheeled outside through the emergency exit door. Children with special needs will partner with a teacher. Staff will maintain a head count at all times while evacuating children. They will then go to the designed meeting area.

### **Safe Location for Children After Emergency Situations**

After an evacuation, the children will be Our Saviors Lutheran Church. Attendance will be taken. In this area the children are away from emergency vehicles, falling debris, and other potential hazards or dangerous situations.

### **Children's Records Taken in Emergency Situations**

A roster with children's records and emergency information will be taken with in the event of an emergency requiring evacuation.

### **Custody Issue Disputes**

Children will only be released to an authorized person. The child will not be released if the parent is not on the pick-up list. If one parent had been on the list and is no longer authorized, the YMCA **must be notified immediately** of the change. If a court order is issued, the YMCA will need to have a copy in the child's file. If the unauthorized parent persists and will not abide by the decision, the police and other parent will be called. If the child is taken, a staff person will follow and take down the license plate number and description of the vehicle.

### **Action When Authorized Pick-Up Person Appears Under the Influence**

If a person picking up appears to be under the influence of drugs or alcohol. Let them know that if they leave with the child you'll have to notify the authorities and ask for alternative options such as another authorized pick up person or a taxi cab. If the person persists, appears violent, or leaves anyway, contact the police.

### **Procedure for releasing a child to a person who is not a parent or not authorized**

If the person is not on the form, but the parent has given written consent an ID will need to accompany the pickup person. If they do not have an ID, they will have to obtain it before the child will be released.

If there is no authorization from the parent, written or verbal, the child will not be released.

If staff encounter any problems surrounding pick-up, the parents will be contacted as well as the childcare director.

## **HEALTH CARE POLICY**

### **Sudden Infant Death Syndrome**

N/A at this time.

### **Ill Child Definition, Care, and Isolation**

An ill child is one who has, but not limited to, the following:

Fever, lice, ringworm, vomiting, diarrhea, sore throat, eye inflammation, or temperature in the previous 24 hours, etc. The following procedures will be followed:

- A. The child will be isolate and given a mat to lie on.
- B. The parents will be contacted immediately. If the parents cannot be reached, the person listed as emergency contact will be called.
- C. The child must be fever free without fever reducing medication for 24 hours prior to returning. If treated by medication, the child must be on medication 24 hours prior to returning to the center. If the child has lice, the child must be nit free.
- D. If the child has a contagious disease requiring quarantine (i.e. Chicken Pox, Measles), the parents need to call the County Health Department for a release date.

### **Communicable Diseases**

Any child with a communicable disease will not be permitted to attend the program. If a child is already in attendance and a communicable disease is determined, the parents will be notified immediately. The disease will be recorded on the sheet by the parent area, indicating the disease and number of cases. The child will not be re-admitted until a release date as been given by the Douglas County Health Department.

### **Medical Log Responsibilities and Entries**

Injuries sustained at the center and those the child comes in with will be noted. Suspected child abuse is also recorded. Entries will be written in ink, dated, and upon

completion a line is drawn to the end of line. Entries will be factually detailed. Subsequent entries will begin on the next line. Each group has a log book.

### **Medication Administration and Storage**

Oral medication, including non-prescription, must be labeled with the child's name, date, and dosage. All medication must be handed to a staff person, in the original container, and the proper form filled out, giving the center permission to administer the medication. Medicine which needs to be refrigerated is stored in a locked box on the top self. Other medicines are stored in a locked box on the top shelf in each room. After medication has been given, it is recorded in the medical log book with the person's name, date, time, type of medication, and dosage.

### **Medication Authorization**

Any medication, before it can be given, must be accompanied with an authorization. Long term medication cannot be administered for more than 3 months. A new form must be signed. Sunscreen must also have a medical authorization form filled out before application, but does not need to be recorded in the log.

### **Missed medicine dose or other errors in distribution**

If a dose of medication is missed, it is documented in the log book. The parent is called to let time know of the error. If the parent gives verbal authorization, we will go ahead and give the missed dose. If there is an error in distribution, the parents are called. If the child has a reaction, 911 may be called.

### **Parent Notification and Confidentiality**

If a child is ill, parents will be notified immediately. If the parents cannot be reached, the emergency contact person will be called. If the child has a communicable disease, it will be noted on the information sheet in the parent area. The child's name will remain in confidence.

### **Cleanliness**

It is the responsibility of all staff to insure the center remains clean and free of hazards. A cleaning person cleans the center after hours. Hand washing is done before meals and after toileting. Each child's hands and face will be washed after each meal and as needed.

### **Disposal of soiled diapers, wet/soiled clothing bedding**

Diapers will be changed when wet or soiled. The wet or soiled diapers are disposed of in a lined, foot activated garbage can. Any soiled or wet clothing is bagged up and put in the child's backpack.

### **Sanitation of Toys and Equipment**

The toys are washed and disinfected at least once a week. Equipment is cleaned as needed.

### **Universal Precautions**

When dealing with blood or other body fluids, latex gloves **must** be worn. The spill is cleaned up immediately with bleach and the materials used for clean up placed in the hazard waste container. If other children are present, another staff person must remove them from the area. Soiled clothes are placed in a bag to be laundered at home. When changing a diaper or wiping a child's behind, gloves **must** be worn.

### **Handling Body Secretions**

Gloves are to be worn when handling any body fluids. Hands are washed and the materials put in a red bag and disposed of in the hazardous waste container in the storage closet.

### **Hand Washing Procedure for Staff/Children**

Hands are washed on an as needed basis, before meals, after toileting, after contact with body fluids, or preparing food. Soap and water are used to clean hands. Hands are placed under the water, soap from a dispenser applied, and rubbed together to produce a lather. The hands are thoroughly rinsed and dried. The paper towel is disposed of in the trash container.

### **Glove Usage and Disposal**

Gloves will be worn when toileting a child, cleaning up body fluids, exposure to blood, and when serving food. Latex gloves will be used for cleaning up any body secretions or blood and food service gloves will be used for food. Gloves will be disposed of in the garbage can unless contaminated and then they will be disposed of in the storage closet in the hazardous waste can.

### **First Aid**

If a child is injured, the wound is washed with soap and water only and a band-aid applied. If the injury is serious, the parents will be notified and action taken. There are first-aid supplies in each room.

### **Minor Injuries, Handling and Parent Notification**

If a child is injured, but not seriously, an accident report is filled out. The parents must sign the form. Usually the injury will require soap and water, a band-aid and lots of reassurance to calm the child.

### **Serious Injuries and Accident Procedures**

See emergency procedures

### **Injury Off Site Procedures**

Children will not be off site for any reason with this program.

### **Source of Emergency Medical Care**

If the injury is serious, the parents and 911 are called. The child will be taken to St Mary's-Superior hospital unless something else is indicated on the enrollment form via an ambulance. A copy of the accident report will be sent to the licensing representative within 48 hours.

### **Procedure for Sharing Information on a Child's Special Health Needs**

The teacher will have information about the child's special food needs. If a child's health history is returned with issues, the teacher and teacher assistant will be made aware of the health issues.

### **Health Related Forms**

When a child enrolls, a health history form and immunization form is given to the parents as part of the enrollment packet. They have 30 days from the start date to return these forms. Staff must have a physical and Mantoux test on file.

### **Immunizations, Physical Exams, and Health History Requirements**

See Health Related Forms

### **Child Biting and Health Procedures**

If a child bites, the child is removed from the area and redirected to another activity. The bite area is cleaned with soap and water. An accident report is filled out and the parents shown the area. The biter's identity must remain confidential.

## **NUTRITION POLICY**

### **Meal Time Routines**

Children eat at the same time every day, breakfast (for the morning before school care program) lunch and an afternoon snack (for the 4k wrap around students). Hands are washed before each meal.

### **Child Guidance and Food**

Children are encouraged to use manners when at the table. If a child is having difficulty following the meal time rules, they are reminded of the rules. If the behavior cannot be stopped by redirection, the teacher will position themselves near the child for the duration of mealtime. Children are not forced to eat.

### **Mealtime Socialization**

The teachers are required to sit and eat with the children. Children are encouraged to visit with each other and the staff.

### **Menu Requirements, Preparation and Changes Age Appropriate Menu**

The program provides breakfast to before school care students under the guidelines of Wisconsin licensing. For 4k wrap-around care students during the school year, parents provide a bag lunch or may purchase a meal plan through the school. If any component



is missing from the lunch, the YMCA will supplement. We also provide an afternoon snack. A menu of approved items to be brought is listed in the parent handbook and posted in the classrooms. Any changes to the menu are made on each menu prior to service.

### **Mealtime Socialization**

The teachers are required to sit and eat with the children. Children are encouraged to visit with each other and the staff.

### **Early AM and Late PM Feeding**

Breakfast is served shortly after drop-off time and pick-up time is before children go home to eat dinner, so early AM or late PM snack times are not a part of the program plan.

### **Infant Toddler Feeding**

N/A

### **Specialty Menus (Vegetarian and Kosher)**

When the parents enroll their child they must inform the center of any special diet instructions. When a special diet form is on file, we will provide food to meet the child's dietary needs. Parents may choose to provide their child with their own food.

### **Food Allergies**

The parents must indicate on the health history form of any food allergies. Special instructions should be discussed with the teacher. Parents may bring in food for their child.

### **Special Diet**

Any special diet needs must be supplied by the parent with a written request. A written instruction from the physician must accompany the request for nutrient concentrates and supplements.

### **Menu Posting**

Snack is provided by the YMCA. A menu is posted in the classrooms.

### **Kitchen Cleanliness**

Dishes are washed with dish soap and water, rinsed in clean water and sanitized in bleach water. They are left to air dry. Counters are washed with bleach water. All cleaning supplies are kept in the janitor's closet with the exception of dish soap and bleach which are stored in the classroom out of reach of children.

### **Food Storage**

Dry foods are stored in cupboards in the child care room. There is access to a refrigerator for milk and lunches.

**Food Delivery**

Items the afternoon snack are bought at the local stores and are delivered to the site. Over the summer, food is provided on site by the school district.

**Special Treats/Holidays, Etc**

Children and staff may not bring in special treats. If families wish to bring things in for special occasions, they are encouraged to bring items like play doh, snap bracelets, pop-its, bubbles, stickers, temporary tatoos, etc.

**Detailed Kitchen Instructions**

All snacks require no preparation. A refrigerator is available to safely store food that needs to be kept cold. Paper products and dry food storage is available in the rooms.

## **TRANSPORTATION POLICY**

No transportation is provided as part of this program.

**Procedure to ensure no child is left and all children exit the vehicle**

n/a

**Procedure for notifying parents of field trips**

n/a

**Tracking policy when transporting children**

n/a

**Emergency information to be carried**

n/a

**Transporting children with disabilities**

n/a

**Contracted Transportation Services**

n/a

**Required Forms**

n/a

# **ORIENTATION OF NEW STAFF AND VOLUNTEERS POLICY**

## **Staff Orientation/Required Staff Training and Time Frame for Completion**

A new staff person is given an orientation before they begin work. The orientation includes the following:

### **Review of licensing rules**

The staff person reviews the rules found in DCF 251. A copy of the rule book and policies are kept on site. Staff have easy access to any rules or policies they may question.

### **Review of the center policies**

At the time of reviewing the rules, a copy of the center policies are also reviewed.

### **Review of center emergency plans/operation of fire extinguishers**

Staff will watch and sign off on a training on how to use fire extinguishers. When the tour is conducted, the new staff is shown the emergency routes and where they are posted. Location and operation of fire extinguishers will be shown.

### **Prevention and Response to Emergencies Due to Food and Allergic Reactions**

Staff will review our policies on prevention and response to emergencies and review all child records, signing off stating that they understand specific prevention methods specific to the children that have food allergies and other allergic reactions.

### **Administration of Medications**

Staff will review policies surrounding medication administration, storage of medicine, logging of medicine and documentation policies surrounding the administration of medicine.

### **First aid procedures**

Staff is shown the location of first aid supplies. They are shown where to find the medical log book, and accident reports. In the emergency packet additional information is available.

### **Job Responsibilities/description**

A description is given during the orientation. It is gone over and the new hire signs and dates. A copy is placed in their file.

### **Training in recognition of childhood illnesses, infectious disease control including hand washing procedures, and universal precautions for handling of body fluids**

The staff is given a handout on several common illnesses found in childcare. They are also review a list of diseases. A universal precautions handout is also given to the staff.

This handout includes procedures for hand washing, handling of bodily fluids, and gloving procedures.

### **Schedule of center activities**

A tour is given and the new hire is shown the facilities, introduced to staff and children, and shown where the important items are. A schedule of activities is given as part of the new hire packet.

### **Child Abuse/Neglect**

A handout is provided for them to review and sign off on. These handouts can be used for future reference.

### **Procedure for ensuring the whereabouts of all children**

During the tour, the new person is shown the attendance as well as the procedure for recording an absent child.

### **Child management techniques**

As part of the packet, a section on child management techniques is available. The director reviews the information and asks what style of management they use.

### **Procedure on sharing information relating to a child's well being**

Our confidentiality policy will be shared with the staff. If there is breach of confidentiality this may be reason for termination.

### **Procedure to contact a parent if child is absent from the center**

Children will be signed in each day or marked absent if they are not in attendance. Parents will notify (via the app or email) any child who will be absent. A message will be sent through the app to any family that hasn't arrived by 8:30am for the before school program and by 12:00 for anyone that is not in attendance to the 4k wrap-around program.

### **Information on any special needs a child enrolled in the center may have and plan for how those needs will be met**

The health form, completed by the parents, is shared with the teacher and assistant teacher. Any specific health needs will be discussed.

### **Building and physical premises safety**

Staff will be given a tour of the facility including potential areas that may pose a risk to children and ways to prevent injury or accident while on the building and grounds.

### **Handling and Storage of Hazardous Materials and Disposal of Biocontaminants**

Staff will receive training on Blood Borne Pathogens and proper disposal of bodily waste.

### **Confidentiality**

The new hire is reminded of the importance of keeping information confidential. A breach in confidentiality could result in termination.

### **Emergency training including first aid, CPR and AED**

The YMCA has a CPR, first aid, and AED trainer in house. Upon hire, the director will set up trainings to ensure the time frame of 3 months is met. It is the staff responsibility to keep current. They can either use the in-house trainer at no cost or can find other training opportunities at their own expense.

### **Procedure for tracking transported children**

The staff will take with them, any time a child is transported, emergency information on the roster in the app with the child's name, phone numbers, parents' names, authorized persons to pick up. The staff will do a head count before and after the transportation.

## **CONTINUING EDUCATION POLICY**

### **Documentation of Continuing Education**

Each staff person is required to keep up with their continuing education. It is also their responsibility to document those hours. Each teacher has a file, located with the child enrollment forms, which contains a documentation form. The date, name of class, sponsor, and hours received are recorded. A copy of the certificate, transcript, or diploma needs to be filed as well.

### **Staff Meetings**

Staff will sign in at the meetings. One staff meeting a month is offered. Staff is responsible for the information put out at the meeting. These meetings are about one hour. Vital center information is given. It is also a time for the staff to air any grievances.

### **Requirements for Continuing Education**

Any staff person who works fewer than 20 hours a week is required to have 15 hours of continuing education hours. These hours must be taken within the calendar year. Any extra hours received may carry over into the next calendar year. Hours can be carried for two years.

### **CPR & AED Training for Staff**

The YMCA will train the staff in CPR & AED. The staff person has three months to receive the CPR training and will need to renew every two years after. AED training will be held annually.

### **Child Abuse and Neglect biannual training**

Upon hire, staff are trained in child abuse, what it is, what to look for, how to report. Every two years staff repeat this training as a refresher and provide certificate of completion.

### **Child Abuse Neglect Reporting Process**

The employee is a mandated reporter of suspected child abuse. If a child discloses or a teacher suspects child abuse, the staff must report it to the Department of Human Services and director or administrator within 48 hours. Any suspected child abuse must be documented in the medical log.

#### **Fire Extinguishers and Training**

The school has fire extinguishers placed throughout the building and in each wing. Training is offered each year on how to use and care for the extinguishers.

#### **Reimbursement, Work Release Time, Compensatory Time**

With prior approval, the YMCA does pay staff for required seminars, classes, or conferences a staff person takes.

#### **Carryover Hours**

Continuing education hours may carry over for two years. It is recommended the teachers take classes which are pertinent to their jobs when the opportunity arises regardless of extra hours.

#### **Sources of Continuing Education**

There are workshops, seminars, conferences, and classes offered in the community. Courses for credit are available at the university and technical college.

#### **Study Areas Acceptable**

If a staff is taking a class, they may not study during program times.



# PERSONNEL POLICY

## **Job Description**

There is a job description for the teacher and assistant teacher. When a person is hired, they are given a job description indicating their responsibilities. After going over it in orientation, the new hire will sign it and a copy placed in their file.

## **Hours of Work, Lunch, and Break Time**

The program is open 7:00 am-8:40 am and again from 11:30-5:00 pm, Monday-Friday. Shifts are short enough that they do not require a lunch break.

## **Holidays, vacations, sick leaves and leaves of absence**

An extensive personal policy is available upon hire. This outlines the benefit package of the YMCA.

## **Probation**

There is a 90 day probation period. During this time if the job is not working out for either party, termination can result.

## **Performances Evaluations, grievance procedures and the disciplinary process**

Positive feedback is an important part of doing a good job. If there is anything which needs to be discussed, a meeting is set up with the director. The staff is made aware of the issue and an improvement plan is discussed. Problems are handled as they arise.

If a grievance is made, it needs to be brought to the director. The person to whom the grievance made is called in to discuss their side. The director will decide if any action is needed. If the complainant is not satisfied with the director's decision, they may go to the Program Operations Director or the Executive Director. Each grievance is handled on an individual basis. The grievance process is also contained in the employee handbook.

## **Procedure requiring staff to notify department as soon as possible but not later than next business day when: the employee has been convicted of a crime; has been or is being investigated by a government agency; has a substantiated governmental finding; or has a professional license denied, revoked restrict or otherwise limited**

Staff will be notified of this policy. Annually, this policy is reviewed. Failure to comply with this policy will result in immediate termination.

## **Caregiver background Check**

The YMCA does the criminal history check. The reports will be kept on file in the childcare director's office and business office.

## **Registry requirement**

All teachers are required to apply for the Registry. The staff has 3 months to register for their certificate.

### **Shaken baby syndrome prevention training**

All staff, working with children under the age of 5, will be trained in Shaken Baby Syndrome prevention.

### **Staff File**

Staff files are located in the childcare director's office. All licensing requirements are the staff's responsibility. This includes updated continuing education, first aid, CPR, and AED trainings.

### **Staff health report/physical**

The staff is required, within 30 days of hire, to have a physical, signed by the doctor, on file. They must also have a Mantoux test.

### **Required Staff Record**

The staff is required to have on file an application which includes name, address, phone number, previous work experience with children, education background, and position applied for, and emergency contact person with phone and address. Also on file are a health form, criminal background check, and all continuing education hours.

### **Staff Termination Related to "Whistle Blowing"**

A staff person's job will not be in jeopardy if they file a complaint or grievance.

### **Employment Procedures**

When applications are received, they are reviewed by the director. If the person meets the requirements, an interview is set up. Reference checks are conducted. When an applicant is selected, they are emailed a job offer. If they accept, a background study is conducted. Once it clears, a time is arranged for onboarding and a child care orientation.

### **Job Opening Notification**

If a job opens up, it may be filled from within. If the position is not filled from within an ad may be placed in the paper or posted at WITC, UWS, UMD, the YMCA web site.

### **Contracts**

The YMCA does not offer contracts.

### **Required Forms and Paperwork**

The new employee must fill out payroll information, background verification form, I-9, application, authorization to release information form, blood borne pathogen test,

orientation check list, YMCA membership card, education form, emergency card, job description, and employee handbook.

### **Wages/ Salary, Payroll Information**

Wages are based on education and experiences.

### **Benefits**

The YMCA offers these benefits to all employees: free family YMCA membership, discount on programs for the employee and their family, discounted childcare during work hours, and retirement for eligible employees. Full time employees receive, in addition to the above benefits, the following; health insurance, disability and life insurance, paid holidays, and paid time off.

### **Work Rules**

During work hours, the employee may not smoke, smell of alcohol, or be under the influence of drugs/alcohol. All employees will wear the YMCA staff uniform. If the shirt is not worn, a smock with the YMCA logo is available and left at the center.

The YMCA will not tolerate excessive absences or tardiness. If time off is needed, staff must request it in writing to the childcare director.

### **Parent Communication Procedures**

The program has an open door policy. Parents are welcome at any time during the day. Teachers and staff communicate with most parents every day. If a parent would like to discuss any aspect of their child's development or needs, a time can be arranged with the teacher or director on a requested or as needed basis. Newsletters and calendars are sent home the beginning of every month with the month's activities, important information and dates.

### **Reasons for Termination**

An employee could be terminated from employment under the following guidelines:

1. An employee is absent from a scheduled shift without notifying the immediate supervisor.
2. If any YMCA property or money has been lost, damaged, or stolen.
3. The employee is involved in harassment of any nature.
4. If the employee is found abusing or neglecting the children.
5. If the employee is unable to cooperate with children, staff, or parents.

### **Parking**

All employees should park in the school parking lot. Parking is free.

### **Meals with Children**

The teachers are required to sit with children during snack and lunch times.

**Other**

**Voluntary termination of employment**-A person wishing to leave the employ of the YMCA must submit a letter of resignation and whenever possible, give a two-week notice.

**Non discrimination statement**-The YMCA is committed to offering equal employment opportunities and advancements to all applicants regardless of race, color, creed, national origin, gender, sexual orientation, marital status, and religion status with regard to public assistance, membership, or activity in a local commission, disability, age, or any other status protected by law.

**Delegation of authority** – Teacher, Childcare Director, Senior Program Director, District Vice President, Chief Operations Officer, and President/CEO.

**Grievance** –See Performances Evaluations, grievance procedures and the disciplinary process

**Sexual Harassment** -The YMCA offers a hostile-free work environment and will not tolerate harassment of any kind.

**Violence in the work place** - The YMCA offers a violence free work environment and will not tolerate violence of any kind

**OSHA**-The YMCA complies with the standards set forth by OSHA.