



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

PARENT HANDBOOK

Youth Development Programs

YMCA of Delaware



Welcome

Our centers are part of a worldwide organization devoted to excellence in early childhood education, before and after school enrichment, teen programs, and summer camping opportunities. We believe that every child should be able to grow as individuals and thrive in their environment. Our programs provide opportunities for your child to build self-esteem, try new things, and develop at their own pace all while making new friends and receiving care from compassionate and competent staff.

We encourage your support and partnership with us for the care of your child. This handbook is meant to serve as an introduction to our programs and to extend a warm welcome. We hope you find it informative and refer to it often during your time with the Y. We welcome parents to actively participate in our program and community events, and we encourage your thoughts and suggestions at any time. Please visit our website to learn more about the Y – www.ymcade.org.

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Organizational Information

Our Mission

To empower youth, foster healthy living, and promote strong communities.

Program Philosophy

Youth Development, Healthy Living and Social Responsibility are the key components that we develop and foster in every aspect of your child's day. Learning occurs spontaneously through children's play.

We provide daily activities that encourage physical, social, emotional, language, and cognitive development. These activities are designed to reflect the children's cultures and communities and to help your child develop at his or her own pace. Activities include opportunities to utilize familiar and new materials, pictures, and experiences. Weekly activity plans are prepared in accordance with these goals and developmentally appropriate practices. To ensure we provide a comprehensive program, your child will experience:

- Multiple daily opportunities for active physical play such as active games, sports, dancing, running, jumping, climbing, or exploring the environment. When possible, these activities will take place outdoors.
- Daily opportunities for socialization, conversation, relaxation, and quiet activities such as board or card games, reading or studying.
- Weekly opportunities to participate in projects that require an extended time period to complete in such topics as science, math, social studies, language arts, cooking, drama, creative arts, or music.
- Opportunities to take responsibility consistent with their ages for choosing, planning, completing, and evaluating their own activities. Such activities will include scheduled activity blocks, child's choice activities and self-interest time.
- Enriched and Diverse activities that reflect the various communities, languages, and cultures of the children in attendance.

Program Goals & Outcomes

Sense of Belonging – Youth are connected to and feel supported by peers and staff.

Sense of Achievement – Youth learn and develop important skills resulting in increased confidence and self-esteem.

Building Relationships – Youth make new friends and are supported by positive adult role models.

Inclusion Policy

The Y recognizes the communities in which we serve have a variety of needs and cultural backgrounds. We strive to ensure all members, visitors, and participants are treated with mutual respect and foster a sense of community that continues beyond the front door.

The Y embraces an inclusion approach that strives to provide opportunities for all children to actively participate in all aspects of our programming. We support the inclusion of children who require additional support due to a physical, cognitive, social, or emotional need. Reasonable accommodations are made when possible. We respect and value input from parents and encourage them to be part of the decision-making process for their child. The Y requests IFSP/IEP and/or behavioral plans be provided to us during enrollment so we may effectively meet the needs of the child.

In addition, we welcome children whose primary language is not English. The program staff will work to learn key phrases and simple conversational words to make communication easier with children and families we serve.

The Y's goal is to create an environment in which all children are valued and respected to support their unique and optimal learning and development. To accomplish this goal, the Y often consults with early intervention professionals to further support families when possible.

Sharing of Concerns

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 or comments. Should you have any question or concern, please see the Program Director immediately. If you still have questions or concerns after speaking with the Program Director, you may request to speak with the Branch Executive Director. If you still have concerns, please contact the Vice President of Youth Development.

YMCA of Delaware has selected Ethics Point to provide parents with simple, risk-free ways to anonymously and confidentially report activities that may involve criminal conduct or violations of the YMCA of Delaware Code of Conduct. All reports submitted through Ethics Point will be handled promptly and discreetly with the objective of correcting the situation being reported. A link to the Ethics Point reporting site can be found on the YMCA of Delaware's website, www.ymcade.org. No retaliatory action will be taken against anyone for reporting or inquiring in good faith about potential breaches of the YMCA of Delaware policies or for seeking guidance on how to handle suspected breaches.

Governing Body

YMCA Youth Development sites are governed by the YMCA of Delaware. As a non-profit charitable organization, the YMCA is managed by a volunteer board with members from our local community. Additional information for officers of the YMCA of Delaware is available on the YMCA's webpage.

Our Youth Development Staff Team

The Y's dedicated staff members strive to make a positive difference in the lives of children and teens. We hire individuals who have experience working with children and teens and are committed to their educational success. Each staff person employed by the Y shares unique talents and interests to be shared with the wide range of youth we serve. Our staff members meet the State of Delaware's requirements for their positions. Y Youth Development staff receive nine or more hours of professional and personal development training in topics relevant to education and their assigned age-group. Additional trainings include First Aid, CPR and AED, Child Abuse Prevention and Mandated Reporting, Sexual Harassment Prevention and Blood Borne Pathogen Management. All staff must pass a background check including: FBI fingerprints, National Child Abuse Registry, National & State Sex Offender Registry, and reference checks.

Equal Opportunity Provider

The YMCA is an equal opportunity provider. Applications for enrollment are accepted without regard to race, color, national origin, gender, age, sex, pregnancy, marital status, sexual orientation, gender identity or expression, religion, creed, disability, veteran's status, or other protected class. We celebrate diversity and understand our children benefit through an enriched and diverse learning environment.

Lost & Found

Should your child lose a personal item, please inquire with the staff members as soon as possible. All items must be labeled with your child's first and last name. Unclaimed items are given to charity after a reasonable period of time. We strongly encourage parents not to send their child with money, jewelry, electronic devices, cell phones, expensive clothing or other valuables that cannot be easily replaced or may be lost, damaged or stolen. The YMCA of Delaware is not responsible for any lost, damaged or stolen items.

Enrollment & Children's Records

Enrollment Periods

New participants are accepted during specific enrollment periods and throughout the year when space is available. New families are encouraged to tour our facilities and programs before enrolling. A fully complete registration application, and all supporting documentation, must be submitted to register in the Program. Children will not be allowed to attend until all required information has been received and verified by the Program Director.

The annual enrollment periods for each program start:

Summer Day Camp	February
Before & After School Enrichment	May
Giant Step Preschool	April
Early Childhood Programs/Full Day Preschool Programs	November

Each Youth Development program holds an annual enrollment period for current families. Please inquire at your local YMCA branch for more details. A fully completed application must be submitted to register. Early enrollment is highly encouraged.

Memberships & Discounts

The YMCA encourages its partners and members to actively participate in our mission to empower youth, foster healthy living, and promote strong communities. As a benefit, our members are given exclusive discounts and access to all Y programming, events, and facilities. To be eligible for this benefit for youth development programming, an active Household Membership must be purchased. Memberships cannot be placed on hold if a member of your household is registered for current or future programming. Any deposits paid will not be available for transfer or refund should a change in membership status occur. Please refer to your registration and membership contract for more information.

Waiting List

Waiting lists are maintained for each program, classroom, or age group that reaches capacity. A complete registration application is needed to place a child on the waiting list. When an opening becomes available, parents/guardians will be contacted. Parents have two business days to accept the opening and enroll the child.

Enrollment

Prior to enrollment, a member of our staff team will review your registration information and provide basic center and staffing information. Parents are encouraged to ask questions, inquire about volunteer opportunities, and become familiar with our program. Registrations are accepted on a first come, first serve basis. Registration applications must have all required information and supporting documents submitted to be considered enrolled and allowed to attend the program. Space is limited. All past due balances must be paid prior to registration/enrollment.

To start your child's experience, their file must include the following:

- Complete Program Registration
- Current physical exam with up-to-date immunizations, TB screening & lead screening signed by the physician
- Food Program Enrollment Form (when required)
- First payment
- Purchase of Care authorization form/information (when applicable)

Physical Examination

An annual physical with up-to-date immunization record and proof of lead and TB screenings are required for all children at the time of enrollment. Children in our Full Day Child Care programs must have proof of a physical every 12 months. Children in our School Age, Teen & Camp programs must submit a current physical at the time of enrollment and are encouraged to submit annual physicals.

Placement

After completing all the required documents for enrollment, your child will join a classroom or group with children of similar age and developmental level. Many factors are taken into consideration when choosing the best classroom or group placement for a child including the child's developmental stage, age, level of maturity and previous experiences in a group setting.

Child to Staff Ratios

YMCA youth programs meet or exceed all child to staff ratios set forth by the State of Delaware's Office of Child Care Licensing and/or the American Camp Association. Ratios may be lower for field trips and routine program outings. The specific ratios and maximum group sizes for each program are as follows:

Licensed Early Childhood and Giant Step Programs

Age Group	Staff to Child Ratio	Maximum Staff to Child Size
Infants (under 12 months)	1:4	2:8
Young Toddler (12-23 months)	1:6	2:12
Older Toddler (23-35 months)	1:8	2:16
Young Preschool Child (36-47 months)	1:10	2:20
Older Preschool Child (48 months or older and not yet attending kindergarten or higher)	1:12	2:24

Licensed Before & After School Enrichment, and Summer Day Camp (primarily indoors)

Age Group	Staff to Child Ratio	Maximum Staff to Child Size
Older Preschool Child (48 months or older and not yet attending kindergarten or higher)	1:12	2:24
School-age child (attending kindergarten or higher)	1:15	1:30

Summer Day Camp (primarily outdoors)

Age Group	Staff to Child Ratio
Grades K – 1	1:6
Grades 2 – 3	1:8
Grades 4 and up	1:10

Account Privacy & Account Changes

The YMCA of Delaware strives to protect the personal information of our program participants. The following information explains how child care accounts are set up in the YMCA system.

- The parent/legal guardian listed first on the registration form will be considered the "primary" YMCA account holder and will be the first line of communication.
- The primary YMCA account holder will be held responsible for all account balances.
- The primary YMCA account holder will be the only person with the ability to make changes to addresses* or other contact info, payment information, schedule of care provided, cancelation of care, etc. unless a Court Order is in place (*Receipts will print with the primary account holder's name and address information regardless of who makes the payment. Primary account holders who do not want their address shared with another party should not allow others to make payments on their behalf). If, at any time, your address or any phone numbers change, please **inform the administration and your child's teachers immediately.**

Authorized Pick-up & Emergency Contact Changes

The YMCA of Delaware will follow all child custody court orders for children within our child care programs when they are provided by the parent/legal guardian. Both parents are permitted to authorize the addition and/or removal of emergency contacts and authorized pick-up people under the following conditions:

- There is no active child custody court order on file with the YMCA.

AND

- The parent is listed on the original registration form.

The YMCA of Delaware reserves the right to limit the child's emergency contacts and/or pick-up list to only the parents/legal guardians and/or to remove the child from the program.

Confidentiality

All children's records are confidential. Staff are not permitted to share your child's records (written, electronic or digital) with anyone without written parental consent or court order except when requested by state, local or other entities with statutory responsibilities for issues relating to the health, safety, and well-being of children. Custodial parents have access to their child's records upon written request and may request additional relevant information be added to the records.

Observation of Child Progress

All children are observed formally and informally to ensure staff members plan their curriculum goals and activities to support individualized learning. Staff observe, record and document children's development, participation and learning throughout the year. This is ongoing, systematic and gathered from natural play activities and realistic setting that reflects children's actual performance. We use a variety of methods such as observations, checklists, rating scales, and individually administered tests. The results are used to benefit children by informing sound decisions about children, teaching, and program improvement. When assessments identify concerns, appropriate follow-up, referrals or other interventions are used to support the child's success.

Program Transitions

Throughout the year, children in the programs will go through transitions in their care. The Y strives to make these transitions smooth and seamless by planning in advance, collaborating with parents, and preparing children for the changes. Parents will be notified in writing prior to the start of a transition.

Termination of Care

Parents are required to provide a minimum of ten business days written notice to the registrar/director prior to removing their child from enrollment in any YMCA Youth Development program. Purchase of Care families are required to provide five days written notice to disenroll. The Cancel, Add or Change form can be found on the Y Program landing page. Tuition for the final two weeks, plus any outstanding balance, is due within five business days. Unpaid balances will be sent to collections and/or reported to Purchase of Care. If your child is absent for more than five consecutive days without notice, parents will be contacted to determine the circumstances. In the event we are unable to reach anyone regarding the extended absence, the Y will consider the child to have voluntarily terminated care without notice.

Dismissal from the Program

While we work hard to ensure that each child in our program is successful, we reserve the right to disenroll any child at any time for any reason. Some of the reasons for involuntary dismissal might include:

Failure to adapt – Most children adapt to a new program within a few weeks. If a child fails to adapt to our program, even though an effort has been made by parents and the staff to integrate him/her into the program, the child may be disenrolled so that his or her parents can find alternate care for their child.

Aggressive/disruptive behavior – If a child's behavior is aggressive, hurtful to others, or disruptive to the program, the child may be disenrolled at the discretion of the center. Please refer to specific information on our behavior management procedures.

Failure to pay tuition – Children shall be dismissed from the program should tuition not be paid per program policies. Please refer to specific information on our payment procedures.

Abusive/disruptive behavior by parents – We reserve the right to immediately disenroll any child whose parent behaves in a manner that violates YMCA policies or procedures, or is destructive, disruptive, abusive, or malicious through their statements or actions toward the staff, their own child or other parents/children in the center.

Failure to maintain required paperwork – Parents are responsible for ensuring all information in their child’s file is complete and accurate at all times. Failure to keep the program informed of changes or failure to submit required paperwork will result in your child’s dismissal from the program.

Excessive late pick-ups – All children must be picked up prior to the program’s operating hours. Repeated late pick-ups will result in your child’s dismissal from the program.

Irreconcilable differences – The YMCA strives to partner with all parents to provide the highest quality care for children. If, at any time, mutually agreed upon expectations cannot be met, we reserve the right to disenroll the child to allow the parents to find an environment that better meets the needs of their child.

Payment Procedures

Program Deposits and/or Registration Fees

All program deposits and/or registration fees are non-refundable and can not be applied to other programs, or additional weeks of care. If you need to change, cancel, or modify a week (including a change to membership status: cancel, hold or type), the Deposit paid will not be available for transfer or refund. Program registration fees are waived for Purchase of Care families. Please refer to your registration and membership contracts for more details.

Payment Dates

Payments are due on the dates established for each program. Routinely late payments will not be tolerated and will result in late fees and/or dismissal from care. We do not adjust payment due dates.

Payments are due on the 1st of each month for that month’s care. Special arrangements can be made by contacting your branch.

Billing Options

Parents can choose from two convenient options for billing.

EFT Easy Payment Plan

EFT (Electronic Fund Transfer) Payments will be automatically deducted on the 1st of the month from your checking, savings or credit card account.

Pay at Counter

Payments can be made using cash, credit card, or a check.

Late Payments

Payments are due on the dates established for each program. If a payment is made after the due date, a \$30 late payment fee shall be paid immediately regardless of payment arrangements. Purchase of Care families are excluded from this policy. Continual late payments will result in dismissing the child from the program. If your child is disenrolled from the program for any reason, re-enrollment will be based on availability and is not guaranteed. The YMCA does not offer payment agreements for past due balances. Please refer to your registration and membership contracts for more details.

Financial Assistance (Open Doors)

Our Y membership and programs are designed to be readily available to the public. Our financial assistance policy enables us to assist individuals who would like to participate but cannot afford the entire fee. Please visit the YMCA on the web at www.ymcade.org for more information on the financial assistance programs available, how to apply, and other information.

Purchase of Care

Some YMCA programs are eligible for the State of Delaware Purchase of Care (POC) child care subsidy program. The Social

Service's offices will finalize your eligibility of subsidy. Proof of a current POC Authorization is required prior to enrollment and before the start of each month. Please contact your local YMCA branch for more details about eligible programs accepting POC.

Absences

Parents must notify the Director of any planned absences, vacations or illness. The YMCA does not reduce or credit tuition for vacations, school holidays, sick or quarantine days, or inclement weather/ snow days. Unreported absences longer than five consecutive days are considered voluntary terminations of enrollment. If your child is disenrolled from the program for any reason, re-enrollment will be based on availability and is not guaranteed.

Parent Involvement

Family Participation

The Y strives to build positive relationships with our families by being familiar with their unique characteristics, strengths and issues that are important to them. To develop partnerships with our families, we create a welcoming environment and opportunities for involvement. The Y encourages your participation in our program, activities and events. Additionally, the Y has an open-door policy and parents may visit without prior approval.

We do require parents who volunteer in our programs to complete a background screening and to sign the YMCA's Code of Conduct. Parents who wish to volunteer for more than four days per calendar year will also need to complete a fingerprint check with the state police.

Some ways for families to be involved include:

- Attend Family Nights and special events
- Make things for the program
- Share your culture, talent or job
- Participate in class activities
- Contribute to the curriculum
- Complete program surveys
- Offer feedback
- Serve on Parent Committees
- Chaperone a field trip (see details on field trips under special events)

Parent/Staff Collaboration

The YMCA strongly believes we are partners in your child's early development. Should a concern arise regarding your child's development, staff will schedule a meeting to discuss questions, concerns, and formulate a plan to meet the child's needs. Parents are offered the opportunity to meet with program staff at least once per year for a conference to discuss their child's developmental and educational goals.

Parent Communication

Regular communication concerning your child's well-being and developmental progress is a priority at the Y. Upon completion of all enrollment processes, parents are required to register in our communication system – ProCare. ProCare is an app that can be downloaded on to your phone for convenience. This application allows you to see your child's activities throughout that day as well as receive messages, reports, newsletters, pictures, and videos. This application also allows parents to send messages to program staff for quick response. Staff members are also available to respond to any questions, comments or concerns.

Parents 'Right to Know' Licensing Information

Under the Delaware Code, parents are entitled to inspect the active record and complaint files of any licensed child care facility. To review a child care facility record contact:

The Administrative Specialist
Office of Child Care Licensing
3411 Silverside Road (Hagley Building)
Wilmington, DE 19810
(302) 892-5800

OR

The Administrative Specialist
Office of Child Care Licensing
821 Silver Lake Boulevard, Suite 103
Dover, DE 19904
(302) 739-5487

Substantiated complaints and compliance review histories may be viewed by visiting the Office of Child Care Licensing's child care search at <https://kids.delaware.gov/occl/search-for-child-care.shtml>

Parents are encouraged to review current licensing regulations which can be accessed online at kids.delaware.gov or a copy is available in the Program Director's office.

Evaluation of Program

Our goal at the Y is to provide outstanding programs and strive to be the best. Your input during the school year is invited and encouraged. Written program satisfaction surveys will be sent to each family each year via email. We encourage parents to discuss the program with their child and complete the survey so we may continually improve the programs we offer.

Closures & Delays

Hazardous Weather Conditions

In the event the YMCA Branch or YMCA programs have an altered schedule due to snow or other inclement weather, the following methods are used to communicate with members and program participants.

- ProCare messages sent to e-mail address on file and through text messages (notifications must be turned on).
- Facebook
- Updates posted on the YMCA of Delaware's website, www.ymcade.org.

The YMCA will only broadcast closures or delays, and we try to do so in a timely manner. Please be aware, some weather conditions occasionally require us to make decisions very close to an actual opening or closing time.

Holidays & Closures

A list of scheduled holidays and pre-planned program closures is available in the "Program Information – Parent Handbook Addendum" for your child's specific program. Although we will make every effort to notify our members and program participants in a timely manner of any closures, we reserve the right to close the program immediately due to unexpected emergencies or other issues.

Program Activities

The Role of Play

Play is an activity-oriented medium. Here at the Y, we know children learn best through play and we create activities to build on past experiences as well as create new ones. Children will be encouraged and assisted in verbalizing their experiences, developing ways to express their ideas and feelings, while being given support and encouragement when facing new challenges.

Children in our program are encouraged to participate in all activities. Some activities get messy or require physical activity. Parents are encouraged to dress their children in comfortable, play clothing that helps encourage their participation.

Outdoor Play

The Y follows Nemours Health Prevention Services best practice recommendations for weather conditions and temperatures for outdoor time. All children are required to go outside daily unless there is a posted weather advisory. Children should have proper clothing for the forecasted weather conditions and safe shoes for climbing and running.

The Y cannot accommodate requests for children to stay inside during outside activities.

Physical Activity

The YMCA is committed to our children's health, safety and wellbeing. We recognize the importance of staff as positive role models for children as they learn to live healthy lives. Therefore, we strive to:

- Role-model positive behaviors by being physically active with the children, both indoors and out.
- Encourage all children to try new physical activities and respond positively when they do.
- Share our own positive experiences with physical activity and facilitate conversations with the children about their experiences.
- Provide fun, engaging physical activity daily in our lesson plans.
- Make safe equipment accessible in the classroom at all times (e.g. soft balls, push-pull toys, low carpeted blocks to climb on, etc.).
- Not use physical activity as punishment.
- Re-direct children to safe physical activities and/or involve them in discussions about what to do when safety issues or other concerns arise.
- Limit screen time (except for educational computer use, physical activity and occasional special events) to one hour or less for children age two or older with parental permission, and we do not allow screen time for children under two years of age.

Personal Cell Phone & Technology Policy

The Y provides safe and productive environment for youth and teens that encourage participants to lead with empathy, build healthy relationships, effectively manage emotions, take responsibility for actions, and develop personal skills for success. All programs encourage interactive participation, hands-on learning experiences, character exploration, and active citizenship.

With the Y's commitment to Healthy Eating and Physical Activity (HEPA) standards, our programs prohibit the use of personal electronic devices, including cell phones, during all program hours. We strongly encourage parents not to send their child with electronic devices or cell phones that cannot be easily replaced or may be lost, damaged, or stolen. The YMCA of Delaware is not responsible for any lost, damaged, or stolen items.

Permission to utilize electronic devices may be granted by program staff and on an individual needs basis to enhance program experience and only when the use of such a device is age-appropriate, educational, and able to be supervised by a staff member. Under these circumstances, all personal electronic devices must remain in backpacks, pockets, or in the possession of Y staff. Y staff will temporarily confiscate the cell phone, or other electronic device, should participants not be able to adhere to our policy.

Field Trips

Field trips are planned as an enhancement to the children's curriculum. At times, we encourage parents to volunteer as chaperones. However, all field trip chaperones must have a YMCA background check completed before participation and chaperones are never permitted to supervise a group of children without a staff member present.

The YMCA is committed to the safety of all children. If the required adult/child ratios cannot be met, the trip will be cancelled. If you are required to accompany your child for any reason, and cannot, you will need to make other child care arrangements for the duration of the field trip.

In our Child Development program, field trip permission slips for each trip must also be completed and returned by the due date. Children who have not paid for the trip or do not have a signed permission form on file will need to make other child care arrangements. In our School Age Child Care and Camp Programs, permission to participate in field trip programs is given on the original registration form. Field trip fees are not included and must be paid by the registration date for the trip.

Transportation

Children in our programs may be transported to field trips, special events, inclement weather, and emergencies using YMCA buses or a chartered bus service. 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.

Swimming

The Y is proud of our ability and commitment to provide children with opportunities to play and learn in our swimming pools. While swimming in our pools, all children in our programs are supervised by their classroom or group staff as well as by certified lifeguards. We ensure children are safe by following all YMCA of Delaware aquatics procedures. Children participating in swim lessons or open swim are required to bring a swimsuit and towel labeled with the child's first and last name. Schedules vary by programs.

Swim Testing Procedures

All children ages fourteen and under are required to take a swim test and wear the appropriate band color associated with their swimming ability. The swim test is one length of the pool, swimming on their stomach, followed by a thirty second tread. Swimmers will be accompanied by lifeguards during this test and will not be forced to take the test if they are uncomfortable. Only one swim test will be performed per day, but a child may re-test as needed.

YELLOW - Any swimmer able to swim half a length, but not a full length, and tread water for thirty seconds. These campers will only be permitted to swim in the Red and Yellow sections, should wear a life jacket anywhere they cannot stand comfortably, and may use the slide if over 48" tall.

GREEN - Any swimmer able to swim a full length and tread water for thirty seconds. Green banded campers may swim in any pool section and use the slide (if available).

Your Child's Day

Program Schedules & Daily Activities

Program schedules and daily activities vary by each program and site. Please refer to the "Program Information – Parent Handbook Addendum" for your child's specific program for details on what to bring, daily schedules, program activities, drop off, pick-up, parking and meals.

What to Wear

All children are required to be dressed in casual, comfortable and safe clothing. Please do not send your child in flip flops or other shoes that could easily slip off while running or climbing. We also ask that children come dressed in play clothing that can get dirty. Some of our developmentally appropriate activities can be messy.

What to Leave at Home

The following items should not be brought to the YMCA unless requested for a specific program or activity: dolls or toys, pets, game boys or electronic games, iPods/mp3 players, sports equipment, expensive equipment, jewelry, cell phones, skateboards, roller blades, scooters, weapons, drugs, alcohol, cigarettes/vaping devices, and money. 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, and therefore, are prohibited.

Special Events

Birthdays

Birthday celebrations are held during afternoon snack time. Please refer to our food for special events policy before planning your child's birthday celebration. We strongly suggest that you check with the classroom or group teacher regarding any food allergies. Balloons, candy, and soda are not permitted. Costumed characters are also not permitted. Individual party bags can be given to take home (if there is one for everyone in the class/group) but are not expected.

Family Events

Several times throughout the year, the Y offers events and activities designed to give you and your family an opportunity to socialize with other families and to learn more about what your child does each day. Families are encouraged to participate in these events and to help plan them. We welcome your ideas for our next Family Event and hope you will join us. While most of our family events occur in the evening, a few special events may occur during the working day.

Meals at the Y

Food Program Participation & Mealtimes

Some YMCA programs participate in Federal food programs (Child & Adult Care Feeding Program, Summer Food Service Program and/or At-Risk Feeding Program) which offer opportunities for children in our programs to receive nutritious meals throughout their time in care. The meals will always include the recommended daily allowance for children for each meal/snack served. All foods served will meet or exceed USDA recommended guidelines. Children are encouraged to eat but will never be forced. Meals provided by the YMCA are committed to being pork and peanut free. More information on your program's meal service is available in the "Program Information – Parent Handbook Addendum" for your child's specific program.

Food for Special Events

We welcome birthday celebrations and occasionally offer group parties. These celebrations can only be scheduled during snack time and must be pre-arranged with the director as they usually take longer than our normal snack times. We recognize that celebrations are fun times but ask that parents observe the practice of "everything in moderation" for these events. Nutritious snacks or small servings of sugary snacks are permitted during these events. Soda is not permitted at any time. The food served by the YMCA, as well as snacks provided by parents, should not contain pork or peanuts.

Menus

Monthly menus are posted at each site for children ages one year and older. Children under the age of one year will follow an individual menu which can be reviewed by contacting your child's teacher. We only serve foods to children under the age of one year after they have been introduced to the child at home.

Food Substitutions

Any request for substituting food must be done in writing and may require a doctor's note. Food substitutions are to be stored in the food cabinets in the classrooms. Our centers and some programs are not permitted to heat or refrigerate food.

Non-Discrimination in Food Service

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) Civil Rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior credible activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the responsible agency (state or local) or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.

Behavior Procedures

Behavior Code of Conduct

It is the goal of our YMCA to provide a healthy, safe, and secure environment for all participants. The YMCA teaches the core values of caring, honesty, respect, and responsibility. Children who attend the program are expected to follow the behavior guidelines and to interact appropriately in a group setting. The YMCA reserves the right to terminate enrollment at any time.

Behavior Guidelines

- People are responsible for their own actions.
- We respect each other and the environment.
- Honesty will be the basis for all relationships and interactions.
- We will care for ourselves and those around us.

When a child does not follow the behavior guidelines, we will take the following steps:

1. Staff will redirect the child to more appropriate behavior.
2. The child will be reminded of the behavior guidelines and program rules, and a discussion will take place.
3. If the behavior persists, a parent will be notified of the problem.
4. The staff will document the situation. This written documentation will include what the behavior problem is, what provoked the problem, and the corrective action taken.

5. Staff may schedule a conference with the parent to determine the appropriate action that will be taken.
6. Staff may schedule a progress check or a follow-up conference.
7. If the problem continues, staff will schedule a conference that includes the parent, child, staff, and program director. The program director will have all documentation and the notes from the previous conferences for review. If subsequent conferences have to be scheduled, a counselor may also be present.
8. If a child's behavior at any time threatens the immediate safety of that child, other children, or staff, the parent may be notified and expected to pick up the child immediately. If such a call is placed, an authorized pick up person must pick up the child within one hour.
9. If a problem persists and a child continues to disrupt the program, the YMCA reserves the right to dis-enroll the child from the program. Immediate expulsion from the program will be considered in extreme situations.

The following behaviors are not acceptable and may result in the immediate suspension of a child:

- Endangering the health and safety of children and/or staff, members, and volunteers
- Stealing or damaging YMCA or personal property
- Leaving the program, group, or YMCA grounds without permission
- Continuing to disrupt the program and other participants in the program.
- Refusing to follow the behavior guidelines or program rules
- Using profanity, vulgarity, or obscenity frequently
- Acting in a lewd manner

Immediate expulsion will occur if a child is in possession of and/or using tobacco, alcohol, illegal drugs, firecrackers, weapons, or explosives.

Positive Behavior Management Procedures

We focus on the prevention of unwanted or inappropriate behaviors by using strategies that include structured, age-appropriate activities, educationally valuable materials, a stimulating environment, and realistic expectations. We focus on praising and encouraging children for positive behavior, while redirecting or guiding inappropriate behavior into more positive actions. Our goal is to eliminate the use of suspension, expulsion, and other exclusionary measures unless we determine that these strategies are in the best interest of the child.

As a last resort, 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 Director and the Parent/Guardian may be scheduled at this time. During these conferences we will try to assess the function of the behavior, work with families and/or professionals to develop an individualized plan that will include positive support strategies. Please see the Behavior Code of Conduct for details.

Prohibited Discipline Practices

Corporal punishment inflicted in any way on a child's body is prohibited in Y programs. In addition, children are not yelled at, humiliated, frightened or abused in any way. Additionally, disparaging comments about the child's appearance, ability, ethnicity, family or other personal characteristics is prohibited. Children are not deprived of food or toilet use 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.

Safety Practices

Accidents and Injuries

The Y has created policies and procedures for our program offerings and facilities to ensure a safe and comfortable environment for all participants. However, at times, accidents happen. In the case of minor injury, staff certified in first aid procedures will administer first aid. The staff person supervising the child at the time of the accident will complete the appropriate report and notify parents.

In the event of an emergency, staff trained in first aid and CPR will care for the child as needed. 911 (if applicable) and parents will be immediately notified. In case the parents and/or the listed emergency contact person(s) cannot be reached, a staff member will accompany the child to the hospital. The YMCA does not provide health insurance and requires the child's current insurance information in our files in case of an emergency.

Child Abuse & Neglect Mandated Reporting

The YMCA of Delaware is required to report all cases of suspected child abuse or neglect to the State of Delaware Division of Child Protective Services. In addition, our staff has been trained in Child Abuse and Neglect Recognition and Prevention before the start of employment.

Child Protection Information for Parents

Parents place their trust in the Y to help their children thrive. Our core values—caring, honesty, respect, and responsibility—are part of everything we do. Because of this, we place great value on creating the most child-safe environment possible. We believe when parents are well informed about safety protocols, it greatly assists our constant vigilance of all who have potential access to children. The following should be established zero-tolerance YMCA policies that are regularly communicated with parents. Parents should be regularly encouraged to report any deviation from these policies immediately.

- A child should never be alone with a staff member (but may be separate, if in full view of others).
- Children should not be contacted by YMCA staff except for issues relating directly to currently active YMCA activities (i.e., no letters, email, telephone calls, texts, Facebook, visits, non-YMCA excursions, etc.).
- Children should never receive gifts of any kind from individual Y staff members.
- Children should always be transported in YMCA-identified vehicles (or appropriately identified vendor-operated vehicles), never in a staff member's personal vehicle, and never alone.
- Y staff members should not babysit Y members or program participants. If the babysitting relationship pre-existed the Y relationship, the President of the YMCA of Delaware could make an exception, but a specific acknowledgement should be signed by the parents and the babysitting staff member and retained by the Y.
- Children in child care must sign in and out of programs each day and will only be released to preauthorized individuals.
- Parents who become aware of hazing, bullying, or similar behavior should report the incident to the Y. Such behavior is often the precursor of peer-to-peer abuse and must be addressed.
- Children should be encouraged to discuss their experiences with their parents and identify any behavior or activity that made them uncomfortable. Parents need to be aware that programs like gymnastics and aquatics require some physical contact between adult and child to provide the necessary instruction, coaching, and spotting. A single touch in a normally inappropriate place may not be an inappropriate touch if it occurred while trying to prevent an injury, etc.
- Parents should be provided with the names of at least two separate Y individuals whom they may contact if they believe there is an issue of any kind that needs to be addressed.
- Delaware law requires ALL ADULTS to report cases of suspected abuse to the authorities.

The Y of Delaware has hundreds of staff members and volunteers working with youth in the many programs we offer. To keep children in our programs safe, we intensively screen potential employees and volunteers by using a detailed application form, comprehensive interview process, reference checks and criminal background checks.

Our employees complete an extensive child abuse prevention training program. Supervisors and managers complete additional training to further promote a child-safe environment. All staff members are mandated to report any suspected child abuse. If you have any questions or concerns regarding a YMCA staff person or program, please inform the program director, or executive director at your location. You can make a confidential report to Ethics Point on our website.

Parents are encouraged help prevent child abuse. Here are some suggestions:

- Talk to your child about his or her experiences in Y programs, school, sports, and other activities.
- Drop in on your child's programs.
- Trust your instincts. Don't wait to tell us if something seems "strange." Speak up!
- Every once in a while, ask your child these questions:
 - Is anyone scaring or threatening you?
 - Is anyone asking you to keep secrets?
 - Has anyone said anything to you that made you feel bad?
 - Is anyone touching you in a way that you don't like?
- Encourage your child to tell you or another trusted adult if anything happens to him or her.
- Watch for warning signs of abuse:
 - Unexplainable bruising or other physical markings
 - Disturbed sleeping or eating patterns
 - Abrupt changes in behavior-anxiety, clinging, aggressiveness, withdrawal, depression
 - Fear of a certain person or place
 - Discomfort with physical contact
 - A child who abuses other children
 - Listen and watch for signs of your child receiving special attention that other children or teens are not receiving, including favors, treats, gifts, rides, increasing affection or time alone, particularly outside the activities of school, child care, or other activities.

YMCA Security

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.

Prohibited Items

Our programs occur in a drug, alcohol, tobacco, and weapon free environment. Any parent or child who brings drugs, alcohol, tobacco, or weapons 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.

Emergency Preparedness Training & Drills

Our program conducts safety drills to ensure our staff are prepared for emergencies that may occur. These drills include fire drills, missing child scenarios, vigilance awareness testing in our pools and other safety drills. Should a parent arrive during the execution of one of these drills, no one will be allowed to enter or leave the program until the exercise is completed. In the event that we have to evacuate for an extended period of time, each program has a specific place that they will evacuate all of the children to. In the event of an actual emergency, YMCA staff will contact parents to let them know the status of the program.

Drop Off Procedures

Specific drop off procedures vary by program and location. Specific information is available in the "Program Information – Parent Handbook Addendum" for your child's specific program. Please visit your program's website for details on drop off times and sign in procedure for their program. **Parents must place the child under direct supervision of YMCA staff by *signing the child in at the beginning of the day on the program tablet.*** This as a mandatory procedure and an important safety precaution that ensures each staff member knows which children are in attendance.

Pick Up Procedures

Specific pick up procedures vary by program and location. Specific information is available in the "Program Information – Parent Handbook Addendum" for your child's specific program. Parents must *sign the child out* each day. During registration, parents must designate a list of persons authorized to pick up your child. **These "authorized pick-ups" must be at least 16 years of age and may not be listed in any "Megan's Law" or sex offender databases and cannot be otherwise denied access to a YMCA of Delaware branch.** All other persons must have written consent from you in advance. This can be provided via a ProCare message or in an e-mail. Photo identification will be requested of all unfamiliar people picking up your child. Please ensure that we have your current phone numbers and updated emergency contact information on file at all times.

School age children may be permitted to walk to/from home or to/from the school bus stop with written parent or guardian permission.

If someone is listed in your child's file as "Unauthorized to Pick-Up" and attempts to do so, staff members will use the following guidelines (not necessarily in this order):

- Ask person to speak with administrator on duty.
- Call parent(s).
- Call 911.

If person attempting pick-up is a legal parent or guardian, we are required to release the child unless we have a copy of a court order stating otherwise.

The safety of your child is our highest priority. If our staff identify a parent or designated pick up person is in an unsafe condition to drive or otherwise leave with their child (such as under the influence of drugs or alcohol), the YMCA may not release the child. Staff will call another person on the approved list or 911 for assistance and to report the incident.

If a child is not picked up by closing time, the Y will make every attempt to reach the parent and/or other emergency persons listed on the child's registration form. If after one hour, the Center Director will call the police and/or child protective services so that the child can be placed in their care.

If a parent arrives after the program's operating closing time, there will be a flat fee of \$15 for each 15 minute interval, per child. The fee will not be prorated per minute. Parents or guardians who arrive late will be asked to sign a late pick up form and it is the responsibility of the parent to submit the late pick up fee to the YMCA within three business days of the incident.

Photographs, Videotapes and/or Voice Recordings

As part of their participation in program activities, children may be photographed, videotaped and/or voice recorded. Such items may be used to post in the program, for recording developmental milestones as part of our assessment process and for other program related activities. YMCA staff members may not take photographs, videotapes or voice recordings for personal use and may not share any of these items except as necessary for work related reasons. Additionally, children may be photographed, videotaped and/or voice recorded for promotional purposes. We ask for parental permission on the child's enrollment form to use photographs, videotapes and/or voice recordings for this purpose.

Health & Sanitation Practices

Hand Washing

The Y is committed to helping children, volunteers, and staff members reduce illness in our programs. As part of that commitment, all staff volunteers and children wash their hands frequently throughout the day. Certain daily transitions require that staff, volunteers and children wash their hands. These include:

- Upon arrival for the day and when moving from one group to another
- Before and After:
 - Eating, handling food, or feeding a child (including bottles)
 - Giving medication and/or applying sunscreen
 - Playing in water that is used by more than one person
- After:
 - Diapering
 - Removing gloves
 - Using the toilet or helping a child use the toilet
 - Handling bodily fluids (mucus, blood, vomit) from sneezing, wiping and blowing noses, from mouths, or from sores
 - Handling soiled clothes
 - Handling uncooked food
 - Handling pets, cages and other animals
 - Playing in sand
 - Cleaning or handling the garbage, touching trash cans or lids;
 - Outside or messy play.

To encourage this practice at home, have the child wash their hands using the same methods used in our Y programs. While in our programs, children, staff and volunteers wash their hands using the following method:

- Turn on warm water
- Wet hands (water activates soap)
- Apply liquid soap
- Rub hands together vigorously until a soapy lather appears
- Rub between fingers, fronts and backs of hands, for at least 10 seconds **out of the water**
- Rinse hands under running water until they are free of dirt and soap
- Dry hands with air dryer, a clean disposable paper towel or single use cloth
- Turn off water **with paper towel**
- Throw paper towel away into a lined trash container
- **(Note: Using gloves, wipes, or hand sanitizer are NOT acceptable substitutes for hand washing)**

Sanitation Practices

The Y is committed to maintaining safe and clean facilities. We clean and sanitize equipment items and surfaces according to the requirements set by the State of Delaware's Office of Child Care Licensing and the Delaware Stars Program.

Prohibited Items

Our programs occur in a drug, alcohol, tobacco and weapon free environment. Any parent or child who brings drugs, alcohol, tobacco or weapons 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.

Illness Policy

As a partner in the care of your child, should a parent observe any of the signs of illness listed below, children must be kept home. Countermeasures to mask symptoms will not be tolerated and children will be removed from the program.

If a child becomes ill while in our care, parents or emergency contacts will be notified and must pick up the child within a half hour. While waiting, children will be supervised in an area away from other children and kept comfortable until parents arrive.

If a child exhibits symptoms of illness specified below, they must not be allowed to remain at the center. ***If a child is sent home, they must stay home for one full day of care (not counting the day they are sent home) or until written documentation from a doctor or doctor's office is received stating the child has been diagnosed and poses no serious health risk to the other children.*** School Age Children who are sent home from school must follow the same restrictions. The symptoms for exclusion include but are not limited to the following:

- Temperature equivalent to 101 degrees or greater
- Symptoms and signs of possible severe illness (such as tiredness, uncontrolled coughing, inexplicable irritability, persistent crying, difficult breathing, wheezing or other unusual signs)
- Uncontrolled diarrhea (one diarrhea accident in potty trained children or one episode of diarrhea leaking from a diaper)
- Blood in stools
- Vomiting or excessive amounts of spit up (one occurrence)
- Ongoing stomach pain or intermittent pain associated with fever or other signs/symptoms
- Mouth & cold sores with/without drooling
- Any unidentified rash (if your child suffers from a chronic condition, please be certain to have a doctor's note placed in the file)
- Eye drainage with redness or discomfort
- Any 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.

Certain illnesses have specific exclusion requirements. If your child is diagnosed with one of these illnesses, please contact the center immediately and do not bring your child back until the exclusion period has passed. These illnesses and exclusion periods are:

- Pink eye until 24 hours after treatment has been initiated
- Scabies until 24 hours after treatment has been initiated
- Head lice until 24 hours after treatment has been initiated and until a health care provider confirms the administration of the treatment
- Evidence of bed bugs on child and/or belongings until 24 hours after last sighting of bed bug(s) on child and/or belongings
- 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 and sores are dry
- Strep throat or other streptococcal infection until 24 hours after initial antibiotic treatment and cessation of fever
- Chicken Pox until all sores have dried and crusted
- Shingles if sores cannot be covered by clothing or bandage until the sores have crusted & are dry
- Pertussis until five days after antibiotic treatment
- Mumps until five days after onset of gland swelling
- Hepatitis A virus until one week after onset of illness, jaundice or as directed by the health department
- Measles until four days after the onset of rash
- Rubella until seven days after the onset of rash
- COVID-19 and any variant associated with virus

Notification of Possible Communicable Illness

If a child has been diagnosed with a communicable illness, please inform the Director immediately. Information on the symptoms and treatment of the illness will then be distributed to parents. Specific information about your child is never shared with other parents.

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 the parent or child's physician, we may contact this provider for general medical advice regarding the child's specific needs.

Dispensing Medication

For our staff to administer medication, a parent permission form must be filled out indicating the name of the child, date of birth, allergies, doctor's name and phone number, pharmacy phone number, name of medication, time when given, route of administering, expiration date, start date, end date and reason for medication. For maintenance medications, this form must be completed each month. This form and all medication must be given to your child's teacher for safe keeping. All medications are dispensed by certified staff and recorded on the medication form. The Y will make reasonable accommodations to meet the medication needs for children with disabilities. Additional information may be required to determine the necessary accommodations.

For the safety of all children, please do not leave any medication in the children's bags or cubbies. Topical creams, bug spray and sunscreen are considered medication and cannot be applied by a child or left in their cubby. Never send in bottles or food with medication in it. Children's medications will be stored in a locked cabinet, closet or other secure location.

All prescription medicines must be in the original container with a current prescription label stating the child's name, dosage, times, and type of medication. Certain non-prescription medication (Tylenol, Triaminic, etc.) will be given when they are provided by the parent in their original container, are unexpired, or accompanied by a physician's note listing days, times, and amounts of dosage.

Food Allergies

Parents must provide a complete medical history, including any food allergies or intolerances, at the time of enrollment. Each staff person working with a child with known food allergies or intolerances is given a copy of the information. Additionally, if a child's doctor has created a food allergy action plan, the parent must provide a copy to the center. Children with food allergies or intolerances will need to provide a food substitution form completed by the parent and child's medical provider.

Community Partnerships

At the Y, we strive to provide the highest quality care for your child. As part of this commitment, we work with other community agencies to supplement or enhance our programs. We maintain active partnerships as described here.

American Camp Association

The American Camp Association is a community of camp professionals who, for over 100 years, have joined together to share our knowledge and experience and to ensure the quality of camp programs. As an organization, we value the world, the people who live in it, and the contribution each individual can make. The YMCA of Delaware is committed to achieving the standards provided by the American Camp Association.

Coordinated Approach to Child Health (CATCH)

CATCH is a health program designed to help children and their families adopt healthy eating and physical activity behaviors. The students engage in a number of stimulating and non-competitive games and exercises that are developmentally appropriate and FUN as well as learn healthy eating habits and behaviors.

Delaware Stars for Early Success

Delaware Stars for Early Success is a Quality Rating and Improvement System (QRIS), which is a method used to assess, improve and communicate the level of quality in early care and education and school-age settings. It establishes quality standards for programs and provides technical assistance and limited financial support to programs involved in Stars as they engage in quality improvement efforts. Delaware Stars is designed as a voluntary system that expects programs to work on improving quality by moving up the Star Levels.

The Food Bank of Delaware

The Food Bank of Delaware provides nutritious foods to Delawareans in need and facilitates long-term solutions to the problems of hunger and poverty through community education and advocacy.

Foster Grandparent Program

The Foster Grandparent Program strives to provide opportunities for older adults to connect with the youth in their community, providing individualized and supportive service, helping the children grow physically, emotionally, socially, and mentally. This program recruits, trains, and involves low-income persons, aged 55 and over, in giving supportive one-on-one attention to youth. Foster Grandparents work with children, and their families, who could benefit from their experience. They are guided by an individualized plan directed to meet the specific needs of the child and/or their family.

Nemours Bright Start Early Literacy Program

Nemours Bright Start Early Literacy Program is a unique, interactive and fun program that is specifically designed for teaching early literacy skills to at-risk children. At-risk children are those that do not meet a certain mastery of early literacy skills such as being able to identify letters and letter sounds. In the fall, children in our Pre-Kindergarten classrooms will be assessed to determine their early literacy skills. Those children who are identified to be at risk will participate in lessons designed specifically to target their literacy skills. The 20 lesson program puts teachers on the cutting edge of early literacy best practices with a hands-on approach to building reading readiness skills in struggling learners. The program includes proven instructional strategies for developing oral language, print awareness, alphabet knowledge, phonological awareness, emergent writing, and comprehension.

PNC Financial Literacy

The PNC Grow Up Great financial education initiative leverages the experience of PNC and Sesame Workshop, its partner in early childhood education, along with funding provided by the PNC Foundation. The initiative will serve children, their parents, caregivers and teachers to enhance financial education for families.

Read Aloud Delaware

Read Aloud Delaware is a nonprofit corporation dedicated to the promotion of reading in Delaware. Read Aloud Delaware promotes reading aloud to children in order to encourage a love of books and a desire to become a reader. They also help parents prepare their children to learn once they enter school. Volunteers of all ages read one on one to children in child care centers, clinics, and shelters serving low income families.

School District Partnerships

We coordinate our Before & After School Program with local schools to ensure that children in our care arrive safely to our buses in the school pick-up lines and, when possible, maintain communication with the school regarding changes in a child's schedule. A current list of schools that we serve is available on the YMCA's website.

State of Delaware – Division of Child Mental Health Services

The State of Delaware's Division of Social Services, DCMHS, provides Early Childhood Mental Health Consultation Services at no cost to Delaware early childhood education programs across the state. Contracted, licensed mental health professionals with experience in working in pre-school settings and with training in evidence-based mental health practices are now partnering with early child care provider staff, providing child-specific mental health consultations at the request of the programs and working together to decrease problem behaviors while increasing positive, prosocial behaviors to promote the child's social and emotional wellbeing. Research shows that social-emotional wellbeing is most important when predicting success as children move from preschool settings to enter first grade.

Walmart Foundation

In 1982, the Walmart Foundation was created to help support the communities Walmart serves. Together, Walmart and the Walmart Foundation generally provide more than \$1 billion in cash and in-kind annual giving. The Walmart Foundation supports the meal programs at many of our locations.

Parent Resources

General

Delaware Helpline	1-800-464-4357	www.delawarehelpline.org
Division of State Service Centers	302-255-9675	www.dhss.delaware.gov

Medical

Healthy Children's Program	1-800-996-9969	
Division of Medical Assistance	302-255-9500	www.dhss.delaware.gov/dhss/dmma
Division of Public Health	302-744-4700	
Delaware Oral Health Program	302-741-2960	www.dhss.delaware.gov/dph/hsm/ohpoverview.html

Mental Health

Div. of Substance Abuse & Mental Health	302-255-9399	
Community Mental Health Clinics	302-453-4101	www.dhss.delaware.gov/dhss/dsamh
Child Mental Health Services	302-633-2600	

Family Support

Children & Families First	302-658-5177	www.cffde.org
Parents as Teachers	302-454-5955	
DART First State	1-800-553-3278	www.dartfirststate.com
Disabilities Law Program	302-575-0660	
Delaware Volunteer Legal Services	302-478-8850	
Legal Services of Delaware Inc.	302-575-0408	
The Office of the Public Defender	302-577-5200	
Low Income Energy Assistance Program	302-674-1782	www.neada.org

Children with Special Needs

Child Development Watch Program	302-995-8632	www.dhss.delaware.gov/dhss/chs/chscdw
Parent Information Center of Delaware	302-764-3252	www.picodel.org

Food & Nutrition

Delaware WIC Program	1-800-262-3030	
Food Bank of Delaware	302-292-1305	www.fbd.org

Financial Assistance in Child Care

Division of Social Services	302-255-9500	www.dhss.delaware.gov/dhss/dss
Earned Income Tax Credit	302-678-2784	www.irs.gov

Emergency/Crisis Information

CONTACT Crisis Helpline	302-761-9800	www.contactdelaware.org
Domestic Violence Coordinating Council	302-255-0405	www.dvcc.state.de.us
24-Hour Child Abuse/Neglect Hotline	1-800-292-9582	
Preventive Action Telephone Hotline	302-654-1102	
Safe Arms for Babies	1-800-262-9800	
American Assoc. of Poison Control	1-800-222-1222	