

DOWNTOWN YMCA SCHOOL AGE CHILD CARE PARENT HANDBOOK



Y **YMCA**
of DELAWARE
DOWNTOWN
CENTRAL YMCA
WALNUT STREET YMCA

Welcome to YMCA School Age Child Care...

We are pleased to welcome you to the Downtown YMCA School Age Before and After Care Program. Our programs offer children a variety of experiences in a safe, friendly environment allowing parents to truly work or go about their daily business without worry. It is our pleasure to offer all children who attend our program age-appropriate programs, the opportunity to grow spiritually, mentally and physically in a small group setting using the natural environment.

The Downtown YMCA provides quality programs with the whole child in mind. Our programs adhere to the YMCA of the USA School Age Child Care Guidelines.

In a partnership with parents, the YMCA is committed to the well being of each and every child in our care. Our policies and procedures reflect that commitment. We welcome your questions, concerns and suggestions. If there is any situation which seems outside our policies or that you feel is inappropriate or uncomfortable, please see the School Age Director immediately. If there is anything we can do to make your child's "home away from home" even better, please let us know.

It is our hope that this informational handbook will be instrumental in answering questions concerning our program and contains procedures that will ensure the best possible experience for you and your child. Thank you for becoming part of our YMCA family. We look forward to working with you and your child(ren) and sharing in their growth and development.

In the YMCA Spirit,

Justin Barss
School Age Director

Kristina Woznicki
Associate Executive Director

YMCA & SCHOOL AGE CHILD CARE PHILOSOPHY...

WHAT MAKES YMCA CHILD CARE DIFFERENT

YMCA OF DELAWARE MISSION

The YMCA is an association of people of all ages, ethnic groups and religious affiliations that strives to cultivate the human potential, self-esteem, and dignity of all people. Our organization exists to develop and practice the Christian principles of love, caring, inclusiveness, justice and peace...and to enrich the emotional, physical and social life of all individuals, families and our community.

YMCA SCHOOL AGE CHILD CARE PURPOSE & PHILOSOPHY

The Purpose of YMCA School Age Child Care is to help participants grow spiritually, mentally and physically using a natural setting to provide challenging activities in both small and large group settings. The Downtown YMCA School Age Child Care Program stands for these things:

- A high quality program that meets the operation standards of the association and the YMCA of the USA.
- Children are recognized as individuals, each unique, each of value, each developing at their own rate. Each child's development is maximized in a caring, nurturing environment, where children and the significant adults in their lives are able to explore their world.
- The School Age Child Care program is designed to develop the social, emotional, cognitive and physical skills of each child through programs, which are structured, yet flexible, providing a balance of active/quiet and individual/group activities.
- Quality staff is hired that represent our values of caring, honesty, respect, and responsibility.
- Good principles of YMCA management, including pricing, fiscal success, human resources and financial development that are essential to the delivery of quality services are incorporated into all aspects of the program.

YMCA SCHOOL AGE CHILD CARE OBJECTIVES & PROGRAM GOALS

The School Age Child Care experience is grounded in a set of seven objectives that characterize all YMCA programs. Our program strives to provide activities that encourage children to:

- Grow personally
- Learn values
- Improve personal and family relationships
- Appreciate diversity
- Become better leaders and supporters
- Develop specific skills
- Have fun

To meet the objectives above, the Downtown YMCA School Age Child Care Program will provide daily activities that include the following developmental areas: physical, social, emotional, language/literacy, and cognitive development. Such activities will be developmentally appropriate for each group and will be designed to reflect the children's cultures and communities. Activities will include familiar and new materials, pictures and experiences. Weekly activity plans will be prepared in accordance with the goals listed below.

The overall program goals for School Age Child Care include:

- Children will be given multiple daily opportunities for active physical play such as active games, sports, dancing, running, jumping, climbing or exploring the environment. When possible, preference is given for these activities to take place outdoors.
- Children shall have daily opportunities for socialization, conversation, relaxation, and quiet activities such as board or card game, reading or studying.
- Children shall have weekly activities to participate in projects that require an extended time period to complete such activities as science, math, social studies, language arts, cooking, drama, creative arts or music.
- Children shall have the opportunity to take responsibility consistent with their ages for choosing, planning, carrying out and evaluating their own activities. Such activities will include scheduled activity blocks and also free choice activities.
- Children will be given opportunities to experience a diversity of activities that reflect the various communities, languages and cultures of the children in attendance.

CHARACTER DEVELOPMENT

The YMCA embraces the values of Caring, Honesty, Respect and Responsibility as the basis of all YMCA operations, staff development, and program development. The YMCA is committed to a positive approach to improving our community through its future leaders, our children. Character Development challenges others to accept and demonstrate positive values. Our staff serve as role models and they also teach and promote good character. Our programs are conduits of our mission. Good character is the expected result.

GENERAL INFORMATION

LOCATIONS

School Age Child Care is available through the following school locations:

Red Clay Schools Baltz Highlands Lewis Shortlidge Elementary School Warner Elementary School Richardson Park	Christina Schools: Bancroft Intermediate School Palmer Stubbs Pyle Pulaski	Charter / Private Schools: Thomas Edison Charter School Kuumba Charter School Eastside Charter School St. Peters
		Brandywine Schools Harlan P.S. DuPont
Neighborhood Pickups are also available at:		
4 th & Franklin Streets	24 th & Market Streets	25 th and Thatcher Streets

GOVERNING BODY

The Downtown YMCAs are branches of and governed by the YMCA of Delaware. As a non-profit charitable organization, the YMCA of Delaware is managed by a volunteer board with members from our local community. Officers of the YMCA of Delaware include:

- Michael Graves, President
- Jim Kelly, Vice President – Operations
- Lou Cox, Vice President – Finance and Information Technology
- Sheronda Phillips, Vice President – Human Resources

BRANCH STAFF CONTACTS

- Jack Booker, Senior Executive Director
- Justin Barss, School Age Director
- Kristina Woznicki, Associate Executive Director (oversees the program)

HOLIDAYS & NON-SCHOOL DAYS

The School Age Child Care Program is closed for all holidays recognized by the school site and for all non-school days. In addition, the program is closed any time that the school closes for weather or other unexpected emergencies.

HOURS

- Before School Care begins at 7:00 AM and ends when transportation takes children to their school.
- After School Care begins with the end of school and ends at 7:00 PM.
- **A late fee of \$1 per minute per child will be charged for any child who is not picked up by 7:00 PM.**

SCHOOL AGE CHILD CARE STAFF

STAFF QUALIFICATIONS & TRAINING

Supervisors, classroom teachers, and site directors have degrees in education or a related field and the required number of years experience working with children according to Delaware qualifications. Our college-age counselors have experience with children and many are taking classes in child-care, physical education, art or related fields. All staff are required to wear a name tag or staff shirt and project a professional image.

Conditions of employment include, but are not limited to, the following:

- First Aid, CPR/AED certification
- Training in safety and emergency procedures
- Program specific certifications
- Training in child abuse prevention and water safety
- Criminal background check
- Fingerprinting by the Delaware State Police
- Adult Abuse Registry check
- 5 written references including a family reference
- Proof of Education, Teaching Certification, college classes, experience and/or other qualifications

All staff attends at least 20 hours of training prior to the start of the School Age Child Care. In addition they receive on-the-job training and are required to attend staff meetings on a regular basis. Topics include but are not limited to: child care knowledge, group work skills, behavior management, emergency procedures and program content orientation.

STAFF RATIO

School Age Child Care Program adheres (at minimum) to the staff to child ratios of the Delaware Delacare Rules:

Age Group	Staff/Child Ratio	Group Size
School Age Child	1:15	30

To ensure that these ratios are met, the YMCA assigns staff to a group of children. Only staffs who are qualified, physically present and working with children are counted for the purposes of staff/child ratios. Staff members are responsible for providing supervision at all times and for implementing the curriculum goals and daily activities for the group of children in their care.

When seven or more children are present in the center, the YMCA ensures that at least two staff members are present. The YMCA ensures that there is an organized approach to the supervision of and accountability for children during times when children are normally arriving at the beginning of the day and leaving at the end of the day. In addition, staff/child ratios are maintained during such times.

REGISTRATION & PAYMENT INFORMATION

INCLUSION STATEMENT – EQUAL OPPORTUNITY PROVIDER

The YMCA is an equal opportunity provider. Applications for enrollment are accepted without regard to ethnicity, religion, gender, physical or mental ability, sexual orientation or national origin. We celebrate diversity and know that our children benefit through an enriched learning environment. We strive to meet the diverse needs of each child in our care. We are committed to making reasonable accommodations and to partnering with parents and school officials to help each child succeed in our program.

REGISTRATION PROCEDURES

Each child's parent or guardian is required to complete the School Age Child Care registration packet. The forms listed below must be completed and returned to our office for our permanent files. Any change in parent's home, cell or business telephone numbers or addresses, must be reported to the YMCA immediately.

- School Age Child Care Registration Checklist
- YMCA of Delaware Program Enrollment Form
- State of Delaware Child Health Appraisal
- Acknowledgment of receipt for the School Age Child Care Parent Handbook

Prior to enrollment, parents are encouraged to meet with either the School Age Director to determine if the YMCA Before & After Care program can effectively meet the child's developmental and educational needs and to discuss what accommodations or other planning may be needed to do so. Parents are also encouraged to view the program prior to enrollment during the school year.

All parents/guardians who are inquiring about or planning to enroll a child into YMCA School Age Child Care have the right to inspect the active record and complaint files of the program.

YMCA MEMBERSHIP

Each child is required to be a current Program or a Full Privilege Membership, which is to remain current throughout the entire school year.

PROGRAM DEPOSIT

A non-refundable deposit and a YMCA Program membership are required. Registration requires a non-refundable deposit of half of their weekly fee. **The remainder of the registration fee for that week of the program will be required one week prior to the Monday that care begins.**

WAIT LIST POLICY

If the program is full and you are placed on a waiting list, the YMCA registration staff will contact you when a program space becomes open. We ask that parents update us if they register for another child care program or their plans change. Openings are dependent upon the approved ratios for each age group in each program area. Parents must note if the child is linked to another on the wait list (i.e., best friend, siblings.)

FINANCIAL ASSISTANCE

Limited YMCA financial assistance is available to families based on documented need. Applications are available at branch offices. Financial Aid is supported through the YMCA Strong Kids Campaign.

STATE OF DELAWARE PURCHASE OF CARE

Purchase of Care is accepted at all Downtown YMCA School Age Child Care locations. Please contact the appropriate service center for your purchase of care. You need to call the center that services your zip code. We cannot admit children into our program without payment verification from the State so please contact a social worker as soon as possible to speed up the enrollment process! Registrations will not be accepted without the authorization form.

If you live:

- On the east side of 19801, contact the Northeast Center at 302-577-3630.
- On the west side of 19801 (2nd – 14th Streets between Adams & Shipley, contact the Porter Center at 302-577-3504.
- In 19805, contact the Fourth Street Office at 302-577-3600.
- In 19802, contact the Thatcher Office at 302-577-3170.
- In 19850, 19708, 19720 (South of Rt. 295 & West of Rt. 13), contact the Lewis Office at 302-577-4448.
- In 19720 (North of Rt. 295 and East of Rt. 13) and 19801 (South of Christina River), contact the De La Warr Office at 302-577-3814.

PAYMENT SCHEDULE

Child care payments are always due one week in advance. The Downtown YMCA accepts all major credit cards, cash and checks. Failure to make payment will result in the forfeiture of your deposit in addition to losing your child's spot in the program. Financial Assistance is available.

CHANGES

We realize situations arise which requires you to change your child care arrangements. Any changes in scheduling or withdrawal must be executed according to the fee agreement.

CONFIRMATION

Parents will receive a confirmation of the child's registration after the deposit and ALL required paperwork has been received. If there are any discrepancies between the requested program registration and the confirmed information it is the responsibility of the parent to notify the YMCA of the problem immediately, so that the child can be registered in the proper program.

REGISTRATION & PAYMENT INFORMATION

CREDITS

A request for credit must be made to the Associate Executive Director, who will consider the circumstances and have the authority to grant or deny credits.

INSUFFICIENT FUNDS

Please note that if payment is made with a check that has insufficient funds available at time of deposit, the parents are responsible for paying the amount of the check plus \$25.00 fee for the non-payment fee, within three days, otherwise, the child must be withdrawn from the program. The YMCA may require that all future payments be made by cash, credit card or money order.

LATE FEES

Any payment received after the deadline is subject to a late fee. If you have a problem making a payment, please contact the YMCA Child Care Secretary. A fee will be charged for daily late pick-up. This payment must be made by the following morning.

METHODS OF PAYMENT

Payment can be made by cash, money orders, checks, Visa, MasterCard, American Express and Discover.

REFUND POLICY

There are no refunds for deposits. If the Downtown YMCA cancels a program, except for inclement weather, there will be a full refund or credit issued.

WITHDRAWAL FROM CARE

The YMCA asks for four weeks written notice before withdrawal from school age child care. If such notice is not given, you are responsible for payment for the month. Special exceptions **MUST** be discussed personally with the Associate Executive Director or Executive Director.

If a child is asked to leave the program, there will be no refund for the remainder of the month. Clothing or personal belongings of a child who has withdrawn from the program will be donated to shelters or other organizations helping families in need at the end of the month.

VACATION CREDIT

There will be no credit for vacation weeks or unattended days. The YMCA program operates on all full and partial school days. Registration is for 5 full days of care per week.

EMERGENCY CONTACT INFORMATION

Complete emergency information including emergency contact persons is required prior to the start of care. If there are changes to this information, it is the parent's responsibility to update this as needed. Please inform the emergency contact person of their responsibility, and notify them of YMCA procedures and trip information, should you not be able to be reached. This information is kept on file at the site of the program.

ARRIVAL, DEPARTURE AND ATTENDANCE POLICIES

SIGN IN/OUT POLICY

Parent(s)/Guardian(s) must sign their children in at the beginning of the day and sign them out at the end of the day. Sign-in and sign-out sheets are kept at the parent station at each site. Children must be escorted to their assigned area. For safety purposes, children will not be allowed to leave with anyone except their designated escort unless prior written notification has been given to the Director. Only proper identification (driver's license or state-issued identification card) by the designated escort will be accepted. Once the responsible person arrives at the program to pick up the child, the child is the responsibility of the adult. **PLEASE BRING IDENTIFICATION EVERY DAY WHEN PICKING UP YOUR CHILD.**

SPECIAL PICK UP SITUATIONS

Children will not be released to a person who has not been authorized in advance and in writing by the child's parent/guardian. In the event, that an unauthorized person attempts to pick up or remove the child, including a non-custodial parent, YMCA staff will refuse the pick up and contact the parent/guardian of the child. If the unauthorized person refuses to leave the YMCA, local police will be contacted for assistance. If a family has a court order regarding custody of the child, it must be on file at the YMCA. If a court order is not on file, either of the child's biological parents will be granted access to the child.

When a parent arrives to pick up the child while appearing intoxicated or otherwise incapable of bringing the child home safely, YMCA staff will make every effort to contact the other parent or authorized pick up person prior to the child's departure from the site. However, by law, we are required to release the child to the parent if they demand it. In the event that the authorized pick up person leaves the site with the child, YMCA staff will observe the make of the vehicle and license plate number of the vehicle they depart in. YMCA staff will then contact 911 to report a "possibly impaired driver". YMCA staff will provide all information requested by the police. If an authorized pick up person (other than the parent or custodial guardian) arrives to pick up a child while appearing intoxicated or otherwise incapable of bringing the child home safely, YMCA staff will not release the child to the individual and will immediately contact the child's parent or guardian. In the event that an authorized pick up person become threatening or otherwise disruptive, local police will be contacted.

In the event that a child is not picked up by the close of the program (6:00 PM) and YMCA staff have not received a call from the child's parent/guardian, two YMCA staff members will remain with the child. At 6:10 PM, staff will attempt to reach the child's parent/guardian. If we cannot reach this person, staff will call the authorized pick up person(s) until contact can be made. Parents/guardians should explain to all authorized pick up persons that when they receive a pick up call, they are expected to pick up the child. Messages will be left when possible and second calls will be made at 6:30 PM if no contact was made. If YMCA staff cannot reach any of the child's parents/guardians and/or authorized pick up persons by 7:00 PM, the School Age Director will notify the appropriate authorities that a child has been abandoned at the YMCA.

ATTENDANCE & PARENT CALL-IN

Parents are requested to call the YMCA by 8:30 am whenever a child will not be attending on a scheduled day. Parents may leave a voicemail message on the YMCA School Age Child Care Phone – 302-472-9622 extension 17.

SCHOOL AGE CHILD CARE PROGRAM OVERVIEW

YMCA PROGRAMS

The YMCA offers a full variety of preschool, youth, teen, adult and family programs. We encourage participation to grow as a YMCA family through playing together, learning together, and staying healthy together. Please pick up a brochure at the YMCA branch.

SCHOOL AGE CHILD CARE PROGRAMMING

All activities in which the child participates are completely supervised and designed to meet the recreational, physical and educational needs of your child. All activities are conducted by trained staff. Please encourage your child to participate in all scheduled activities.

DAILY ACTIVITIES

Daily activities vary from week to week, but the typical daily components include: Opening and closing ceremonies, small group time for each age group and their counselors, large group activities (special events), lunch, quiet time (or story time for the preschoolers), and activity periods. The program activities include but are not limited to: games, sports, drama, swimming, art and crafts, cooking, music and singing, outdoor living skills activities, academic enrichment activities, special events, speakers and special presentation, and trips. Age-appropriate program offerings are expanded relating to the interest of the children and the expertise of the staff.

SPECIAL EVENTS & THEMES

Specialty scheduled activities and events will be announced prior to the event. Costumes, music, stuffed animals, show and tell items have been part of past events. Your involvement, encouraging your child to prepare for these events, is important to the success of these days. Please see the weekly calendar or information board for details.

SPECIAL ACTIVITIES

At times, the program may include special activities such as movies and/or computer time. Parents will be notified of such activities in advance and parents must provide written permission for children to participate in these activities.

FIRST DAYS

The first day of child care, whether it is the first day of school or the first day of their attendance is a very important day for the child. The staff treats this time as a special day where the children learn about the staff, meet new friends, and begin learning the routine of the program. Please take time to share with your child what to expect at child care. If it is the first time a child has been to a before/after school program, there may be words and experiences that the child does not know and your support will help in adjustment.

You do not need to stay with your child into the day, but you may stay for a brief time to make sure you know the staff member's name. You are always welcome to visit, but on the first day it is difficult to observe a typical program day.

WHAT TO BRING TO SCHOOL AGE CHILD CARE

Children will need to wear clothing and footwear and socks suitable for sports, being outdoors, doing crafts and generally getting hot and dirty. All items that a child brings to the program must be labeled with his/her name. Children may bring a change of clothes for after school, if desired.

- Appropriate clothing for outdoor activities
- Sweatshirt or rain gear if weather is changeable

WHAT TO LEAVE AT HOME

Children are not to bring dolls or toys (unless requested for a specific program); pets; game boys or electronic games; radios, boom boxes or tape players (children may bring music for specific programs); sports equipment; expensive equipment or jewelry; cell phones/beepers; skateboards, roller blades and scooters; and money (except on trip days.) Toy guns, knives, swords and other toys that promote aggressive behavior do not promote the type of learning and cooperative play according to the principles of our program, please leave these at home.

LOST ARTICLES

Children's belongings should have their names written on them with indelible marker. To prevent loss, children are encouraged to bring and keep their belongings in a labeled backpack. Lost items will be held in the site's lost and found until the end of the month. Articles not claimed will be donated to organizations for families in need.

FOOD & NUTRITION

FOOD SERVICE POLICY

Children receive an afternoon snack as part of the Wilmington Parks & Recreation or Delaware Food Bank Food Programs. Menus are posted at each location and are available for you to take home.

TRANSPORTATION

Parents must provide their child(ren) with transportation to and from the school age child care program each day. YMCA staff members are not permitted to transport children in their personal vehicles.

Children in Downtown YMCA's School Age Child Care Program may be transported to field trips and special events using a chartered bus service. Children are transported between their school and the after school site via the YMCA van. When children are being transported, the child's safety is of utmost importance. Children will be informed of rules and guidelines to follow. During that time the children are under the supervision of the YMCA staff and the transportation authority. Child to staff ratios are maintained for the duration of the trip. If there is any kind of incident, the parents will be notified immediately. The following guidelines are followed for all YMCA transportation:

- Parents will be advised in writing prior to the trip regarding mode of transportation being used.
- YMCA staff will not allow the number of children and staff transported to exceed the seating capacity of the vehicle.
- When children who have not yet attended Kindergarten are transported, chartered busses will be equipped with age appropriate, individual safety restraints. Children transported on a school bus must be at least three years old.
- Children under the age of 7 and traveling in any vehicle other than a school bus must be in an age, weight and height appropriate, child safety seat.
- No person under the age of 18 may ride in the front seat of a YMCA owned vehicle.
- A minimum of 2 adults (at least 18 years of age) must be on any vehicle transporting children. In addition, an appropriate number of chaperones in accordance with state child care licensing must be on each vehicle at all times.
- The YMCA requires the charter bus company to ensure that the driver of the vehicle be screened for criminal and child abuse history, be at least 21 years of age and hold a valid driver's license and maintain a safe driving record.
- Parents will provide written permission of all transportation and will notify the center of any special need or problem of which the driver should be aware.
- The vehicle and/or driver will be equipped with a cell phone which will remain on for the duration of the trip. The YMCA will have the number to this phone.
- A complete first aid kit and operable dry chemical fire extinguisher (approved by the Underwriter's Laboratory) will be present in the vehicle at all times.
- The driver of the vehicle will complete the daily vehicle inspection report prior to the operation of the vehicle.
- Children are never left unattended in the vehicle.
- All doors shall be locked when the vehicle is in motion.
- Children will be loaded and unloaded at the curbside of the vehicle or in a protected parking area or driveway.
- The van shall be air conditioned when outdoor temperatures exceed 85 degrees and providing fresh air through open windows cannot reduce the temperature.
- The heater shall be used, when necessary, to maintain a temperature of at least 50 degrees inside the vehicle.
- Personal vehicles are never to be used to transport children in YMCA programs.

The driver of the vehicle will not operate the vehicle and will find a suitable replacement for the route whenever conditions exist that would impair his/her ability to operate the vehicle in a safe manner according to all related laws. Such circumstances include, but are not limited to:

- The use of prescription or over-the-counter medication that indicates it may cause drowsiness or should not be used with the operation of machinery
- Intoxication or other impairment
- Lack of sleep or extreme drowsiness

HEALTH & SAFETY PROCEDURES

SANITATION

The YMCA requires that the areas listed below are washed with soap and water and disinfected as required. The disinfectant solution used at YMCA School Age Child Care locations is a commercially prepared disinfectant which indicates it kills bacteria, viruses and parasites and is used in accordance with label instructions. These, and all chemicals, are stored out of the reach of children.

The YMCA requires that staff wash and disinfect the following equipment items or surfaces after each use:

- Food preparation and eating surfaces such as counters and tables
- Mops used for cleaning
- Thermometers

The YMCA requires that staff wash and disinfect the following equipment items or surfaces at least daily:

- Toilet and toilet seats
- Sinks and faucets
- Drinking fountains
- Water play equipment
- Play tables
- Smooth surfaced non-porous floors

HANDWASHING

The YMCA requires that all staff and children wash their hands with soap and running water and use single service towels for drying hands:

- Before and after eating or handling food
- Before and after giving medications
- Before and after carrying a child who may be sick
- Before and after using a water-play table with other children
- After toileting
- After coming into contact with blood, fecal matter, urine, vomit, nasal secretions or other body secretions
- After handling animals or their equipment or after coming into contact with an animal's body secretions
- After playing in a sandbox
- After outdoor play
- After cleaning
- After taking out the garbage

STANDARD PRECAUTIONS

Spills of body fluids (i.e. urine, feces, blood, saliva, nasal discharge, eye discharge, and injury or tissue discharges) shall be cleaned up immediately, as follows:

- For spills of vomit, urine, and feces on any surface including the floors, walls, bathrooms, tabletops, toys, and diaper-changing tables shall be cleaned with soap and water and disinfected
- For spills of blood or blood-containing body fluids and injury and tissue discharges, the area shall be cleaned with soap and water and disinfected. Non-porous gloves shall be used in these situations;
- Staff involved in cleaning contaminated surfaces shall avoid exposure of open skin sores or mucous membranes to blood or blood-containing body fluids and injury or tissue discharges by using non-porous gloves to protect hands when cleaning contaminated surfaces;
- Blood-contaminated material and diapers shall be disposed of in a sealed plastic bag with a secure tie; and
- Mops shall be cleaned, rinsed, disinfected, wrung dry and hung to dry

FIRST AID SUPPLIES AND CHILD CARE FILES

Each program site will be provided with a binder in which to keep emergency numbers in. This information must be maintained up-to-date, and should be with you at all times. Along with binders, first aid kits with all items listed below should also travel with you. Each program location has a first aid kit that must contain, at all times, the following items:

- Disposable nonporous gloves
- Scissors
- Tweezers
- A non-glass thermometer to measure a child's temperature
- Bandage tape
- Sterile gauze pads
- Flexible roller gauze
- Triangular bandages
- Safety pins
- Eye dressing
- Pen/pencil and note pad
- Instant cold pack
- Current American Academy of Pediatrics (AAP) standard first aid chart or equivalent first aid guide
- CPR Barrier device
- Small plastic or metal splints
- Non-medicated adhesive strip bandages, plastic bags for cloths, gauze, and other materials used in handling blood.

Staff shall ensure that a first aid kit is taken along with children when on field trips and other group visits outside the Center that contains all items listed above and also include:

- Water;
- Liquid soap;
- Any emergency medications needed for a child with special needs; and
- List of emergency phone numbers, parents'/guardians' home and work phone numbers, and the Poison Control Center phone number.

EMERGENCY POLICIES

EMERGENCY CLOSINGS

The Branch Executive Director or designated person will determine whether the program site will be open if a condition arises that affect employees or children getting to or occupying the location. These conditions include severe weather, fire, wind damage, flooding, power outage, telephone outage, bomb or other threat, civil disturbance, environmental contamination or earthquake.

Should severe weather conditions or other emergency situations arise during the time of program operation, the Executive Director or designated person will determine what action is to be taken. If the program must be closed, parents will be advised as soon as possible for immediate pick up.

In the event that a school building is closed for inclement weather or other emergency, the YMCA program is also cancelled. On days when school will have a delayed start, the before school program does not operate. On days when school is dismissed early due to weather or other unscheduled emergency, the after school program does not operate.

EMERGENCY PROCEDURES

All emergency drills are recorded and reviewed to achieve the best possible results to be prepared for a real emergency. Any real events are recorded and reviewed to insure the best possible response in subsequent events. Procedures have been developed for emergency evacuation. Staff are trained in procedures for evacuation due to unforeseen emergencies. Procedures are posted. Children are drilled monthly.

EMERGENCY DRILLS

Emergency drills, including fire drills are completed monthly. An alarm is heard and the staff and children proceed in an appropriate manner to a designated meeting place. A record of drills is kept on file noting the date, time, and length of drill.

LOST CHILD DRILLS

Drills are completed once a month. Staff is trained in the appropriate procedures for each site and reviews the procedures with the children prior to the drill.

INCLEMENT WEATHER DRILLS

Drills are completed once a session to prepare children and staff for unforeseen weather emergencies in an outdoor setting. Staff are trained to find suitable shelter in such weather emergencies.

TRANSPORTATION EMERGENCY PROCEDURES

Children are briefed in emergency procedures prior to each field trip or transportation event. The staff has been trained in emergency procedures and reports any event to the YMCA director and the parents of children involved.

POSITIVE BEHAVIOR MANAGEMENT

PHILOSOPHY

YMCA School Age Child Care Program provides a safe environment for children to develop healthy spirits, minds and bodies. We believe children learn positive behavior through loving guidance, education and redirection. The most effective way to build a child's repertoire of positive behavior is to reinforce and reward those behaviors so that the child will want to repeat them.

At times, children behave inappropriately. Some of their behaviors may even be injurious to others. In order to preserve the safety of the children, these behaviors must be controlled. We will implement strategies that respect the child but seek to provide the guidance and direction necessary for healthy growth and development

We believe that children should make their own choices and take responsibility for their own actions. Our policy is that behavior management is a function of engaging children in meaningful and stimulating activities, which focus on positive role models in addition to promoting respect for self and others in a climate of acceptance and fairness.

BEHAVIOR MANAGEMENT PROCEDURES

Our YMCA School Age Child Care Program focuses on prevention of behavioral problems by using strategies that include organized activities, educationally valuable materials, a stimulating environment and realistic expectations. Our staff focus on praising and encouraging children for positive behavior and redirect or guide inappropriate behavior into more positive actions, rather than relying on punishment.

At times, YMCA staff may need to supplement developmentally appropriate, positive methods of behavior management with a "time out". Time outs shall be limited to brief periods – no more than one minute for each year of a child's age. Before using a time-out, the staff member will discuss the reason for the time out in language appropriate to the child's level of development and understanding. Time-outs provide children with the opportunity to regroup and focus on appropriate behavior. Before returning to the group, staff shall talk to the child about alternatives to the inappropriate behavior in a way that shows faith in the child's ability to make more positive decisions in the future.

When a problem arises which threatens the safety or health of a child, other children or staff, the staff will take immediate action to stop the behavior and inform the child of the disciplinary action that will be taken. Depending upon the severity of the inappropriate behavior or if the child cannot be managed in the area, it may be necessary to temporarily remove the child from the situation. The Parent/Guardian will be notified and together we will work with the child to correct the behavior. A conference between the School Age Director and the Parent/Guardian may be scheduled at this time. If the behavior continues, the child may be suspended from the program. No care will be provided by the YMCA or its personnel, i.e. the Parent/Guardian remains responsible for paying all fees for the session. A written letter will be sent home outlining the suspension.

When a child's inappropriate behavior is extremely persistent in that it takes too much attention away from the needs and safety of the other children or the behavior is too violent, the possibility of expelling the child from the program may be considered. This decision is an important and difficult one to make. It will be carefully considered and discussed before action is taken. The School Age Director will call the Parent/Guardian to inform them that the child is expelled from the YMCA program due to continued inappropriate behavior. Written notification will follow. In severe cases immediate expulsion may occur, without suspension, at the discretion of the School Age Director. **IN THE CASE OF EXPULSION, THERE WILL BE NO REFUNDS.**

If it is deemed necessary to immediately remove a child from the program, the YMCA staff will contact the parent(s) and/or emergency contact(s) for the child. Upon such notification, the child must be picked up within 30 minutes. Failure to comply with a pick up request will result in termination of care for the child.

PROHIBITED PUNISHMENTS

Corporal punishment inflicted in any way on a child's body is prohibited and children shall not be yelled at, humiliated, frightened or abused in any way by staff. Additionally, disparaging comments about the child's appearance, ability, ethnicity, family or other personal characteristics is prohibited. Children will not be deprived of food or toilet use and will not be tied, taped, chained, caged or placed in mechanical restraints as a consequence of inappropriate behavior. Children will not be punished for not going to sleep, toileting accidents, failure to eat all or part of their food or for failure to complete a prescribed activity.

SCHOOL AGE CHILD CARE HEALTH CARE PLAN

HEALTH CARE CONSULTATION

The YMCA has made specific arrangements with a health care provider who has agreed to provide us with consultation for both routine and emergency health care for children. If we are unable to reach you or your child's physician, we may contact this provider for medical advice regarding your child's specific needs.

INJURY AND ACCIDENT PROCEDURES

In the case of minor injury, staff certified in first aid procedures will administer first aid and the parent will be contacted. An accident report will be filled out by the staff person on the site at the time of the accident.

In the event of an emergency, 911 and the parents will be called. In case the parents and/or designated person(s) cannot be reached, the School Age Director will have the authority to call for emergency transportation to a hospital. A staff person will accompany the child to the hospital and stay until the parent/guardian arrives. It is necessary that you keep the YMCA up-to-date on telephone numbers, emergency numbers and other pertinent information.

ACCIDENT REPORTING

An accident report will be filled out by the staff person on the site at the time of the accident. The YMCA follows the state reporting procedures for communicable disease and severe injuries.

ALLERGIES & ASTHMA

Parents are requested to report all allergies on the medical form, so that the staff may be alerted prior to the start of care. If the child has severe allergies to environmental allergens or food, please note this on the medical form and indicate what procedures are to be taken if an allergy or asthma attack occurs. The site staff must be notified if life-saving medicine (inhaler, epi-pen, etc.) is to be carried with the child.

ADMINISTRATION OF MEDICATION PROCEDURES

Trained staff authorized in accordance with State Law, or health care providers, nurses or other qualified medical health personnel will administer medication to children under the following conditions:

- The parent/guardian provides written permission for each medication to be administered.
- The parent/guardian provides the following information for each medication given:
 - The name of the child
 - The child's date of birth
 - Medication allergies
 - Doctor's name and phone number
 - Pharmacy name and phone number
 - Name of Medication
 - Dosage (amount given)
 - Time (when given)
 - Route of administration (oral; eye/nose/throat drops, topical or vaginal/rectal suppositories)
 - Expiration date
 - Start date
 - End date
 - Reason for medication
 - Any special directions
- All prescription medications are in their original containers, properly labeled, have not expired, are authorized by the child's doctor and the child's name appears on the prescription bottle.
- All non-prescription medications are in their original containers, properly labeled with directions for administration, have not expired, properly labeled with the child's name and any deviations from the label instructions are in writing from the child's health care provider.

Daily prescribed medicines will be placed in a locked box out of the reach of children. Medication requiring refrigeration will be kept in closed containers separate from food. Please give these medicines to the School Age Director who will store the medicines in the appropriate place. Please do not leave medicines in backpacks. All medicines should be clearly labeled with child's name and dosage. The YMCA will not administer medication that has expired. If this occurs, YMCA staff will immediately notify the parent/guardian to inform them of the situation.

Children with high-risk medications must note it on medical form and inform the staff of the administration procedures. Such medications include, but are not limited to, glucose testing kits, insulin, epi-pen, antihistamines and asthma medicines.

A record of the administration of medication to children is maintained at the child care site. This record includes medication dosage, time administered, by whom administered, and any adverse effects observed. Parents/guardians will be advised by trained staff members of the occurrence of any health problems, such as diarrhea, vomiting, continuous hunger, refusal to eat, nosebleeds, skin rash or high temperature.

COMMUNICABLE DISEASES

The YMCA will report any reportable communicable disease to the Division of Public Health in accordance with the Division of Public Health procedures. If a child is diagnosed with a reportable vaccine-preventable communicable disease, all children who have not been immunized against the disease will be excluded from the program in accordance with Division of Public Health procedures.

SCHOOL AGE CHILD CARE HEALTH CARE PLAN

HEALTH AND ILLNESS ATTENDANCE POLICY

If a child becomes ill at the YMCA, he/she will be supervised in an area away from other children and kept comfortable until the parent arrives. The parent/guardian will be notified to come and pick up the child immediately. When a parent/guardian cannot be reached, the emergency contact person(s) will be called. Children who exhibit symptoms of illness specified below will not be admitted to the program or allowed to remain at the site unless written documentation from a health care provider, or verbal with written follow-up, states the child has been diagnosed and poses no serious health risk to the child or other children. The symptoms for possible exclusion include, by may not be limited to, the following:

- Temperature equivalent to 101 degrees or greater accompanied by behavior changes or other signs or symptoms of illness until medical evaluation indicates inclusion in the facility. YMCA staff will only take oral temperatures with digital thermometers.
- Symptoms and signs of possible severe illness (such as unusual lethargy, uncontrolled coughing, inexplicable irritability, persistent crying, difficult breathing, wheezing or other unusual signs) until medical evaluation allows for inclusion.
- Uncontrolled diarrhea that is increased number of stools, increased stool water, and/or decreased form when a child is unable to make it to the rest room.
- Blood in stools that is not explainable by dietary change, medication or hard stools.
- Vomiting illness (two or more episodes of vomiting in the previous 24 hours) until the vomiting resolves or until a health care provider determines the cause of the vomiting is not contagious and the child is not in danger of dehydration.
- Persistent abdominal pain (continues for more than two hours) or intermittent pain associated with fever or other signs/symptoms.
- Mouth sores with drooling unless a health care provider determines that the condition is noninfectious.
- Rash with fever or behavior change, until a health care provider determines that these symptoms do not indicate a communicable disease.
- Purulent conjunctivitis (defined as pink or red conjunctiva with white or yellow eye discharge) until 24 hours after antibiotic treatment has been initiated.
- Scabies until 24 hours after treatment has been initiated.
- Pediculosis (head lice) until 24 hours after treatment has been initiated and until a health care provider confirms the administration of the treatment.
- Tuberculosis until a health care provider states that the child is on appropriate therapy and can attend care.
- Impetigo until 24 hours after treatment has been initiated.
- Strep throat or other streptococcal infection until 24 hours after initial antibiotic treatment and cessation of fever.
- Varicella-Zoster (Chicken Pox) until all sores have dried and crusted.
- Shingles if sores cannot be covered by clothing or dressing until the sores have crusted and are dry.
- Pertussis until 5 days after antibiotic treatment.
- Mumps until 9 days after onset of parotid gland swelling.
- Hepatitis A virus until 1 week after onset of illness, jaundice or as directed by the health department when passive immunoprophylaxis has been administered to appropriate children and staff.
- Measles until 5 days after the onset of rash.
- Rubella until 6 days after the onset of rash.
- Unspecified illness if it limits the child's comfortable participation in activities or if it results in a need for greater care than can be provided without compromising the health and safety to the child or other children.

Children with a reportable communicable disease will not be readmitted to the program until written documentation from the child's health care provider states that the child has been evaluated and presents no risk to the child or to others AND the illness has been reported to the Division of Public Health and the School Age Director has been advised that the child presents no health risk to others. If there is a conflict in the opinions of the health care provider and the Division of Public Health regarding the exclusion of the child, the YMCA will follow the instructions of the Division of Public Health.

PROGRAM COMMUNICATION & FAMILY INVOLVEMENT

PARENT PARTICIPATION & VISITATION

YMCA programs are developed with parent participation as an integral component. Our sign in and out areas are designed to keep parents informed about the School Age Child Care program. We strongly encourage parent participation in our program and ask that parents consult with YMCA staff about any care practices specific to their child's culture/community. YMCA staff will provide as much consistency as possible in our direct care practices.

Please feel free to contact the School Age Director by phone anytime when questions or concerns arise. This will eliminate misunderstandings about our program. Parents are welcome to visit the program at anytime. Advance notification is not required for such visits.

INFORMATION BOARD

Each location has an information area at the Sign Out Table. Parents are encouraged to take a look each day for the monthly calendar and newsletter, new programs, photographs, news clippings, timely articles of interest, current licensing rules and trip and special event information.

PRIOR TO THE START OF CARE

Parents are encouraged to attend Parents Night or call personally to meet the director and learn about the program structure.

The following programs are designed for parent involvement:

- Parent's Nights/Family Nights
- Special program activities volunteer

PROGRAM COMMUNICATION & FAMILY INVOLVEMENT

PARENT MEETINGS

A parent may request a meeting with the School Age Director at any time. Due to many duties during the school year, the Director may be at another location. If the School Age Director is not immediately available, please request to see the site coordinator. If there is an unaddressed concern, please call the YMCA and ask to speak with the Associate Executive Director or the Branch Executive Director.

The School Age Director may request to talk with or meet with a parent at any time, if there are any concerns regarding the child's well being while at the program. If there is a need, these may be scheduled regularly.

EXTENDING THE SCHOOL AGE CHILD CARE EXPERIENCE

There are a number of ways to extend the school age child care experience for your child. During the course of the school year,, your child will experience a sampling of YMCA programs that might peak his/her interest. These programs include swimming, sports, karate, dance, art and other special interest activities. For children who enjoy a particular activity, parents can enroll them in the activity at the YMCA during the school year. In addition, the YMCA runs a summer day camp program in Downtown Wilmington. Many of the staff members your child will spend time with also work for this program. Finally, if none of these options are what you are looking for, the YMCA also offers Kid's Club, a structured, activity-filled day on scheduled school closing days.

WEEKLY UPDATE

Please take a moment at the end of each week to consult with your child's counselor. This will keep you up to date regarding your child's participation and involvement in the program, learn about upcoming events and plan for the next week. If you have any changes to tell the staff regarding your child's schedule, medicine, or other related information, please arrange to see the School Age Director and put all information in writing for the child's records.

EVALUATION OF PROGRAM

Parents are encouraged to share their evaluation of the program with the School Age Director at any time. It is our goal to provide outstanding programs and your input during the school year is invited.

There will be a written School Age Child Care satisfaction survey sent to each family throughout the year. You are encouraged to discuss the program with your child, and return the form to assist us in bettering our programs. We are able to compare our program to other YMCA child care programs across the country and strive to be the best. Your input is welcome and encouraged.

GENERAL SAFETY & QUALITY ASSURANCE

QUALITY ASSURANCE

Quality is of utmost importance for us. Our School Age Child Care Program is licensed by the Delaware Office of Child Care Licensing. The YMCA of Delaware adheres to the Corporate Safety Standards and the YMCA of the USA Child Care Guidelines. All programs are guided by measured standards of excellence.

CHILD ABUSE AND NEGLECT POLICIES

As a licensed child care provider, the YMCA of Delaware reports all cases of suspected child abuse or neglect to the Division of Child Protective Services. In addition, our staff is trained in Child Abuse and Neglect Recognition and Prevention before the start of school and is aware of the Delaware child abuse and neglect law(s) and regulations. The Downtown YMCA does not in any way discourage, inhibit, penalize or otherwise impede any staff member from reporting any suspected or alleged incident of child abuse or neglect.

DRUG, ALCOHOL AND TOBACCO FREE

The Downtown YMCA programs occur in a drug, alcohol and tobacco free environment. Any child who brings drugs, alcohol or tobacco to a YMCA program, or on YMCA property will be expelled from the program. No refunds or credits will be issued for a violation of this code.

CELL PHONE INFORMATION

Children are not permitted to have cell phones during the program. If a child must be contacted in an emergency, please use the site contact phone and ask for the site coordinator, who will relay the information to the child. Please do not call staff to speak to your child, as this is disruptive to the program.

When the children are on a trip or on a non-YMCA site location, please be assured that the staff will be in touch with the YMCA by cell phone or by public telephone.

REFERRAL TO OUTSIDE AGENCIES

From time to time, because of financial, behavioral or developmental concerns, a School Age Director may ask a parent to seek evaluation or assistance for another agency (e.g. Intermediate Unit or Human Services). If the parent refuses or does not follow through, we may have to remove the child from the program.

BABYSITTING AND OTHER OUTSIDE CONTACT BY EMPLOYEES

Employees are often asked to provide child care (babysitting) and other services on their own time to YMCA members and their families. The YMCA of Delaware does NOT permit employees to provide baby-sitting or other services to members. In addition, staff should not be in contact with your child outside of YMCA programs. This includes phone calls, email, letters and contact over the internet as well as attending birthday parties or other family events. Such policies are designed to protect children and staff from child abuse and/or false allegations. Parents are asked to report any violation of this policy to the Associate Executive Director.

GENERAL SAFETY & QUALITY ASSURANCE

SECURITY POLICY

All YMCA facilities have security systems as required by the individual needs of the building. There shall be a minimum of two staff readily available at the facility at all times while children are in care.

All off-site facilities for school age child care are inspected by the Branch Executive Director, School Age Director or designated staff person before any program can be conducted.

EMERGENCY PREPAREDNESS

YMCA staff undergo annual training in emergency preparedness skills including reviewing policies for fire, flood, earthquake, hurricane, tornado, snow, power, chemical spill, bomb threats, transportation and terrorist emergencies. Staff practice evacuation procedures at least once per month with the children enrolled in the program. In the event of an emergency, YMCA staff will contact you at the numbers on file to let you know the status of the program.

SPECIAL SITUATIONS

The School Age Director must be notified in writing of any changes in routine, or any legal or custody issues involving any child.

WELL BEING

In a partnership with parents, the YMCA is committed to the well being of each and every child in our care. Our policies and procedures reflect that commitment. We welcome any questions, concerns and comments. If there is any situation that seems outside our policies or that you feel is inappropriate or uncomfortable, please see the School Age Director immediately. In the absence of the School Age Director, contact the Branch Associate Director or Executive Director.

GUARDIAN SIGNED RELEASES FOR SPECIAL ACTIVITIES

TELEVISION, DVD, VIDEO AND MOVIE VIEWING RELEASE

My child may, as part of a scheduled activity, watch educational and/or program-based programs or movies during the day. These programs will be rated G and unless a special event is planned, video programs or movies will not be shown for more than one hour per day.

Parent/ Guardian Signature: _____ Date: _____

COMPUTER USE RELEASE

My child may, as part of a scheduled activity, use a computer for up to one hour per day. I understand that computer use will be limited to programs, games and websites which are age-appropriate and educational, that the YMCA provides protections from exposure to inappropriate websites, and that all computer usage is supervised by a YMCA staff member.

Parent/ Guardian Signature: _____ Date: _____

ACKNOWLEDGEMENT OF RECEIPT OF PARENT HANDBOOK

This is to acknowledge that I have received a copy of the Downtown YMCA's School Age Child Care Parent Handbook. I understand that the parent handbook is intended to serve as a guide of the YMCA's policies and procedures for School Age Child Care.

I acknowledge that I have read the information herein and understand that it describes the responsibilities of both the parents/guardians and the YMCA for School Age Child Care.

Parent/Guardian Signature

Date

Child's Name (please print)

Program

PARENT COPY - PLEASE KEEP FOR YOUR RECORDS

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Date

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Program

YMCA COPY - PLEASE RETURN TO YMCA OFFICE