

# BEGIN A LIFETIME OF LEARNING

YMCA CHILD CARE CENTER HANDBOOK



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY



**YMCA CHILD CARE CENTER**

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Greater Milwaukee  
& Waukesha County

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# PHILOSOPHY

The YMCA Child Care Center is a nonprofit child care program and is operated by the YMCA of Greater Waukesha County.

Our curriculum is designed to encourage children to build healthy, happy attitudes and to acquire competencies and skills through a variety of work and play experiences. Children are like sponges – they watch and absorb knowledge, skills and values from everything and everyone around them. At the Y, we believe the values and skills learned early on are vital building blocks for quality of life and future success.

Our teachers will welcome your child in a warm, safe and caring environment. With a wide range of activities to stimulate your child’s creativity, self-esteem and independence, our values-based program will help young children learn essential social, physical and intellectual building blocks.

# ADMISSION POLICY

## A. LICENSING

The YMCA Child Care Center is licensed through the Wisconsin Department of Children and Families. The program will display the DCF 251-Licensing rules, license, and most recent licensing inspection report for group day care centers. These are available upon request for review and reference. The program will display the group day care license on the bulletin board in the entrance for parent review. This license will reflect:

Hours of operation	6:30 AM-6:00 PM
Months of operation	Year round
Days of operation	Monday-Friday
Capacity	48
Ages	6 Weeks-6 Years

The most recent licensing inspection report will be posted next to the license including any non-compliance or enforcement actions. The YMCA Child Care Center will comply with all laws governing facilities and operations. The YMCA Child Care Center Director will submit any concerns or violations to the department in writing. The parent handbook is available for review at any time.

## B. CHILD TO TEACHER RATIOS (RATIOS REFLECT STATE LICENSING RULES)

CHILDREN'S AGE	MIN. # OF STAFF TO CHILDREN	MAX. # OF CHILDREN IN A GROUP
Birth to 2 Yrs	1:4	8
2 - 2 ½ Yrs	1:6	12
2 ½ - 3 Yrs	1:8	16
3 - 4 Yrs	1:10	20
4 - 5 Yrs	1:13	24
5 - 6 Yrs	1:18	24

## C. ENROLLMENT

Appointments are encouraged before enrolling. This gives parents a chance to view the YMCA Child Care Center and ask questions. Parents may return forms in person to the YMCA Child Care Center. Parent handbooks will be issued to parents upon enrollment. Our forms are available on our website at [gwcymca.org/ymca-child-care-center](http://gwcymca.org/ymca-child-care-center).

## **D. RESERVATION OPTION**

A reservation list is established so parents/guardians can reserve a spot for future child care needs. In order to secure a spot, a nonrefundable one week fee, along with a nonrefundable \$50 hold fee is due at the time of enrollment. A tentative start date must be given along with required payment. Once care begins, the one week fee will be applied to the child's first week.

## **E. CHILDREN'S RECORDS**

Parents with children participating at the YMCA Child Care Center must have the following forms completed and submitted for each child as follows:

- **REGISTRATION AGREEMENT** - One parent or guardian from each family must sign this agreement that states they understand the policies of the YMCA Child Care Center.
- **CHILD INFORMATION FORM** - This is the information and contact form and it must be on file by the first day of attendance. This form must be updated every time there is a change in information.
- **INFANT OR CHILD INTAKE FORM** - This form will help your child's teacher get to know them and help make the transition into the YMCA Child Care Center more comfortable for the child and parent. This form will be kept in the room where the teacher can have access to it. Teachers will be expected to keep the information current.
- **CHILD HEALTH REPORT** - This must be completed by your child's doctor and be on file within 3 months of attendance. A new form is needed every 6 months for children under the age of 2 years and every 2 years for children over the age of 2.
- **HEALTH HISTORY & EMERGENCY CARE PLAN** - This must be on file by the first day of attendance and updated when there is a change in information.
- **IMMUNIZATION RECORD** - This must be on file by the first day of attendance and must be updated when there is a change in information.
- **AUTHORIZATION TO ADMINISTER MEDICATION** (if needed) - Must be completed if your child requires medication while in our care.
- **EMERGENCY INFORMATION CARD** - This must be on file by the first day of attendance and must be updated as needed.
- **WEEKLY DRAFT FORM** - This must be on file at the time of enrollment.

## **F. YMCA DELEGATION OF AUTHORITY**

1. Child Care Teacher
2. YMCA Child Care Center Director/Administrator
3. District Executive Director
4. Vice President of Operations
5. Chief Executive Officer

## **G. NON-DISCRIMINATION**

The YMCA Child Care Center is committed to providing equal opportunities and does not discriminate by race, color, sex, age, national origin, religion, creed or special needs.

## **H. CHILD CARE INCLUSION STATEMENT**

The YMCA Child Care Center welcomes all children. It is the policy of the YMCA Child Care Center to provide a safe environment for all children. The YMCA Child Care Center has the obligation to ensure the physical and emotional safety of each of the children entrusted to its care.

## **I. CONFIDENTIALITY POLICY**

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

## **J. FULL TIME/PART TIME ATTENDANCE**

### **FULL TIME (5 DAYS PER WEEK)**

- Monday through Friday, 6:30 AM to 6:00 PM
- Full time attendance is required for children under the age of 3

### **PART TIME (3 OR 2 DAYS PER WEEK)**

- Monday through Friday, 6:30 AM to 6:00 PM based upon availability
- Part time enrollment is available for children ages 3–6. YMCA Child Care Center Director approval required.

## **K. SCHEDULE CHANGES**

- Schedule changes must be requested in writing 2 weeks prior to the change. The YMCA Child Care Center reserves the right to deny changes based on availability.
- If your child will be absent for an extended period of time due to maternity leave, loss of job or summer vacation, a 2 day per week minimum fee will be charged to hold your child's spot.

## **L. TERMINATION**

If your child is removed at the request of the YMCA Child Care Center, there will not be a notification period. The YMCA Child Care Center reserves the option to withdraw a child for any of the following reasons: non-payment of fees as agreed upon, repeated failure of parents to pick-up on time, failure to provide forms or current medical information as stipulated by State Licensing and this handbook, continuous disciplinary problems, or hostility by parents toward YMCA Child Care Center staff or volunteers. Terminations may be appealed in writing to the District Executive Director. If a child is removed at the request of a parent, there is a 2 week written notice required.

## **M. CLASSROOM AVAILABILITY**

Any child currently enrolled in the YMCA Child Care 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 YMCA Child Care Center will move into the older classroom first.

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

In situations where the YMCA Child Care Center is full, once a spot becomes available, classroom vacancies will be filled in the following order:

- Any sibling of a child(ren) currently enrolled in the YMCA Child Care Center.
- The earliest full-time child added to the wait list based on the date the interest form was received.
- The earliest part time child added to the wait list based on the date the interest form was received.

As an inquiry is made for an available space in the YMCA Child Care Center, an interest list form will be available. Once the waiting list form is returned to the YMCA Child Care Center, a placement confirmation email will be sent to the interested family. Note: an anticipated due date is needed in order for an infant to be placed on the waiting list. It is the applicant's responsibility to ensure all personal information is updated and kept current.

Once the YMCA Child Care Center notifies a family of availability, the family will have 10 days to enroll their child. If a response is not received within the 10 days, the child's name will be taken off the list.

## **N. HALF DAY REQUESTS (CHILDREN OVER 3 YEARS OF AGE)**

The YMCA Child Care Center will not accommodate half day requests. If your child is over the age of 3 years we will refer you to our 320 E. Broadway, Waukesha location for all half day requests.

## **O. PARENTAL INVOLVEMENT & COMMUNICATION**

The YMCA Child Care Center strongly encourages parents to become involved. You can do this in many ways:

- Showing interest in your child's activities
- Reading newsletters and taking time to discuss your child's day with his/her teacher
- Attending special functions
- Making donations
- Sharing hobbies, talents, skills and careers with the children upon request
- Talking with your child about their day

Our staff will include parents in the following ways:

- Daily Written Reports – Parents of infants, toddlers and 2's will receive a daily written report. Children ages 3 years and older 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 will ensure parents get the key feedback about their child's day.
- Special Events – Parents are invited to various special events. Watch for posting on the main door or in the monthly newsletters.
- Parent-Teacher Conferences – Parents will be invited a minimum of 1 or 2 times per year to discuss their child's progress and development within their classroom.
- Parent Newsletter – Parents will receive a monthly newsletter from their classroom teacher. This information will be placed in your child's family cubby.
- Mailboxes – Children will have a classroom mailbox/cubby within their room for artwork and take home items. In addition, a family mailbox will be utilized for a monthly newsletter, monthly lunch menus, etc. Email will be collected upon enrollment to communicate the above information.

## **P. MEDIA RELEASE**

At various times throughout the year we will be taking photographs or videotapes of children for educational and decoration purposes (i.e.: photos on bulletin boards or cubbies). Please be aware that we will allow parents to photograph or videotape during special performances/events. In the event we would publish a photograph or videotape (i.e.: program guide, brochures, the YMCA of Greater Waukesha County web site, or newspaper) we would refer to the registration agreement indicating permission. The YMCA of Greater Waukesha County prohibits staff from posting pictures of children through personal social media accounts.

## **Q. SECURITY**

Our number one priority is the safety of our children and teachers. The YMCA Child Care Center is a secured facility and admittance is granted to only staff, parents/guardians, authorized nonparent/guardian pick up/drop offs, visitors with approval, licensing officials and others at the discretion of the YMCA Child Care Center Director.

**PLEASE NOTE:** Everyone that is not familiar to staff must provide a photo ID in order to enter the building and must be on the child's Authorized to Pick Up Form or have a scheduled appointment with our staff in order to enter the building. Parents must always come prepared to show identification. Inform your authorized to pick up adults to be prepared to show a photo ID. No exceptions will be granted.

## **R. KEEPING CHILD INFORMATION CURRENT**

It is important that parents keep the YMCA Child Care Center Director apprised of changes in contact numbers- home, work, and cell- as well as change of address or email addresses. We will also need updated emergency contact numbers, changes in designated pick up adults, or pertinent medical or educational information. Please provide these changes 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 is current. Continued failure to update information may result in termination.

## S. PERSONAL BELONGINGS

All children's belongings should be labeled with their first and last names. Because activities include play and arts/crafts, children should wear clothing that is appropriate for movement and messy work. Please be sensitive that 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 AND ATTENDANCE POLICY

## A. PAYMENT POLICY

\*Fee schedules are available on request

1. A nonrefundable \$50 hold fee is due to reserve a spot for future child care needs (if applicable) at the time of enrollment.
  2. The first week's tuition is due at the time of enrollment. The tuition fee is nonrefundable and nontransferable.
  3. An annual \$60 per child registration fee is required at the first week of care and annually by January 10. The registration fee is nonrefundable and nontransferable. Check or credit card payment is accepted. The registration fee will be prorated by quarter based on the start date listed in the chart to the right:
- | START DATE              | AMOUNT |
|-------------------------|--------|
| January 1 – March 31    | \$60   |
| April 1 – June 30       | \$45   |
| July 1 – September 30   | \$30   |
| October 1 – December 31 | \$15   |
4. Fees are charged on a weekly basis and based on registration. A 2-day/week schedule minimum is required.
  5. It is the parent's responsibility to pay tuition one week in advance. Tuition will be deducted via credit card or bank draft only each Wednesday for the following week's tuition.
  6. Only one individual may be responsible for a family's account. The YMCA Child Care Center will only bill one account per child.
  7. Fees will not be prorated between billing periods if your child's schedule changes. Parents are responsible for consistent payment throughout the year regardless of the child's actual attendance. The YMCA Child Care Center will not offer credits or refunds when a child is absent.
  8. If a family receives financial assistance (Wisconsin Shares), they are responsible for any amount not covered by the funding source, and they must follow billing deadlines. Parents will be responsible for full payments until verification is received from the funding source or for any remaining amount that is not paid by the funding source.
    - Any remaining balance after the Wisconsin Shares subsidy is applied is the responsibility of the parent and must be set up on bank or credit card draft.
    - A \$10.00 fee will be assessed for any payments not made on time through the FIS portal via authorized transfer or if bank or credit card draft information has not been provided prior to the draft.
  9. A \$10.00 fee is assessed for each non-sufficient funds (NSF) bank draft or returned credit card payment.
  10. Parents are responsible to pick up their child on time. Failure to pick up by the 6:00 PM closing time will result in late pick up fee. This fee must be paid in full within one week, and continual late pick up will result in termination from the program.
  11. Due to enrollment and scheduling in classrooms, switching days can only be approved by the YMCA Child Care Center Director and will be granted when space is available.
  12. Tax requests are available upon request. Please contact the Waukesha YMCA Business Office at 262-542-2557.
  13. The YMCA does work with a collection agency for unpaid balances.
  14. Any family with an unpaid balance may be terminated from the YMCA Child Care Center and restricted from program registrations.
  15. No refunds or credits will be given. No exceptions.
  16. Fees are based on weekly attendance. We do not offer daily or hourly rates.

## B. FINANCIAL ASSISTANCE

- **WISCONSIN SHARES CHILD CARE ASSISTANCE** - The YMCA Child Care Center accepts Wisconsin Shares Assistance. Contact your Wisconsin Shares office for approval as you must have authorization before we can register your child at the YMCA Child Care Center.
- **YMCA FINANCIAL ASSISTANCE** - Families may apply for YMCA financial assistance for membership and programs such as child care. Assistance is based on a number of factors including total household income and number of dependents. The process is confidential and application forms and brochures are available at the YMCA Child Care Center or online at [gwcymca.org](http://gwcymca.org).

## C. HOLIDAY CREDIT POLICY

We do not issue credits for missed days. Fees are based on weekly attendance. Full time and part time children are required to pay for the number of days scheduled per week regardless of attendance. This includes the days the YMCA Child Care Center is closed for holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, Christmas Day), should the holiday fall on your scheduled day.

## D. VACATION

Credits will be annual from January 1 - December 31 and are prorated based on start date. A two week notice is required to process vacation requests, including the use of vacation days for holidays.

- 5 day enrollment – receives 10 credits
- 3 day enrollment - receives 6 credits
- 2 day enrollment – receives 4 credits

The vacation credit will be equally prorated by the number of days your child is scheduled to attend. (i.e. weekly fee of \$210 for 5 days of enrollment would be credited \$42 for one day of vacation.)

START DATE	5 DAYS	3 DAYS	2 DAYS
January 1 – March 31	10	6	4
April 1 - June 30	7	6	3
July 1 – September 30	5	3	2
October 1 – December 31	3	1	1

## 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 by calling 262-522-4977. When calling please state your first and last name, your child's first and last name, and reason for absence. YMCA Child Care Center Director will contact parent if there is an undocumented absence. Please notify the YMCA Child Care Center Director of any communicable illness your child may have.

## F. SIGN IN/OUT POLICY

Parents must record their 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.

## G. LATE PICKUP POLICY

Staff is scheduled to work until 6:00 PM. Any child who has not been picked up by the 6:00 PM closing time will be charged as follows:

- First 15 minutes - \$15 per child (from 5 to 15 minutes)
- After 15 minutes - \$15 per child plus \$1.00 minute
- 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. The late fee will still be assessed.
- Chronic late pickup will be grounds for dismissal.



# EDUCATION & DEVELOPMENT POLICY

## A. PROGRAM ACTIVITIES

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

- A feeding, napping and activity schedule will reflect what is followed at home.
- Children dictate their schedule based on their needs throughout the day.

### AGES 2 AND UP

- Will receive gross motor play daily and physical education in their curriculum two times per week.

## B. PROGRAM PLANNING AND 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 Positive Self Image Development
  - Maintain staff and child interactions which are warm, nurturing and compassionate.
  - Provide materials that support the child's progress and meet their 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.
  - Through planned family activities.
  - Through group time.
  - Through teacher-directed planned activities.
  - Through interaction at the meal table.
  - Through music, song and finger play.
  - Through Y and community programs to provide social interaction with outside sources when possible.
3. Self Expression and Communication Skills
  - Group story time in which children participate.
  - Readily available CDs 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.
  - Opportunities to participate in decision making

## C. CURRICULUM

Your child will benefit from our investment in child care curriculum. The Creative Curriculum, a leader in Early Childhood Curriculum is used in the YMCA Child Care Center lesson plans:

- Emphasis on Social and Emotional Development: Children learn independence, how to make friends, take turns, be responsible, show kindness and consideration, learn how to address and deal with bullies, learn problem solving skills, manners, learn how to cope with negative behavior, hurt feelings, feeling angry, scared, sad, etc.
- Academic Focus: Phonological awareness, print awareness, alphabet knowledge, oral language development and physical development.
- Activate Early Learning: Colors, numbers, shapes, position, sorting, measuring, senses, opposites, oral language, basic early reading, letter recognition, phonological awareness, and social skills.

Staff are responsible for planning and implementing the curriculum. Lesson plans will be posted on the classroom bulletin boards weekly and parents will receive a monthly newsletter/calendar.

## D. RELIGIOUS/HOLIDAY CELEBRATIONS

The goal of the program is to provide an anti-bias curriculum. When appropriate, activities will be encouraged to encompass cross cultural awareness and acceptance of others. Respect will be demonstrated for all individuals.

## E. TREATS FOR BIRTHDAY/HOLIDAY CELEBRATIONS

We celebrate birthdays after lunch or during afternoon snack time. When the YMCA Child Care Center celebrates special holidays, teachers may ask for treats to be eaten during the celebration. We ask that all treats brought into the YMCA Child Care Center are pre-packaged; no foods prepared outside the YMCA Child Care Center may be served. Please consider the nutritional value of any snacks you bring. Some suggestions are fruit, muffins, Jello 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 IN TO THE YMCA CHILD CARE CENTER.** Another alternative to edible treats is to donate a book, CD/DVD, educational materials or equipment in honor of your child's special day. Arrangements can be made in advance with the teacher for a parent or grandparent to read the book during a special classroom visit. The YMCA Child Care Center will be glad to place a sticker on the book, CD/DVD or equipment 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.

## F. CHILD EVALUATIONS/CONFERENCES

We will complete ongoing evaluations on all children. Teachers will schedule an individual conference a minimum of one or two times per year. 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 when necessary

## G. REFERRALS

When staff suspects that a child has 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 and implementing early interventions can help minimize or prevent future problems.

## H. PROGRAM SCHEDULE

The YMCA Child Care Center schedules are planned to include the activities listed below. Tentative timeframes will be posted in the classroom. Planning for all age groups will be developmentally appropriate and approved by the YMCA Child Care Center Director.

- **LARGE GROUP ACTIVITIES:** Children are encouraged to interact in a large group, take turns, participate 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, build vocabulary and develop listening skills.
- **MEAL TIME:** Children will be encouraged to learn group cooperation, language development, social interaction, self-serving, 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 minimize the time children wait in lines and will minimize transitions throughout the day.
- **REST:** Children under five years of age in care for more than four hours 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 enjoy 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 occur frequently to the YMCA property. Two-way radios 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 YMCA Child Care Center will implement a character development program that emphasizes caring, respect, responsibility and honesty.

## I. FIELD TRIPS

The YMCA Child Care Center occasionally may take a walking field trip. Parents will receive notification of all field trips. Emergency information for each child will be taken whenever the children leave the premises.

## J. TRANSPORTATION

The YMCA Child Care Center does not provide transportation.

## K. CHARACTER COUNTS

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

**CARING**

**Being honest, dependable and loyal**

**HONESTY**

**Showing courtesy and manners**

**RESPECT**

**Being kind, compassionate and understating,  
showing love and charity to others**

**RESPONSIBILITY**

**Being accountable, doing your best**

# CHILD GUIDANCE & SAFETY POLICY

## A. CHILD GUIDANCE POLICY

The goal of the YMCA Child Care Center is to guide children in becoming cooperative, happy and responsible participants through positive, nonthreatening 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 outside all classrooms. They will be followed to provide consistency, help children thrive and build their bond of trust with caregivers. The YMCA Child Care 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 is treated as an individual, respecting his/her needs, desires, and feelings
- Acknowledgment 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
- At times children may be removed from the situation or activity in order to cool down and talk about the situation with staff. We do not promote timeouts but will use "take a break" periods as a last resort. Dialog with a teacher will always follow the "take a break" period and will not last more than 5 minutes.

## C. CHRONIC DISRUPTIVE OR AGGRESSIVE 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 YMCA Child Care Center. Preferred behavior guidance techniques include setting clear, enforceable limits, modeling acceptable behavior, structuring the environment to maximize good behavior, planning enough activities, giving 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 the children at the YMCA Child Care Center are of 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 YMCA Child Care Center, despite positive guidance techniques or if a parent is uncooperative with staff in working toward the correction of their child's chronic disruptive behavior, a meeting with the child's parents will be requested by the YMCA Child Care Center Director and the child's teachers. 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 by the YMCA Child Care Center Director. 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 time line, 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 YMCA Child Care Center reserves the right to terminate with no 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 YMCA Child Care 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 children may be bitten, or will bite another child. Staff understands parents are concerned and become upset when their child has been involved with a biting incident. We ask that 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 bitten or they will redirect the children to different activities in separate areas of the room. Staff will use words like: biting hurts, 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 told by the YMCA Child Care Center Director that the child cannot return to the program until he/she is comfortable with the environment.

Children older than three years of age may occasionally be involved in a biting incident. With this age group, staff will use the discipline procedures outlined under discipline. In addition, 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 of all children involved will be notified by incident report at the time of pick-up. The bite site will be washed with soap and 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 YMCA CHILD CARE 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 or her anger or sadness, offer comfort, and try to engage the child in an activity. If the child continues to be upset and cannot be consoled within a reasonable amount of time, or refuses to participate in the program, we will call the parent to discuss how staff might help your child. Our goal is to help 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 YMCA Child Care Center. Staff will notify parent when the supply is running low. Disposable diapers are required. Children are checked every two hours and changed as needed. If you want us 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 of medication form. Individual disposable wipes are used for washing bottoms. Staff will wash hands before and after diapering each child. Plastic gloves will be used when changing diapers. They will be disposed of after one use in a diaper genie.

## **G. TOILET TRAINING**

Child Care regulations do not permit the YMCA Child Care 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 staff know. The YMCA Child Care Center will introduce toilet training by age two. A cooperative effort is most effective. For the first couple of weeks, continue to send diapers in addition to three extra sets of clothing. Staff assists children in learning the habits of personal hygiene. Independence and development of self-help skills are encouraged.

Children learning to use the toilet are taken to the bathroom at least once an hour. Toilet training can be a difficult time for children and is handled with patience, praise and positive reinforcement. Any suggestions that you can give the staff with regards to your child's individual needs are much appreciated. Soiled clothing will be wrapped in a plastic bag for transporting home. Once a child has moved into the three year old classroom, parents and teachers must aggressively pursue toilet training.

## **H. PREVENTION POLICY FOR CHILD ABUSE/NEGLECT**

- Parents are invited and encouraged to visit the program site at any time and do not need to ask permission or make an appointment to do so.
- The YMCA Child Care 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 YMCA Child Care Center Director.
- Staff and volunteers will be alert to the physical and emotional state of all children at the YMCA Child Care Center. When any sign of injury or suspected child abuse is detected, the YMCA Child Care Center Director will be notified immediately and 911 or Child Protective Services will be called.
- The YMCA Child Care Center 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 staff release a child to anyone other than the authorized parents, guardians, or to an individual 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.
- 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.
- Three 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 annually.
- The YMCA of Greater Waukesha County and The Department of Children and Families 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 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 YMCA Child Care Center Director. The YMCA Child Care Center will follow the procedures outlined here:

## **I. RELEASING A CHILD IN A CUSTODIAL SITUATION**

- If there is a custody problem, the YMCA Child Care Center is legally bound to respect the wishes of the parent with legal custody. The YMCA Child Care Center Director may ask for a certified copy of the most recent court order. As the child's caregiver, it must be available.
- If there is no court order, the YMCA Child Care Center will not accept responsibility for deciding which parent has legal custody.
- The YMCA Child Care Center may tell the enrolling parent that we 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 YMCA Child Care 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 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 YMCA Child Care 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 staff 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 YMCA Child Care Center will follow these reporting procedures:

- Fill out an incident report with the facts and record it in the Medical Log.
- Notify the YMCA Child Care Center Director, the District Executive Director, the Vice President of Operations and the Chief Executive Officer.
- YMCA Child Care Center Director will notify 911 or Child Protective Services. This agency will conduct the investigation and give further instructions.

In the event the reported incident involves an employed staff person or volunteer, the YMCA Child Care Center Director after consulting the District Executive Director would, 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 YMCA executive and the investigating 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 executive.
- 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 & SIDS SYNDROMES**

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 five years of age and younger to complete a training on Shaken Baby Syndrome. The law requires each person to be trained only once. The YMCA Child Care 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 by the YMCA Child Care 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 water-bed, sofa, soft mattress, beanbag cushion, 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 back, 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 YMCA Child Care Center will require a note from a doctor in order to allow children to sleep anywhere other than a crib. This includes: 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 YMCA Child Care Center appreciates hearing your positive and negative feedback. Our staff is committed to providing the BEST 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 YMCA Child Care 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 YMCA Child Care Center Director.
- If you are still dissatisfied with the way a problem has been handled, you should direct your concerns, in writing, to the District Executive Director.
- The District Executive Director will review the situation and respond quickly to find a resolution.



# HEALTH CARE POLICY

## A. SICK 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 YMCA Child Care 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 NORMAL ACTIVITIES.** The YMCA Child Care Center follows the recommendations of the Wisconsin Department of Health Services. Below are some illnesses that affect children and may require exclusion. \*Depending on the communicable disease we may need to report to the Wisconsin Department of Health Services and to the Department of Children and Families.

If a child contracts a communicable disease not listed on the chart the YMCA Child Care Center Director will work with families on a case by case basis. The YMCA Child Care 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 their child within 1 hour.

If your child has been diagnosed with a communicable disease, we ask that you share the diagnosis with the YMCA Child Care 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 YMCA Child Care Center reserves the right to require a doctors release if the child's health is in question.

### COMMUNICABLE DISEASE CHART

Fever	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 measurement before fever reducing medications are given. Axillary (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.
Diarrhea	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.
Vomiting	24 hours after last vomiting episode. Children are sent home immediately after vomiting.
Eye Drainage (Pink Eye)	24 hours after treatment has started when thick mucus or pus drainage is present.
Strep Throat	May return 24 hours after antibiotic treatment begins and until the child is without fever for 24 hours (without fever reducing medications)
Hand, Foot, and Mouth Disease	Child may return when fever is gone and child is well enough to participate in normal activities (lesions or rash may still be present)
Chicken Pox	Child may return when all sores are dry or scabbed or 5-6 days after rash has begun. *Report within 72 hours
Fifth Disease	If other rash-causing illnesses are ruled out, child will be excluded until fever subsides. Pregnant women who are exposed need to consult their doctor.

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Impetigo	Child will be excluded until lesions have crusted or until 24 hours after antibiotic treatment has been initiated.
Head Lice	Child may return after first treatment is completed and no live lice (nits) are seen. Continued nits may be cause for exclusion.
Whooping Cough	Child will be excluded until 5 days after initiation appropriate antibiotic therapy, or for 21 days after cough onset if untreated. *Report within 24 hours
RSV	Child may return when child is without fever for 24 hours and is able to participate in normal activities
Influenza	Child will be excluded for the duration of the illness. Could be excluded for up to 7 days.

**B. ISOLATION**

An isolation area in view of staff shall be provided for the care of children who become ill while at the YMCA Child Care Center. If the area is not a separate room, it shall be separated from the space used by the other children by a partition or other means. This will be used while children are waiting for the parent 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 YMCA Child Care Center is unable to reach a parent.

**C. MEDICAL LOG**

Staff will maintain a medical log indicating all injuries, accidents, and medication administered. Parents will be notified by staff and/or through an incident report.

**D. CLEANLINESS/HAND WASHING**

Children’s hands will be washed with soap and water before eating and after toileting. Hands and faces will be washed before and after meals/snacks. Children under three years old will be assisted in all toileting procedures. Infants will be washed with individual wipes with the staff wearing plastic gloves 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 appropriate clothing that is labeled and kept at the YMCA Child Care Center. Disposable wipes, diapers, etc. will be used rather than cloth, unless parent requests otherwise due to allergy, and will be disposed of in garbage containers.

**E. PETS**

**DOGS OR CATS WILL NOT BE ALLOWED IN THE YMCA CHILD CARE CENTER, UNLESS IT IS FOR AN EVENT THAT IS PREARRANGED WITH THE YMCA CHILD CARE 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. The YMCA Child Care Center will not house permanent pets/animals. Parents will be notified of any animal visitors by a posting on the front door.

## F. MEDICATION

The YMCA Child Care Center staff cannot administer any medications unless the following guidelines are met:

- Parents must fill out and sign a medication authorization 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. Over the counter medication must be in its original container. Staff is not permitted to give more than the recommended dose of medication unless the parent supplies authorization from the child's physician.
- 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 YMCA Child Care Center Director.
- Missed medicine dosages or other problems related to medication will be communicated to the parents immediately.

## G. SANITATION

All cleaning chemicals and supplies will be kept out of the reach of children. Toilet rooms and fixtures will be in sanitary condition at all times. The YMCA Child Care Center will not use potty chair receptacles. Soaps, toilet paper, disposable towels, and waste paper containers will be provided by the YMCA Child Care Center. Furnishings, toys, cots and mats shall be cleaned when they become soiled. Eating surfaces will be sanitized before and after each use.

## H. INJURY

**PLEASE NOTE: IN THE EVENT OF AN EMERGENCY, 911 WILL BE CALLED FIRST.**

The YMCA Child Care Center will have an Emergency Procedure Plan that identifies specific guidelines for staff. If your child is injured at a child care program site or on a field trip, the YMCA Child Care 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 the child taken to an emergency hospital.

If we cannot contact a parent, we will do one or all of the following:

- Provide first aid as appropriate and indicated in the YMCA Child Care Center emergency procedures.
- Call an ambulance or paramedic.
- Have the child taken to the closest emergency hospital by hospital personnel.
- An incident 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.

## I. UNIVERSAL PRECAUTIONS

Staff is trained how to address overall precautions when exposed to blood and blood-containing body fluids, as well as procedures for wearing gloves, hand washing and dealing with body secretions. Everyone exposed to blood or body fluids containing blood shall wash their hands immediately with soap and warm running water. Disposable gloves will be worn if there is contact with the blood or body fluids or tissue containing blood. Gloves will be disposed of after one use in plastic bags and hands will be washed with soap and warm running water after removal of gloves. For vomit, urine, feces or other body fluid spills, staff shall clean and disinfect the area affected including floors, walls, bathrooms, tabletops, toys, kitchen counter tops and diapering areas.

## J. SUNSCREEN

With signed parental authorization (registration agreement), all children six months of age or older will have YMCA Child Care Center provided sunscreen applied when dictated by weather. The sunscreen applied is Generic SPF 50. Please feel free to bring in an alternative sunscreen with your child's name on it if you do not want the YMCA Child Care Center sunscreen applied to your child.

# NUTRITION POLICY

## A. SNACK

Schedule of Snacks and Lunch (a rotation schedule by room):

SNACK	9:30 - 10:00 AM
LUNCH	11:30 - 12:00 PM
SNACK	2:30 - 3:00 PM

We do not serve juice at the YMCA Child Care Center. Milk and water will be available at each snack and meal time. All children will receive a morning and afternoon snack and one meal at lunchtime. Menus for snack and/or lunches will be posted monthly. Each meal shall provide 1/3 of the daily nutritional requirements. All lunches shall consist of at least one item from each of the following categories:

- Meat, poultry, fish, egg, cooked dried peas, beans or cheese
- Two vegetables, one vegetable and one fruit, or two fruits
- Grade A vitamin D milk for children under age 2. 1% or skim milk for children ages 2+.

Snacks shall consist of at least two of the following: water, milk or a milk product, fruit, vegetable, whole grain or enriched bread or cereal. Food will be stored in food grade plastic containers and labeled with the date it was opened.

## B. MENU PLANNING

The YMCA Child Care Center Director will be responsible for planning the menu. He/she will take into consideration cultural and ethnic preferences of children. We provide nutritious and appetizing meals and snacks that meet the U.S.D.A. requirements. All snacks and meals provided by the YMCA Child Care Center will be age appropriate for children with the ability to eat table foods. No peanut products will be served. Parents will supply formula and baby food for infants.

## C. MEAL ROUTINES

- Infant and toddler food will be served individually in a high chair. Children who are 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 encouraged to take "no thank you bite" in order to try food being served.
- Food will not be used as a reward.
- All children will wash their hands before and after eating.
- Portions will be served to allow for seconds if requested by the child.
- Children will eat with the group they are with throughout the day.
- Ages 3 & up will have meals served family style.

## **D. SPECIAL DIET NEEDS AND ALLERGIES POLICY**

Children's specific needs and allergies must be listed on the enrollment forms and will be posted in classrooms for staff only. Our menus are developed to meet State Licensing Guidelines (see Nutrition Policy). If a child cannot eat from our menu, **PARENTS MUST SUBSTITUTE WITH A SIMILAR ITEM. PARENTS MAY PROVIDE MEALS AND SNACKS FOR CHILDREN REQUIRING SPECIALTY MENUS SUCH AS VEGETARIAN OR KOSHER IF THE YMCA CHILD CARE CENTER IS NOT MEETING THE NEEDS OF THE FAMILY.**

## **E. INFANT/TODDLER FEEDING POLICY**

**PARENTS WILL BE RESPONSIBLE FOR PROVIDING FORMULA AND/OR BREAST MILK FOR THEIR CHILD.**

Bottles will be refrigerated (upon request) and rinsed after feeding. All unused portions will be discarded within one hour. Babies are always held for bottle feeding until they are able to hold their own bottle. Nursing mothers are always welcome. 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 will be 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 YMCA CHILD CARE CENTER WILL PROVIDE A MORNING AND AFTERNOON SNACK, TO INCLUDE FINGER FOODS THAT ENCOURAGE SELF FEEDING FOR CHILDREN WITH THE ABILITY TO EAT TABLE FOODS.** Parents will receive a daily sheet which includes a record of the child's food intake on a daily basis. Children are offered water several times per day in conjunction with parents' wishes.

# **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 is hired they will receive an orientation to include but not limited to, a review of the following policies:

- DCF 251 licensing rules
- Emergency procedures
- Fire extinguishers
- Job responsibilities and job description
- Training to recognize illness and disease
- Program activities
- Child management techniques
- Curriculum
- Safety/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
- Sudden Infant Death Syndrome (SIDS) Reduction
- AED
- Shaken Baby Syndrome Prevention

\*All staff and volunteers receive ongoing professional development.

## **B. STUDENT OBSERVERS/STUDENT TEACHERS/INTERNS**

On occasion, the YMCA Child Care Center may have student observers, student teachers, or interns referred by a high school or college. These individuals will be supervised by the YMCA Child Care 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. Student observers/student teachers/interns will never be left alone with children and will not be counted in determining teacher/child ratios.

## **C. FAMILY VOLUNTEERS/ACCESS TO YMCA CHILD CARE CENTER**

We encourage our family members to actively participate in the classroom. We want families to share their knowledge, experiences, and careers or just read a book to the children. Staff would welcome families to assist in organizing child portfolios, creating bulletin boards or doing activities with the children. Please contact the YMCA Child Care Center Director if you are interested. Parents are always welcome to observe their children or come into the YMCA Child Care Center unannounced.

## **D. BABYSITTING**

Occasionally parents seek to employ YMCA Child Care Center staff for offsite daycare/babysitting services. **THE YMCA CHILD CARE CENTER DOES NOT ALLOW STAFF TO BABYSIT FOR FAMILIES WHO ARE ENROLLED AT THE YMCA CHILD CARE CENTER**, however, if this happens it is important to remember that the arrangement is between the parent and staff member. The YMCA Child Care Center makes no representation as to the qualifications of staff to perform these services. Staff is not permitted to accept or arrange such employment during their working hours; parents are requested not to approach staff during the work day. The YMCA of Greater Waukesha County Association will not be held responsible or liable for any arrangements between staff and parents providing care outside of the YMCA Child Care Center.

# **EMERGENCY AND CLOSING POLICIES**

## **A. EMERGENCY EVACUATION**

Plans for emergency evacuation are posted near the inside of each classroom door. If your child is outside of his/her classroom, evacuation plans are posted near exits. 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 staff receives information regarding a threatening situation from authorities or other credible source, the YMCA Child Care Center Director will evacuate the premises based on the situation. Children will be safely escorted from the building, with a copy of the child's emergency information and a first aid kit. Should the facility become unusable due to fire, plumbing, electrical, etc. during the day, the children will be evacuated to the Waukesha YMCA or to WCTC next to the YMCA, as soon as possible. Emergency supplies (flashlights, blankets, radio, extra batteries) are available in the staff office for staff to access in case of an emergency. Children with physical or mental disabilities will be assigned to staff to make sure they have been properly evacuated. Emergency numbers will be posted by all phones. Please note that there are many children in the program and it will take time to contact each parent. Remember that if the program has evacuated the building, staff will not be present to answer the telephone. The YMCA will have a designated individual as an emergency contact. This person will be available to respond to emergencies within five minutes.

## **B. POWER LOSS**

If the YMCA Child Care Center is unable to restore power within 20 minutes, parents will be called to pick up their child up. 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 YMCA Child Care Center will make every effort to stay open to meet your needs. If at all possible, the YMCA Child Care Center will only close when we feel it is not safe for our staff or families to be on the road. Please don't hesitate to call the YMCA Child Care Center before heading out on a questionable day. In addition, this information is on the news stations and our website, [gwcymca.org](http://gwcymca.org) or watch TMJ4 for updates.

### **D. HOLIDAY CLOSINGS**

The YMCA Child Care Center will be closed New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day. Our operational hours on the day after Thanksgiving and Christmas will be adjusted according to demand.

### **E. EMERGENCY MEDICAL SOURCE**

The YMCA Child Care Center will utilize Waukesha Memorial Hospital located at 725 American Avenue Waukesha WI 53186, for serious medical incidents. In these situations 911 will be called. Employee orientations will detail actual steps to be taken.

### **F. MISSING CHILD**

The YMCA Child Care Center always maintains the State of Wisconsin Department of Health and Family Services, ratios at all times. Our staff members receive training on supervising and managing a group of children while on and off site. Continuous head counts maintain attention on every child's location and activities. Staff members also count the number of children they have anytime they leave and return to the premises as well as periodically during excursions outside of the classroom. These head counts reflect the number of children that are signed into our care at any given time. Should a child be missing, the staff will search the building and grounds completely as well as calling the police and parents immediately.

## **PARTING THOUGHTS**

Thank you for choosing the YMCA Child Care Center to be your partner in the care and education of your child. If we can be of assistance to you or your family, please feel free to contact us.

### **YMCA CHILD CARE CENTER**

100 E Broadway  
Waukesha, WI 53186

**262-522-4977**

**[LNAGEL@GWCYMCA.ORG](mailto:LNAGEL@GWCYMCA.ORG)**

# JOIN THE YMCA OF GREATER WAUKESHA COUNTY

Every day, something is happening at the Y. We bring kids, adults and families closer together, encourage good health and foster connections through fitness, sports, fun and shared interests. Our members enjoy group exercise classes, walking/jogging tracks and encouragement from our staff: we have the support, guidance and resources to help you learn new things and make new friends at any stage in your life. Join us today!

Membership at the YMCA of Greater Waukesha County provides full access to all five locations- Mukwonago, Southwest, Tri County, Waukesha, and West Suburban. There is no upfront join fee. Simply enjoy one membership and all the benefits of two facilities.

**A HOUSEHOLD MEMBERSHIP IS REQUIRED TO RECEIVE THE MEMBERSHIP DISCOUNT RATE AT THE YMCA CHILD CARE CENTER.**

\* Household memberships are defined as people living at the same permanent residence. Up to two unrelated adults may be on one household membership. Proof of residency may be required.

The YMCA reserves the right to change membership fees with 30 days written notice to members.

<b>YMCA MEMBERSHIP TYPE</b>	<b>MONTHLY RATE</b>
Household*	\$95
Senior Two Adult (65+)	\$87
Adult (30+)	\$69
Senior Adult (65+)	\$64
Young Adult (18-29)	\$49
Youth/Teen (8-17)	\$35



# PARENT/GUARDIAN ATTESTATION & SIGNATURE

I, the parent/guardian of \_\_\_\_\_,  
by my signature below attest that I have received a copy of the YMCA Child Care Center Parent Handbook  
with an effect date of \_\_\_\_\_.

I further attest that I have read and understand the policies, and I agree to abide by them.

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Parent/Guardian Signature

Date Signed

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YMCA Child Care Center Director Signature

Date Signed

