



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

# **KEEPING YOU INFORMED**

**CHILD CARE POLICY HANDBOOK  
YMCA OF THE FOX CITIES**

• Day Care • Drop-In • Kids Corner • Pre-school • School Age

# TABLE OF CONTENTS

<b>TABLE OF CONTENTS.....</b>	<b>1</b>
<b>ADMISSION POLICIES.....</b>	<b>4</b>
YMCA Mission Statement & Areas of Focus .....	4
Purpose .....	4
Programs.....	4
Age Requirements & Capacity .....	4
Days Closed/Emergency Closings.....	4
Licensing Information & Parent Communication .....	4
Absent Child & Attendance Methods .....	4
Part Time & Full Time Care .....	5
Children’s Records & Confidentiality.....	5
Child Abuse Prevention.....	5
Administrative Structure .....	5
Enrollment.....	5
Items Provided by the Parents .....	6
Custody Arrangements .....	6
Pets.....	6
Children’s Records & Medical Logs.....	6
Non-Discrimination Statement.....	6
Y Child Care Philosophy.....	6
Special Needs/Americans with Disabilities Act.....	6
<b>DISCHARGE OF ENROLLED CHILDREN POLICIES .....</b>	<b>7</b>
Communication between Program and Parent .....	7
Discharge/Termination Policies.....	7
Serious Guidance Problems.....	7
Parent Withdrawal/Change: .....	7
Mutual Decision Between YMCA and Parent for Withdrawal .....	7
Y Initiated Withdrawal.....	8
Appeals .....	8
Discrimination Issues .....	8
<b>FEE PAYMENT AND REFUND POLICIES.....</b>	<b>9</b>
Fee & Payment Policies .....	9
Access to Records .....	9
Late Payments, Late Pick Up .....	9
Contracts, Absences, Vacations.....	9
Registration Fees .....	9
Refund Circumstances .....	9
Additional Fees .....	10
Financial Assistance.....	10
Fee Determination .....	10
Part Time & Full Time Definitions .....	10
Fee Calculating Methods .....	10
<b>CHILD EDUCATION POLICIES.....</b>	<b>11</b>
Religious Training.....	11
Written Plan for Early AM and late PM Care.....	11
Curriculum/Programming.....	11
Schedule.....	12
Communication.....	12
Infant/Toddler Programs .....	12
Cultural Diversity.....	12
Water Activities.....	12
Walking Field Trips .....	13
Field Trips .....	13

Type of Curriculum .....	13
Curriculum Plan Time Frame .....	13
Staff Responsibility for Curriculum.....	13
Center Educational Philosophy.....	13
<b>CHILD GUIDANCE POLICIES .....</b>	<b>14</b>
Guidelines for Working with Children .....	14
Behavior Management .....	14
Guidance Techniques .....	14
Prohibited Treatment.....	15
Child Management Techniques .....	15
Discipline Techniques.....	15
Prohibited Discipline .....	16
<b>CONTINGENCY POLICIES.....</b>	<b>17</b>
Procedures Specific to Specific Emergencies .....	17
Temperatures .....	18
Medical Care.....	18
Attendance .....	18
Telephone and Emergency Numbers .....	18
Pick-up Procedures .....	18
First Aid Equipment in Vehicles .....	18
Safe Evacuation Location .....	18
Custody Issue Disputes .....	18
Death in Our Care.....	19
Concealed/Carry Weapons Policy.....	19
<b>HEALTH CARE POLICIES.....</b>	<b>20</b>
Sudden Infant Death Syndrome.....	20
Observation.....	20
Record Keeping.....	20
When a Child Becomes Ill .....	20
Communicable Diseases.....	20
Medical Logbook.....	21
Medication .....	21
Missed Medicine .....	21
Breast Milk Exposure .....	21
Staff Health Qualifications .....	22
Parent/Guardian Notification and Conferencing .....	22
Cleanliness.....	22
Special Needs.....	22
First Aid & Injury Procedures .....	22
Health Related Forms .....	22
Physical Exams, Immunizations .....	22
<b>NUTRITION POLICIES.....</b>	<b>24</b>
Schedule of Snacks and Meals.....	24
Food Service Personnel and Training .....	24
Menu Planning .....	24
Meal Service Routines .....	24
Menus Requirements.....	24
Special Diet Needs.....	25
Safe Food Practices/Cleanliness .....	25
Special Treats.....	25
Child and Adult Care Food Program (CACFP) Requirements .....	25
<b>TRANSPORTATION POLICIES.....</b>	<b>26</b>
No Child Left Unattended in Vehicles .....	26
Parent Notification of Field Trips .....	26
Tracking Policy.....	26
Emergency Information.....	26

YMCA Owned Transportation (vans/buses).....	26
Contracted Transportation .....	26
Staff Vehicles.....	26
Required Forms .....	26
Child Safety Restraints .....	26
Transporting Children with Disabilities.....	26
<b>ORIENTATION OF STAFF POLICIES .....</b>	<b>27</b>
Review of Applicable DCF251 Licensing Rules .....	27
Confidentiality.....	27
YMCA Required Trainings.....	27
<b>CONTINUING EDUCATION POLICIES .....</b>	<b>28</b>
Documentation of Continuing Education .....	28
Staff Meetings .....	28
Continuing Education Requirements for Licensed Programs.....	28
YMCA Required Trainings.....	28
Child Abuse Reporting Process .....	29
Fire Extinguishers.....	29
Reimbursement, Work Release Time, Compensatory Time.....	29
Sources of Continuing Education .....	29
<b>PERSONNEL POLICIES .....</b>	<b>30</b>
Job Descriptions .....	30
Hours of Work, Lunch and Break Times .....	30
Holidays, Vacations, Sick Leaves, Leaves of Absences .....	30
Probationary Period .....	30
Performance Evaluations.....	30
Notifications to YMCA and DCF .....	30
Caregiver Background Checks.....	30
Staff Files.....	30
Employee Termination Related to Whistle Blowing.....	31
Employment Procedures .....	31
Staff Recruitment .....	32
Required Forms and Paperwork .....	32
Wage, Salary Scale, Payroll Information .....	32
Benefits .....	32
Work Rules .....	32
Social Media .....	33
Parent Communication Procedures.....	33
Termination of Employment.....	33
Parking .....	33
Meals with Children.....	33
Grievances .....	34

# ADMISSION POLICIES

## YMCA Mission Statement & Areas of Focus

Mission Statement: To put Christian principles into practice by promoting youth, adult and family activities that build a healthy spirit, mind and body for all.

At the Y we're for youth development, healthy living and social responsibility.

## Purpose

Children are like sponges – they watch and absorb knowledge, skills and values from everything and everyone around them. That's why child care at the Y focuses on nurturing child development by providing a safe and healthy place to learn foundational skills and develop healthy, trusting relationships. Programs are offered at the Apple Creek YMCA (ACY), Appleton YMCA (APY), Fox West YMCA (FWY), Heart of the Valley YMCA (HVY), Neenah-Menasha YMCA (NMY), Child Learning Center (CLC), Camp Shioc (summer only) and public schools throughout the community.

## Programs

The Y accepts registrations for Day Care, Drop-In, Kids Corner, Pre-school and School Age programs. Ages, hours, days and months available are indicated in the individual program Parent Handbooks.

## Age Requirements & Capacity

- Day Care (APY, CLC, NMY) – 6 weeks through 6 years, capacities vary by site
- Drop-In (ACY, APY) – 6 weeks through 6 years, capacities vary by site
- Kids Corner (FWY, HVY, NMY) – 6 weeks through 6 years (through 10 years at HVY)
- Pre-school/Pre-K classes (all locations) – 3 through 5 years, capacities vary by site
  - Child must be 3 years by September 1<sup>st</sup> of the year entering the Pre-school program.
  - Child must be 4 years old by September 1<sup>st</sup> of the year entering the Pre-K program.
  - Child must be 5 years by December 1<sup>st</sup> of the year entering the Pre-K II program.
  - Child must be toilet trained before entering the Pre-school/Pre-K program.
- School Age Program (all locations) – 5 through 12 years, capacities vary by site
  - Before/After School Care
  - Full and half days off from school
  - Day Camp/Summer Care

## Days Closed/Emergency Closings

- Day Care, Drop-In, Kids Corner – open year round, closed for certain holidays and staff development days, see Parent Handbook for closings.
- Pre-school – open school year only, closed for certain holidays and staff development days, see Parent Handbook for closings.
- School Age – separate programs run during the school year and during the summer months. Closed for certain holidays and staff development days, see Parent Handbook for closings.

If emergency closing is necessary, the YMCA of the Fox Cities CEO will notify the Executive Directors, who then notify the Director/Coordinator.

## Licensing Information & Parent Communication

Individual program licenses, indicating program capacities, licensing exceptions and recent licensing inspections are displayed by the parent center table or check in/out area. This is where parents are notified of important information and center policies.

## Absent Child & Attendance Methods

All our child care programs require the known whereabouts of the children at all times. This is done through a sign in/out sheet in each program area or classroom. If a child is absent from a scheduled program without parental notification, the staff will contact the parents to learn the child's whereabouts within one hour (or by 9:00 AM in day care). Repeated failure to notify Y staff of a child's absence could result in denial of program services.

## **Part Time & Full Time Care**

Part time & full time care is determined in individual Parent Handbooks.

## **Children's Records & Confidentiality**

Children's records required for enrollment are kept confidential. Children's records are available to parents upon request. The staff will have access to the children's records (excluding student participants and volunteers). This information will not be discussed or disclosed with regard to the children and the facts learned about the children and their relatives. This does not apply to:

- The parents or persons authorized in writing by the parent/guardian to receive such information.
- An agency assisting in planning for the child when informed written consent has been given.

All records required by the State Department of Health and Family Services for licensing purposes are available to the licensing representatives.

## **Child Abuse Prevention**

The Y has developed a policy on prevention of child abuse that includes the following provisions:

- Parents are encouraged to visit program sites at any time.
- Staff and volunteers will be alerted to the physical and emotional state of all children and will notify the proper officials when any sign of injury or suspected abuse is detected.
- The Y will not release a child to anyone other than the authorized parents/guardians or other individuals authorized, in writing, by parents.
- Staff will ask to see a photo ID upon pick-up for anyone they do not recognize to be an authorized pick-up person.
- Reference checks on all prospective Y employees and volunteers will be conducted, documented and filed prior to employment. Criminal record checks will be conducted on all staff and volunteers.

## **Administrative Structure**

The YMCA of the Fox Cities, Inc. consists of the Apple Creek, Appleton, Fox West, Heart of the Valley and Neenah-Menasha YMCA. Off-site camp programs are held at Camp Shioc and Camp Nan A Bo Sho. Each YMCA location has a Child Care Director or Coordinator that oversees all child care programs. The YMCA of the Fox Cities is governed by a volunteer board of directors.

## **Enrollment**

Families interested in enrolling in a program must complete the registration materials and applicable fees before the first day of participation in care.

- Contract
- Payment Form
- Child Enrollment and Health History
- Immunization Record
- Infant/toddler Intake Form (for ages 2 years and younger)
- Child Health Report – (not necessary for School Age)
- Application statement of household size/income form (day care only)
- Additional forms may be required by individual programs

Updating all information about the child, including additional immunizations, changes in address, telephone numbers, or family situations is the responsibility of the parent/guardian.

We encourage you to observe the program prior to enrolling and periodically while enrolled. We have an open door policy and will be happy to have you visit us at your convenience.

We ask that an intake be scheduled before your child begins care in day care and also when your child transitions to another room. This will assist you in learning more about each classroom including the daily schedule.

### **Items Provided by the Parents**

Items provided by the parents are listed in the individual program Parent Handbooks. They may include a change of clothing/footwear, snack, or lunch.

### **Custody Arrangements**

Staff will not become involved in custody disputes. A copy of the most current certified court order must be submitted at the time of enrollment or if a change occurs in the structure of the family. The order will be kept on file at the Y.

#### **Court Order on File:**

- **Primary/Sole Custody:** Staff will follow written instructions provided by the parent/guardian identified as having primary or sole custody on the court order.
- **Joint Custody:** Staff will abide by the court ordered custody arrangements specified for each day. Each parent will be requested to provide written instructions identifying persons authorized to pick up their child on their court ordered day. Each parent will complete a separate contract for payment purposes if necessary.

**Court Order NOT on File:** Staff will allow both parents to pick up their child.

### **Pets**

Any pets in a child care program will be announced to parents in writing. Access to any pets will be supervised by Y employees. Parents have the right to request their child not be exposed to pets.

### **Children's Records & Medical Logs**

Children's records will be kept on the program site. A Director/Coordinator will review all medical logs at least twice a year to determine that all possible preventative measures are being taken. Children's records and medical logs are confidential. Parents have access to all records and medical entries on their child.

### **Non-Discrimination Statement**

Any family is welcome regardless of their race, color, creed, national origin or ancestry, sexual orientation, political persuasion or financial status.

### **Y Child Care Philosophy**

Y programs are designed to encourage children to build healthy, happy attitudes and to work toward developing competencies and skills through a variety of work and play experiences. Our goal is to develop the individual child's positive self-image, creative expression, communication skills and motor coordination, in an environment that stimulates a desire to learn and have fun.

### **Special Needs/Americans with Disabilities Act**

The Y programs are best able to meet a child's needs when special needs are identified prior to enrollment. Children with special physical or emotional needs will be accepted if the program is determined to be in the child's best interest and reasonable accommodations can be made. Parents will be required to complete an additional enrollment form that identifies special requirements and/or specific procedures that staff will need to follow. A child may be removed from the program if his/her participation creates a significant difficulty or expense based on the accommodation actions needed or if the participation posed a significant risk to the health and safety of others. In assessing the Y's ability to accept a child with special needs into the program staff, in collaboration with parents/guardians will:

1. Fully assess the accommodations necessary to integrate the child into the program.
2. Fully assess the benefits the child will receive from participation in the program.
3. Identify available resources needed to make reasonable accommodations for the child to participate in the program.
4. Fully identify any risk management issues concerning the integration of the child into the program.

# DISCHARGE OF ENROLLED CHILDREN POLICIES

## Communication between Program and Parent

Communication about a child's progress and behavior will be shared by the Y staff, generally in person. Other means of communication include e-mail, parent newsletters, notes in a child's mailbox or through information on the parent table. Program rules and policies are available in the parent check in/out area and by contacting the program Director/Coordinator.

## Discharge/Termination Policies

Discharge/termination policies are available in the individual program Parent Handbook, on the child's Contract, and through this Policy Handbook.

## Serious Guidance Problems

- A. A serious guidance problem is defined as one in which a child is continually disrupting the smooth flow of the program in one of the following manners:
  - Requiring excessive one-on-one attention.
  - Inflicting physical or emotional harm on other children/staff.
  - Using inappropriate language and gestures.
  - Inability to conform to the guidelines of the program.
- B. Behavior difficulties usually become manageable with cooperative efforts between staff, parent and the child. The staff will work with the parent through:
  1. Observation and documentation.
  2. Parent/staff conferences.
  3. Referrals and outside resources.
- C. Every effort will be made by the staff to enlist the cooperation of the child, parents and any outside agencies to solve each problem. In the event of continued problems the following procedure will be followed:
  1. Staff will inform parents/guardians of specific situations. Staff will seek advice from parents and work with the family to resolve problems.
  2. A conference with parents and staff will be set to establish a mutually agreeable solution for the child's behavior.
  3. Child dismissed from the program for a period between one day and one week. No refund given.
  4. Child is terminated from the program.

## Parent Withdrawal/Change:

- No terminations of care will be accepted verbally.
- It is the responsibility of the parent/guardian to notify the Y in writing two weeks prior to the date of withdrawal. Payment will be due for those two weeks following the written notice. Some locations accept written withdrawal via e-mail, check your Parent Handbook.
- Registration fees are non-refundable.
- Changes to a permanent contract are due in writing. See individual program Parent Handbook for more details on contract changes.

## Mutual Decision Between YMCA and Parent for Withdrawal

- In the event that the Y and the parent/guardian agree that the placement of a child is inappropriate, the written notification of two (2) weeks will be waived and the withdrawal date can be set.
- Any fees paid will be refunded on a pro-rated basis.



### **Y Initiated Withdrawal**

- In the event that the parent/guardian and the staff of the school age program are unable to come to a mutually satisfying course of action after identifying and processing a concern, the Director/Coordinator reserves the right to cancel the enrollment of the child. Written notification prior to withdrawal is not required if the withdrawal is requested by Y staff.
- The Director/Coordinator reserves the right to cancel the enrollment of a child for one or more of the following reasons:
  1. The program is not contributing to the child's emotional or physical development.
  2. A parent/guardian fails to observe the policies set forth by the Y, including but not limited to, the following reasons:
    - a. Non-payment or persistent late payment of child care fees.
    - b. Failure to submit all enrollment forms.
    - c. Failure to comply with the procedures for arrival and departure of the child.
    - d. Physical or verbal abuse of children or staff by the parent/guardian.
  3. If the Y should have to close its services, the Y would:
    - a. Notify parents of closing with as much advance notice as possible.
    - b. Any unused fees paid would be refunded.

### **Appeals**

Any appeals can be made in writing to the Director/Coordinator.

### **Discrimination Issues**

Any family is welcome regardless of their race, color, creed, national origin or ancestry, sexual orientation, political persuasion or financial status.

# FEE PAYMENT AND REFUND POLICIES

## Fee & Payment Policies

Fee and payment policies are listed on the program Contract and in each individual Parent Handbook. Parents are required to submit a Payment Form upon registration. Weekly/monthly fees are deducted automatically out of a checking/savings account or debit/credit card.

- Day Care payments are deducted the Friday before the week of care.
- Drop-In payments are paid at the Member Services desk or through pre-paid punch cards.
- Kids Corner payments are paid at the Member Services desk, through pre-paid punch cards, or automatic monthly bank draft (FWY & HVY only).
- Pre-School payments are paid in full for the school year or automatically drafted throughout the school year.
- School Age payments are deducted the last Friday of the month prior to the month of care.

## Access to Records

Parents view their child's records and financial billing statements at any time.

## Late Payments, Late Pick Up

A late fee will be charged for payments not made within two weeks of service. A late fee will be charged each time a child is not picked up by the program departure time. This fee is per child, per quarter hour. Repeated late pick-ups are subject to dismissal from the program.

## Contracts, Absences, Vacations

A contract must be signed by parents for all children enrolled in Day Care and School Age programs. By signing a contract, the child's place will be reserved from the day he/she begins service until permanently withdrawn. Parents are expected to pay for care whether or not the child attends the program (certain cancellation policies are made in Drop-In and Kids Corner).

Any changes to a child's contracted schedule must be made in writing before the start of a new month. A fee will be assessed for any contract changes. Day Care changes will be reviewed in January of each year.

Any absences from the child's contracted schedule must be made to the Y staff in writing or via phone call.

Minimum enrollment and vacation:

- **Day Care:** Children must be enrolled a minimum of one day per week to be enrolled in Day Care (NMY requires 3 days per week). Full time children are allowed 10 vacation/sick days per year (NMY allows vacation after 1 year). Vacation/sick day are charged as ½ of regular daily rates. Children must be enrolled in the program for 6 months before acquiring vacation/sick day benefits. Part time children and Y employees are allotted no vacation/sick days.
- **Drop-In & Kids Corner:** There is no minimum number of days required for enrollment. Children under the age of 2 require a reservation (no reservations at HVY). If the individual cancellation policy for reservations is not followed, full payment of care is required.
- **Pre-School:** Enrollment for the entire school year is required. There are no refunds given for a child's vacation.
- **School Age:** Children must be enrolled for a minimum of one day per week to be enrolled in either before or after school care. There are no refunds given for a child's vacation.
- **Summer:** Children must be enrolled for a minimum of two days per week to be enrolled in either before or after school care. There are no refunds given for a child's vacation.

## Registration Fees

Day Care, Pre-School and School Age require an annual registration fee. There are **no discounts** on the registration fee and it must be paid in full before the child can begin the program.

## Refund Circumstances

Refunds are based on individual circumstances and can only be approved by the Child Care Director.

**Additional Fees**

Additional fees are required in some programs for field trips or specialty lessons provided.

**Financial Assistance**

Financial assistance is available. Scholarship is available through the state (for licensed programs only) and through YMCA of the Fox Cities Strong Kids program. Forms are available from the program Coordinator/Director. Assistance is based on family size, family income and the ability to pay for service.

**Fee Determination**

Fees and attendance are determined through the sign in/out forms or intake forms.

**Part Time & Full Time Definitions**

Part and full time definitions are described in Parent Handbooks.

**Fee Calculating Methods**

**4K:** daily rate

**Day Care:** daily rate

**Kids Corner/Drop-In:** hourly rate (bank drafting available at some Kids Corner locations)

**Pre-school:** yearly rate

**School Age:** monthly rate

# CHILD EDUCATION POLICIES

## Religious Training

All programs will celebrate all known holidays. These celebrations will help children understand and appreciate various cultures and beliefs. Parents with concerns may address these issues with the Y staff and teachers.

## Written Plan for Early AM and late PM Care

We do not offer care for early AM and late PM.

## Curriculum/Programming

Y program activities will provide each infant, toddler, Pre-school and school age child with experiences to encourage several areas of development, including large/small motor, creative, social, intellectual and cognitive opportunities. Programs will vary to meet individual needs of the respective children and to reflect the creativity of our teachers. Teachers are ultimately responsible for curriculum and may draw from a number of child-based curricula to insure programs are developmentally appropriate. The programs will provide each child with experiences which will encourage the following:

### Self- Esteem and Positive Self-Image Development will be developed by:

- Maintaining staff and child interactions which are warm, nurturing and compassionate.
- Providing materials which help the child's progress and challenge the child's developmental level.
- Encouraging each child to develop his/her own independence and problem –solving skills through the use of classroom materials and experience.
- Maintaining a daily routine which is consistent and predictable.
- Planning activities that are consistent with the child's development, interests, experiences, ethnicity and cultural backgrounds. Cultural diversity will be evident in programs, supplies, snacks and meals.
- Using positive communication between adult and child, and child and child.
- Stressing the importance of process, not products, and that each child is valued for individual achievements.
- Allowing children time to transition from activity to activity. Children will not be required to wait in lines between activities.

### Social Interaction will be encouraged through:

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

### Self-Expression and Communication Skills will be encouraged and developed through:

- Group story time where children participate.
- Acting out stories and plays.
- Readily available tapes and books.
- Creative play experiences.
- Teacher directed activities.

### Creative Expression will be encouraged through:

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

### Large/Small Muscle Development will be developed by:

- Using climbing apparatus, playground equipment, participating in group activities and classes at the Y, and gym equipment.
- Using puzzles, beads, blocks, art materials, pegs, stacking toys, and fingerplays.

**Intellectual Growth will be developed through:**

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

**Outdoor Activities**

- Outdoor play space is provided for children. School Age programs utilize school playgrounds for large muscle development and sport activities. Children in the day care program will take advantage of outdoor activities daily weather permitting.

**Holiday Celebrations**

- All programs will celebrate all known holidays. These celebrations will help children understand and appreciate various cultures and beliefs. Parents with concerns may address these issues with the Y staff.

**Schedule**

Schedules will be planned to include an appropriate balance of the following:

- **Large Group Activities:** Children are encouraged to interact in a large group, take turns, participate themselves and allow others to participate with them. Both indoor and outdoor activities will be offered.
- **Small Group Activities:** Children are assisted in developing particular skills. Those skills include cutting, tracing, balancing, hand-eye coordination, color and shape identification, board games, indoor, outdoor activities and more.
- **Literacy Time:** Participants are exposed to age-appropriate literature and are encouraged to use their imagination, to build a vocabulary and to develop listening skills.
- **Academic Achievement:** Children will be provided with activities that stimulate learning, including literacy, science, arts, nature, fitness, sports, dancing, cooking, healthy habits, and social and moral development. Holiday celebrations and cultural awareness will also be incorporated.
- **Meal/Snack Time:** Children will be encouraged to learn group cooperation, language development, personal discipline, social interaction, nutrition and to try a variety of different foods.
- **Rest:** Children under 5 years old and in care more than 4 hours will be given an opportunity to nap or rest.
- **Social Skills Development:** The Y Core Values of caring, honesty, respect and responsibility are reinforced in all activities and built into all lesson plans. Children will also be encouraged to practice personal hygiene and participate in the care of their environment.

**Communication**

Parent communication is done through newsletters, e-mails, information on the parent table and verbally by Y staff.

**Infant/Toddler Programs**

- Children will receive individualized care and will be allowed to follow their own schedules. This schedule will simulate as much as possible that of home. Parents and teachers will communicate daily.
- Teachers will provide language development and other learning experiences for infants during normal routines, such as eating and diapering.
- Infant and toddlers will be provided with a variety of safe toys. Play will be emphasized as a learning and growth experience.
- All children will receive physical contact and attention including being held, rocked, talked to and sung to.
- Soft music will be used during most hours of center operation.
- Daily communication with parents will insure the child's schedule is as consistent as possible with that of the home.

**Cultural Diversity**

All child care programs incorporate cultural diversity through anti-bias themes, which includes songs, games, cooking, art activities, field trips and visitors. We have also enhanced our environment with dolls, other toys and posters depicting multi-cultural activity.

**Water Activities**

We offer swimming to children ages 4 and older for some programs: 4K, Day Care, Pre-school (some locations), Summer School Age and Day Camps. Adult supervision is present in the pool at all times and lifeguards are on duty.

**Walking Field Trips**

Walking field trips are offered in all child care programs. Staff to child ratios are always followed (at least 2 staff are always present) and the child's emergency information is taken with.

**Field Trips**

Field trips outside the Y are part of the curriculum for Day Care, Pre-School and summer School Age programs. Advance written notice is given regarding details of each field trip. Parents sign off for field trips on the enrollment forms. Children will be transported by contracted buses from Kobussen or Lamers. Emergency procedures will be taken on all field trips.

**Type of Curriculum**

Pre-school and Day Care offers Creative Curriculum.

**Curriculum Plan Time Frame**

Staff are allotted time each week for curriculum planning, varies by program.

**Staff Responsibility for Curriculum**

All Lead staff must create and implement a weekly curriculum.

**Center Educational Philosophy**

Refer to Curriculum/Programming section.

# CHILD GUIDANCE POLICIES

## Guidelines for Working with Children

- The goal of the Y is to guide children in becoming cooperative, happy and responsible participants by modeling positive, non-threatening teaching techniques involving problem solving, communication and negotiation skills.
- Guidance will not damage the child's self-image or embarrass the child involved. Whenever possible, limits will be displayed and reinforced through active listening, I messages, giving information, contingencies, making choices and natural and logical consequences.
- Emphasis will be placed on the positive in order to enhance self-esteem, respect and self-control.
- Children will be encouraged to use the art of communication and negotiation in setting any disputes that should arise between them. Staff will be in close proximity to encourage children and to use active listening to help facilitate negotiation skills.
- Staff will demonstrate a calm demeanor, politeness and gentleness with children through actions and tone of voice.
- Staff will utilize the sign in/out sheets and transfer cards, when applicable, to ensure the number, names and whereabouts of children at all times.

## Behavior Management

- Environmental room arrangements and setting of limits will be carried out to help each child learn self-control, make correct choices, identify feelings and develop a healthy understanding and respect of feelings for others.
- Room arrangements will consist of preset limits in each area to enable children to recognize a problem in advance and determine what is expected of them in case of overcrowding in an area.
- The environment will provide optimal space for children to become involved in both group and solitary play. It will be arranged with specific areas, each with set limits and visually accessible to staff.
- Guidance will be ongoing throughout the day in all activities in which children participate. The staff and children will cooperatively establish expectations and will be posted for all to follow.
- Daily schedules and weekly lesson plans will be posted and followed to provide consistency and to help children thrive and build their bond of trust with staff.
- Optimal amounts of activities will be provided to keep each child involved at his/her developmental level.
- Daily routines will be examined and transitional activities will be evaluated continually with the intent of accommodating the needs of all children.

## Guidance Techniques

### Children under 3 years of age:

1. Staff will locate themselves closer to the child.
2. Staff will redirect the child's individual activity.
3. Staff will provide a separate activity for the child.
4. Staff will consult with parents or guardians.

### Children over 3 years of age:

1. Staff will locate themselves closer to the child.
2. Staff will redirect the child's individual activity.
3. Staff will provide a separate activity for the child.
4. Time Out Period:
  - Defined as removing a child from a situation in a non-humiliating manner and placing the child in a designated location in order to interrupt the unacceptable behavior.
  - Timeouts will not exceed five minutes.
  - Staff will consult with parents or guardians.

## **Prohibited Treatment**

Children will not be subjected to the following treatment:

- Spanking, hitting, or other corporal punishment
- Verbal abuse or derogatory remarks
- Tying, binding, or confining
- Withholding or forcing food or naps
- Punishing for lapses in toilet training.

The above treatments are prohibited event at parental request.

Physical or verbal abuse will never be used to resolve conflict.

## **Child Management Techniques**

A review of child management techniques will be part of the orientation process. Staff are expected to know where children are at all times during the program.

## **Discipline Techniques**

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

- Teacher action will not damage the child's self-image or embarrass the child.
- Teacher action will help children learn self-control, choose alternatives, identify feelings and develop and understanding and respect of feelings for others.
- Teachers will communicate regularly with families regarding behavior concerns.
- Every effort will be made by staff to enlist the cooperation of the child and parents to solve problems.
- Whenever possible, logical and natural consequences will be used as a format for discipline. Any disciplinary action shall be carried out by staff only, not by volunteers, observers or other children.

The following factors shall contribute to good discipline:

### **1. Modeling by Adults**

- Adults shall model appropriate behavior by incorporating the Y core values of caring, honesty, respect and responsibility.

### **2. Classroom Environment**

- The physical environment will provide optimal space for children to become involved in both group and solitary play. Equipment shall accommodate the height of the children and shall be arranged in a manner that defines specific areas of the room and allows visual accessibility by teachers.

### **3. Planned Activities**

- Careful planning by staff will provide an optimal amount of activities to keep each child involved at his or her developmental level.

### **4. Related Curriculum**

- Plans devised by the staff shall involve interpersonal relationships of children, identifying feelings, developing self-esteem, self-control, good manners, sharing, honest and safety.

### **5. Ongoing Scheduled Evaluations**

- Staff shall periodically examine the daily routine and evaluate transitional activities with the intent of accommodating both the needs of the children and the staff.

### **6. Redirection of Children**

- Staff shall be aware of typical signals coming from children that indicate potential misbehavior, such as increased noise level and irritability. Staff will avoid discipline problems by offering a variety of appropriate activities, by scheduling activities so as to provide the child with active and quiet play periods and by coordinating room design with activities available. The staff will have more understanding of potential discipline problems by knowing the children involved. If a resolution cannot be reached, the aggressor will be given a choice of other activities as an alternative, with staff guiding the child to a new area of activity.



**Prohibited Discipline**

Children in the school age program shall not be subjected to the following treatment or misbehavior:

- Spanking, hitting, swatting, shaking, or any other forms of corporal punishment.
- Verbal abuse, threats or derogatory remarks regarding the child or the child's family.
- Tying or binding to restrict a child's movement or detaining the child in a confined space, such as a closet, locked room or box.
- Withholding or forcing snacks.

No staff will be allowed to use any of the above-mentioned methods of punishment if requested by a parent. School Age staff that punishes children in a manner prohibited by licensing will be counseled, which may lead to suspension or discharge without benefits.

# CONTINGENCY POLICIES

## Procedures Specific to Specific Emergencies

### Fire

- Set off alarm and dial 9-1-1 if it has not yet been done.
- Children will be taught to immediately stop everything they are doing when they hear the fire signal and move in an orderly manner to the designated area.
- All lights will be turned on when exiting, enabling fire fighters to see better in a smoke-filled building.
- Classroom doors will be closed to prevent the spread of the fire.
- Refer to Evacuation Procedure.

### Tornado

- In event of threatening weather, staff will listen to the radio.
- If information is given to seek shelter, a staff person will have the children line up at the designated area, take count of the children, and have children move in an orderly manner to the shelter areas designated on the "Tornado Shelter" diagram.
- Refer to Evacuation Procedure.

### Missing Child

- In the case of a missing child, all attempts will be made to locate the child within the building. A staff member will inform appropriate school staff or administrative staff of the situation. They will assist in the process of locating the child.
- If the child cannot be located within 15 minutes, the child's parents/guardians will be contacted.
- In the event no parents/guardians can be reached, emergency contacts will be notified. If no one can be contacted, the police will be notified.
- In the event the child is readily found, staff will promptly notify all persons contacted and complete a Y Incident Report to be signed by the parents/guardians.

### Intruder

- In the case of an intruder all program areas will be locked and the police will be called.
- Intruder drills will be held twice a year and recorded on Fire/Tornado drill sheets.

The School Age Program will follow the emergency procedures set forth by the Y. Each new staff person will be trained by the coordinator or site supervisor of the program on the proper procedures. Each staff member will be taught as a part of the monthly evacuation drill. Emergency supplies such as flashlights and batteries will be available.

- **Building Evacuation**
  1. Written procedures and diagrams of escape routes are posted at the program site.
  2. The primary escape route is exit #1. The secondary escape route is exit #2.
- **Emergency Procedures:**
  1. Staff will take the sign in/sign out sheets and each child's records.
  2. Staff will take count of all children and line the children up. Staff will lead the children to the appropriate exit. A staff member will be the last to exit the building after checking bathrooms, closets, hallways, etc.
  3. After children are assembled in the pre-designated areas, staff will refer to sign in/sign out sheets to account for each child.
  4. Program site leaders will notify the Y regarding the location of the children.
  5. School secretary and/or maintenance personnel will be the 5-minute emergency contact representatives for School Age programs.

Evacuation drills will be practiced monthly, at varied times and days. This is to insure that all participants have been exposed to the drill.

Following each drill, it is to be documented. This form must be posted in close proximity of the Evacuation Diagram. Periodically these forms will be checked by the coordinator to insure that the drills are taking place.

**Temperatures**

The inside room temperature may not be less than 67 degrees. If the inside temperature exceeds 80 degrees, the program will provide fans or other means for air circulation.

If outdoor temperature of 0 degrees or below, children age 2 and above will not go outside. If outdoor temperature of 20 degrees or below, children below the age of 2 will not go outside. If outdoor temperatures are above 90 degrees, children will not go outside.

Staff will use their own discretion for outdoor play, taking into consideration wind chill factor for cold weather and heat index for hot weather. If building service loss occurs during a School Age program, the school officials will be contacted immediately.

**Medical Care****Major Injuries**

- Call 9-1-1. Alert Y front desk for programming in the Y facility.
- Administer CPR, if a life-threatening injury.
- If site supervisor is alone, they will contact the school age child care coordinator or other Y staff for assistance.
- Contact child's parents/guardians.
- Appleton Medical Center or St. Elizabeth's Medical Center will be used for off site location.
- Fill out Incident Report and give to Director/Coordinator.
- Contact DHFS within 48 hours after an injury which required professional treatment.

**Minor Injuries**

- Administer first aid by washing area with soap and water only, apply ice and/or bandages
- Complete Report of Injury Form; give one report to parents/guardians, one to child's file at the program.
- Written permission from parents/guardians to call the family physician or refer the child for medical care in case of an emergency must be on file at the site.
- All school sites will have a supply of bandages, tape and band aids.

**Attendance**

Daily attendance sheets will be kept by the Site Supervisor to sign children in and out of the program. This will be used in the event of an emergency to determine the number of children in the program. Each staff person will know the number of children in attendance, as well as the name and location of each child.

**Telephone and Emergency Numbers**

Each program will have a working telephone during hours of operation. A list of emergency numbers, including 9-1-1, Poison Control, school officials (for school age programs), and other Y emergency contacts, will be posted near each telephone. Phone numbers of emergency contacts who can be at the site within 5 minutes will be posted by each telephone. Motor vehicle availability will always be present with staff vehicles.

**Pick-up Procedures**

Anyone who is picking up a child other than the child's parents/guardians, must be designated on the Child Enrollment Form and must provide photo identification with the ID number matching that specified on the Child Enrollment Form. Parents/guardians must notify the school age program site leader of this pick-up arrangement in advance. No child will be released to anyone under the influence of drugs or alcohol.

**First Aid Equipment in Vehicles**

When transporting children, a first aid kit will be available at all times.

**Safe Evacuation Location**

Evacuation locations will vary by program site and will be listed in the Program Handbook.

**Custody Issue Disputes**

See Custody Arrangements under Admission Policies.

**Death in Our Care**

If a death occurs at a child care facility, the following should be contacted immediately:

- Call 911 and request emergency assistance, allowing the local law enforcement to notify the family members.
- Notify the Executive Director/CEO.
- Contact the Licensing Specialist

The body should not be moved or tampered with. All children should be moved to another part of the building or area, away from the individual.

The children should only be told what is essential for them to know about what has occurred.

The emphasis should be on offering comfort and counseling as needed. No news media should be contacted. If a news reporter is aware of what has happened and solicits information, they should be referred to the Executive Director. No filming or photography is to be allowed in the building.

**Concealed/Carry Weapons Policy**

The Y is committed to maintaining a safe and healthful environment for its members and participants. As part of this commitment, the Y's policy is to prohibit weapons of any type from the actual facility or surrounding areas where members and participants are located. Employees, customers and lawful invitees who possess a valid concealed weapons license may keep a firearm inside their privately owned motor vehicle when their vehicle is parked on Y property. Any violation of this policy shall subject the offending person to a potential fine and banned from the Y's premises.

# HEALTH CARE POLICIES

## **Sudden Infant Death Syndrome**

Programs will abide by the requirements for risk reduction of SIDS. All staff working in licensed programs with children under the age of 2 will be trained.

## **Observation**

Each child, upon arrival, shall be observed for symptoms of illness.

Any evidence of unusual bruises, contusions, lacerations, or burns must be noted in the medical logbook and reported immediately to the Director/Coordinator.

Food allergies and other special health needs of a child shall be known to all staff having direct contact with these children. Allergies and special health needs are listed on enrollment forms and allergies are posted in program areas for staff to consult.

## **Record Keeping**

A record of the accident or injury will be kept in the child's permanent file and in the program's medical logbook with the following information:

1. Date and time of accident or injury.
2. Description of accident or injury and how it occurred.
3. Treatment given or emergency procedures carried out.
4. Time parents were notified.
5. Signature of staff in charge at the time of the accident or injury.

Records of accidents in the medical logbook will be reviewed by the coordinator with staff at least twice each year in order to determine that all possible preventive measures are being taken. Parents have access to medical log entries on their child. Confidentiality is maintained at all levels.

## **When a Child Becomes Ill**

### **Isolation**

- A child who becomes ill during care will be isolated from other children within the room or in the office.
- A child with a sore throat, inflammation of the eyes, fever, lice, rash, or vomiting will be isolated.
- The child will be provided with a cot/mat and a sheet/blanket in the isolation area, with a staff member within sight and hearing distance of the child. Isolation shall be used until the child can be picked up from the school site.

### **Pick-up of an Ill Child**

- The child's parents/guardians shall be contacted immediately after illness is discovered (or designated responsible person when parents/guardians cannot be reached). The adult contacted shall make arrangements for the child to be picked up within one hour.

### **Re-admittance**

- In order to maintain a healthy environment with respect to each child's well-being as well as the staff's and parents', children will be readmitted to the program once they are symptom-free.

## **Communicable Diseases**

When a diagnosis of a communicable disease is made, the exposed children shall be watched for symptoms of the disease.

All parents/guardians shall be notified immediately through a posting in the program, with respect to confidentiality.

A child may be readmitted, without a statement from a physician after a communicable disease, if the child has been absent for the period of time designated by the Department of Health and Family Services.

### **Medical Logbook**

The program shall maintain a logbook for tracking medications and injury and shall record daily any injuries received by a child or medication dispensed to a child, as follows:

- The logbook shall be a book with stitched binding with pages that are lined and numbered. The pages may not be removed or lines skipped.
- Entries shall be made in ink on the date of occurrence and shall be dated and signed or initialed by the person making the entry.

### **Medication**

The Y staff will administer medication to a child only under the following circumstances:

1. The prescription is in the child's name and the parents/guardians have completed a medication authorization form, listing the medication and specific directions as to time and dosage.
2. The non-prescription medication is ordered by the doctor in writing, giving the program permission to dispense the medicine as directed by the parents/guardians. The dates will be listed for administering such medication and the written order will be kept in the child's file.
3. Diaper cream, sunscreen, insect repellent and lotions can be applied with written parental permission

Medication will be stored in a separate, labeled container, away from children's reach.

Entries are to be made in the medical log book for each time medication is administered.

### **Missed Medicine**

If medicine is missed, the Child Care Director/Coordinator will notify the parent.

### **Breast Milk Exposure**

All day care programs do label all bottles and breast milk for every infant. However, if an infant is given the wrong bottle, the following procedures will be followed:

1. The bottle will be checked to see if it contained breast milk or formula.
2. If the bottle contains formula, immediately contact the parents to be sure the child is not allergic or sensitive to the milk or formula given.
3. If the breast milk is mistakenly given to the wrong child, the parents will be immediately notified that their child was given another child's bottle of expressed milk.
4. Ask the mother when the breast milk was expressed and ask how it was handled before being brought into the childcare setting. Provide this information along with (or in addition to) details on how the bottle was handled in the childcare setting to the child's parents.

Although the risk of contamination is very small, it should be treated as a possible HIV exposure. Recommended procedures for a possible HIV exposure from breast milk are as follow:

- The parents should notify the child's physician of the situation. The physician may recommend a baseline test for HIV.
- The mother of the child who supplied the expressed breast milk may be asked if she has ever had an HIV test. If she has not, or does not know if she has had a test, ask if she would be willing to have one and share the results.
- If the mother does not know whether she has ever been tested for HIV, would she be willing to contact her physician and find out if she has been tested.

All testing that needs to be completed will be at the expense of the YMCA of the Fox Cities.

### **Staff Health Qualifications**

All persons except volunteers who work directly with children must have a health examination within 12 months prior to beginning work or within 30 days thereafter. The report, dated and signed by a physician, must be on file in the School Age Coordinator's office and certify that:

1. The person is free from any communicable disease reportable under chHss.145 which represents a safety or health risk to children, including tuberculosis.
2. The person is physically able to work with young children.

No staff, volunteer, visitor, or parent/guardian may be on the premises of the School Age Program site with symptoms of illness, communicable diseases or whose behavior gives reasonable concern for the safety of children.

No person may work at the school site with a health history of typhoid, paratyphoid, dysentery, or other diarrheal diseases until it is definitely determined by appropriate tests that such person is not a carrier of the disease.

### **Parent/Guardian Notification and Conferencing**

The program staff will notify parents/guardians:

1. If their child has been exposed to a diagnosed or suspected communicable disease reportable and transmitted through normal contact.
2. If the child becomes ill or is injured seriously enough to require professional medical treatment.
3. When they pick up the child, if the child sustained a minor injury.

The program will make opportunities available at least twice a year for parent and staff communication regarding a child's adjustment to the program, and the child's growth and development, if applicable.

A copy of the program policies will be available to parents/guardians in the common area of the program site.

### **Cleanliness**

- **Soiled Clothing** - Wet and soiled clothing will be changed promptly from an available supply of clean clothing. Soiled clothing will be placed in a plastic bag for parents to take home.
- **Sanitizing** - Sanitation of toys and equipment will be done as needed with disinfectant. Tables will be sanitized before children sit down to eat snack.
- **Universal Precautions** - Universal precautions must be taken with incidents involving blood and/or body secretions. This includes the use of single-use gloves, which shall be disposed of in red biohazard plastic bags.
- **Hand Washing Procedures** - Children's hands must be washed with soap and water before and after eating and using the bathroom. Staff working with children must wash their hands with soap and water upon arrival and before handling food.

### **Special Needs**

Staff will be made aware of any individual child's special needs as disclosed by the parents. Any child expressing signs of hunger upon arriving at the program will be provided with a supplemental snack.

### **First Aid & Injury Procedures**

See page 14 & 15.

### **Health Related Forms**

Staff will have health related information from the Child Enrollment, Health History & Emergency Care Plan and Day Care Immunization forms. Additional health forms might be required for additional information.

### **Physical Exams, Immunizations**

- Children under 2 years of age are to be given a physical exam by licensed physician at least every six months after admission.
- Children over 2 years of age are to be given a physical exam by licensed physician at least every two years after admission.
- A report signed and dated by a state licensed physician must be provided for the child's file as evidence of a current physical examination (excludes School Age programming).

- Information on specific health needs will be shared with all staff assigned to care for the child. A parent meeting will be set up if necessary.



# NUTRITION POLICIES

## Schedule of Snacks and Meals

Time Present:	Number of meals/snacks:
2.5-4 hours	1 snack
4-8 hours	1 snack and 1 meal
8-10 hours	2 snacks and 1 meal
10 hours or more	2 meals and 2-3 snacks

Parents in Drop-In and Kids Corner are responsible for providing a nutritious snack and/or a lunch and any formula or milk. The parents must provide an eating schedule for children under the age of two indicating the times and type of food or beverage to be given to the child.

## Food Service Personnel and Training

Cooks are required to attend the food program training presented by the state of Wisconsin.

## Menu Planning

- Staff will be responsible for planning the snack/meals which includes age appropriate foods.
- A variety of foods will be offered to represent diversity.
- Staff will notify parents of any menu changes by indicating the change on the posted menu.

## Meal Service Routines

- All children and staff must wash their hands with soap and water before eating.
- Staff and children will sit together at tables and chairs that are appropriate for the size and age of the child.
- Individual cups and serving utensils should be brought from home for children under the age of two, and for all children using Drop-In or Kids Corner. All items from home must be labeled with the child's name.
- Lunch will be served family style in day care.
- Infants will be held when bottle feeding.
- Young toddlers will be served by the staff but encouraged to feed themselves. Children two years and older are encouraged to serve themselves.
- Snack will be served family style in day care, pre-school and school age.
- Children will be encouraged to try foods from each of the food groups that are offered.
- Food will not be withheld or force fed, and will not be used as a reward.
- The schedule for meals and snacks will include time for socialization.
- Tables will be washed with soap and water followed by a bleach/Sani Spray solution, before and after snacks and lunches. Children helping will be permitted to use soap and water one.

## Menus Requirements

- Menus for snacks and/or lunches will be posted.
- Each meal shall provide 1/3 of the daily nutritional requirements of the child.
- Lunches in day care are provided by food-service vendors and/or prepared by the program staff. Lunches consist of at least one item from each of the following groups:
  - Meat, poultry, fish, eggs or cooked dried peas or beans, cheese or peanut butter.
  - Two vegetables, or one vegetable and one fruit, or two fruits
  - Cereal or whole wheat grain or enriched bread products
  - Butter or margarine
  - Grade vitamin D 1% milk (whole milk will be served to children under 2 years of age)
- Snacks are prepared by program staff and at times the children assist. Snacks shall consist of at least one item from two of the following groups:
  - Milk or milk product
  - Fruit, 100% fruit juice, or a vegetable
  - Peanut butter or a meat product
  - Whole grain or enriched bread or cereal
- Food sources include: local food distributors, grocery stores, approved caterers, parents and dairies.
- Any lunch or snack provided by parents must follow the above guidelines.

### **Special Diet Needs**

- Children's specific needs and allergies must be listed on the enrollment form and posted in the program area for staff.
- A substitute food item will be provided for any child who has an allergy to the foods on the scheduled menu.
- Parents must inform the program if a child requires an additional snack during the program hours. In such cases, the parents will be expected to bring the additional snack. If an emergency or special situation, the program will provide the necessary snack.

### **Safe Food Practices/Cleanliness**

- A. Storage of Perishable Foods
  - Refrigerators will be maintained at 40 degrees F or below and freezers at 0 degrees F.
  - A clearly visible thermometer will be kept in each unit.
  - Foods out of their original sealed packaging will be covered, labeled and dated.
- B. Storage of Non-perishable Foods
  - Foods will be stored in clean, dry, ventilated and lighted storerooms or areas.
  - Foods out of their original sealed packaging will be stored in metal, glass, or food grade plastic containers with tight fitting covers and will be labeled and dated.
  - Foods will be stored off the floor.
- C. All foods will be stored in such a manner as to prevent contamination by sewage, waste water backflow, condensation, leakage or vermin.
- D. Infant bottles will be heated in water by use of crock pots or other similar heating units. Microwaves will not be used for heating infant bottles/food.

### **Special Treats**

Special treats will be provided on occasion with an emphasis on healthy food choices such as fruits, vegetables, whole grains and milk. A list will be provided to parents of health food choice recommendations.

### **Child and Adult Care Food Program (CACFP) Requirements**

All Child and Adult Care Food Program (CACFP) participating agencies must provide annual civil rights training to all staff members who interact with program applicants or participants and those persons who supervise these staff. In order to assure that all of the USDA Civil Rights required subject matter is covered, agencies should use DPI's CACFP Civil Rights Training PowerPoint and/or its handout version to complete the required CACFP civil rights training.

Authorized statement:

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, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may 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 complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), 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](mailto:program.intake@usda.gov)

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# **TRANSPORTATION POLICIES**

## **No Child Left Unattended in Vehicles**

No child will be left unattended in vehicles. At destination, staff will physically inspect the vehicle to ensure all children have vacated. Staff will walk to the back of the bus before exiting to double check all children have been accounted for.

## **Parent Notification of Field Trips**

Parents will be notified in advance of field trips. Parents must provide alternate care for their child if they choose not to send them on the field trip.

## **Tracking Policy**

Through use of attendance sheets and face counts, each staff member will ensure children in their care enter and exit transportation vehicles.

## **Emergency Information**

The following information must be carried in the vehicle for each child:

- An address or telephone number where a parent/guardian can be reached in an emergency.
- The name, address and telephone number of the child's physician or medical facility.
- Written consent from the child's parent/guardian for emergency medical treatment.
- A list of children transported.
- The transportation route.

## **YMCA Owned Transportation (vans/buses)**

The Y does not use any center owned vehicles to transport children.

## **Contracted Transportation**

Contracted transportation through Lamers Buses, Kobussen Buses or Hortonville Area School District will be the only means of transportation for children on field trips.

## **Staff Vehicles**

Staff will not use their personal vehicles to transport children.

## **Required Forms**

Parental permission in writing is required to transport children on field trips. Parents can give permission on their Contract or on Child Care Enrollment Form.

## **Child Safety Restraints**

As long as rented transportation is used, child safety restraints are not required.

## **Transporting Children with Disabilities**

One adult, in addition to the driver, must be on hand if a child has a handicap which limits their ability to respond in an emergency.

# ORIENTATION OF STAFF POLICIES

## Review of Applicable DCF251 Licensing Rules

A thorough review of all applicable licensing rules and procedures for the program will be presented by the Director/Coordinator within the employee's first week. The orientation will cover all of the following:

- Review of Wisconsin Department of Children and Families licensing rule book.
- Specific program policies and handbooks.
- Contingency plans including fire and tornado plans.
- First aid procedures.
- Job responsibilities/job description.
- Recognition of childhood illnesses and infectious disease control, including hand washing procedures and universal precautions.
- Schedule of activities in the program.
- Child abuse and neglect laws.
- Procedure for knowing children's whereabouts.
- Child management techniques.
- Sharing information related to child's special health care needs.
- Review of procedures to reduce the risk of Sudden Infant Death Syndrome (for licensed programs with children under the age of 1).
- Procedure on how to contact parent if child is absent without prior notification.
- Information on any special needs a child has and the plan for how to meet those needs.
- Procedure for tracking transported children.

## Confidentiality

All program staff having access to children's records may not discuss or disclose personal information or facts learned about any child or any child's relative at any time. This does not apply to:

1. The parent or person authorized in writing by the parent to receive the information.
2. Any agency assisting in planning for the child when informed written consent has been given.
3. Authorized agencies.

## YMCA Required Trainings

All Y staff are required to be trained in:

- CPR/AED for the Professional Rescuer
- First Aid
- Child Abuse Prevention
- Y-101
- Members First Customer Service Training
- Sudden Infant Death Syndrome (required for licensed staff working with ages under 2)
- Shaken Baby Syndrome (required for licensed staff working with ages under 5)

# CONTINUING EDUCATION POLICIES

## Documentation of Continuing Education

- A. To document continuing education requirements, staff must:
  1. Submit proposed training information to Coordinator for approval. This may include, but is not limited to training description, hours of training/credits, course syllabus and location of training.
  2. Upon completion of training, employee must obtain verification of attendance for employee's file.
  3. If applicable, attendance verification must be submitted to the Registry.
  4. Document date, training subject, sponsor and number of hours obtained on the staff continuing education record form. The staff forms will be located in a binder in each Director/Coordinator's office.
  5. Present information obtained at assigned staff meeting.
- B. Staff members are responsible for completing the required hours of continuing education in compliance with State Licensing Guidelines for their specific position.
- C. The Coordinator shall initial all trainings received by staff members for which no other documentation is available, such as in-house continuing education trainings.
- D. All lead staff working in licensed programs must be registered with the Registry. The Y will pay the initial registration fee, but staff are responsible for renewing yearly memberships.

## Staff Meetings

To ensure that staff have the opportunity to receive pertinent information and clarification of problems and issues, all employees are expected to attend scheduled staff meetings. The Director/Coordinator will be responsible to notify staff of the meeting date at least 2 weeks in advance. The staff meeting agenda, minutes, and persons in attendance will be kept at the Y and any off site location.

## Continuing Education Requirements for Licensed Programs

Staff members working in licensed programs shall be compensated their training rate for approved continuing education. In compliance with Wisconsin State Licensing Guidelines, continuing education/training will be provided to:

1. Staff working less than 20 hours per week at a rate of 15 hours each year or an average of 1.25 hours/month.
2. Staff working more than 20 hours per week at a rate of 25 hours each year or an average of 2 hours/month.
3. Staff considered Assistant Teachers who are currently enrolled in their first entry-level course are not required to earn continuing education hours for that calendar year.
4. All staff are required to be CPR/AED certified, have attended Y101 and have Child Abuse Prevention training every year.

The Y will pay expenses for attendance at workshops and conferences that are defined as approved trainings for an employee by the coordinator. These expenses may include tuition fees, meals, wages, and mileage while attending the approved training event.

Entry-level courses will be paid by the Y with the understanding that the employee will remain employed by the Y for one year (or school year for School Age Employees) following completion of the course. Continuing education will be documented in the staff's file.

## YMCA Required Trainings

All Y staff are required to be trained in:

- CPR/AED for the Professional Rescuer (renewal every other year)
- First Aid (renew every three years)
- Child Abuse Prevention (renew every year)
- Y-101
- Members First Customer Service Training
- Sudden Infant Death Syndrome (required for licensed staff working with ages under 2)
- Shaken Baby Syndrome (required for licensed staff working with ages under 5)

### **Child Abuse Reporting Process**

An employee who knows or has reasonable cause to suspect that a child has been abused or neglected must immediately contact the Director/Coordinator who will then contact the county department of Social Services or local law enforcement.

### **Fire Extinguishers**

All staff will be trained in use of fire extinguishers and where they are located in their program area.

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

- Staff members shall be compensated their hourly wage or training rate for approved continuing education.
- The Y will pay expenses for attendance at workshops and conferences that are defined as approved trainings for an employee by the Coordinator. These expenses may include tuition fee, meals and mileage while attending the approved training event. The Director/Coordinator is responsible for developing an annual training budget approved by the YMCA Board of Directors. Therefore, based on the annual training budget, it is the Coordinator/Director's responsibility to determine appropriate training beyond in-house training for all employees.
- Employees enrolling in classes to meet entry level requirements shall sign a formal contract stating these terms of reimbursement:
  1. Employee shall diligently pursue the course of study and complete the above mentioned course/workshop within an appropriate time line.
  2. While in pursuit of furthering educational development, the employee shall work at least part-time for the Y.
  3. After completing the above listed course/workshop within the designated time period, the employee will be reimbursed 50% of the course fee. The remainder will be reimbursed after 6 months of further employment.

In the event the employee fails to meet one or any of the above listed conditions, the employee shall reimburse the Y the full amount funded.

### **Sources of Continuing Education**

Any or all of the following methods will be accepted as continuing education:

- Trainings provided throughout the YMCA of the Fox Cities addressing specific areas pertinent to the delivery of quality child care programs. This may include, but is not limited to, areas of child development, child guidance, health, first aid, or CPR, as it pertains to child development, supervision of staff or the business or administrative aspects of the operation of school age program or in communication skills.
- Attendance at workshops, conferences, seminars, lectures, or presentations that cover areas of interest pertinent to quality child care programs.
- Reading selections related to child care education, child growth and development, or other appropriate child care materials. Using this method, staff members shall read materials and submit a one page written report to the program coordinator. Reading materials will not be applied to more than 5 continuing education hours per year for full-time staff and 2.5 continuing education hours per year for part-time staff.
- Formal courses resulting in credits or continuing education units.
- Documented observation time not exceeding 2 hours in other child care related programs.
- An Individualized Training Plan (ITP) may be designed for staff that are currently enrolled or have recently graduated from a related field. Continuing education hours that are obtained through such course work may be used to meet continuing education requirements during the year in which the hours are earned and for the 2 years following that year.

# PERSONNEL POLICIES

## Job Descriptions

A review of the written job descriptions, highlighting expectations for specific responsibilities will be given to staff upon hire. Each employee will receive a YMCA Employee Handbook. The School Age Coordinator shall review the personnel policies with the Y employee.

## Hours of Work, Lunch and Break Times

The schedule of work hours is dependent on the specific position the employee is hired for. Employees may be hired for part time, full time or salaried exempt hours. Staff are required to have break and lunch times with the children during program hours.

## Holidays, Vacations, Sick Leaves, Leaves of Absences

Staff are not required to work holidays, but are required to work scheduled no school days throughout the school year. In the event a staff member is sick he/she should try to find a substitute for their shift. Extended leaves of absences should be cleared through the Director/Coordinator and must be made in writing.

## Probationary Period

All new staff are on a probationary period for their first 90 days of employment.

## Performance Evaluations

All staff have a performance-based evaluation at the end of each calendar year. Any grievance procedures can be made to the Human Resource Department of the YMCA of the Fox Cities.

## Notifications to YMCA and DCF

Staff are required to notify the YMCA of the Fox Cities no later than the next business days when: the employee has been convicted of a crime, has been or is being investigated by a government agency; has a substantiated governmental finding; or has a professional license denied, revoked, restricted or otherwise limited. The YMCA of the Fox Cities will notify the Department of Children and Families.

## Caregiver Background Checks

A background information disclosure will be in each employee's file that affirms that the employee has not been convicted or is not the subject of a pending criminal charge as specified by the department. Written approval for employment must be granted by the department if such information is disclosed. Caregiver background checks are rechecked annually on all child care staff.

## Staff Files

A file will be maintained on each employee containing the following required information:

- Staff Record Form (required for licensed programs)
- Staff Health Report (required for licensed programs)
- Shaken Baby Syndrome training (required for licensed programs serving children under the age of 2)
- Background Information Disclosure
- Documentation of educational training
- YMCA employment application
- Required tax forms (I-9, W4)
- Direct deposit payroll form
- Code of Conduct agreement

### **Employee Termination Related to Whistle Blowing**

The Y is committed to the highest ethical standards and to providing the best possible working conditions. Y employees are encouraged to report orally or in writing to their immediate supervisor (or an alternate online of authority as described below) any evidence of activity by a Y department employee, member, or board member that may constitute.

- Instances of fraud
- Unethical business conduct
- Violations of state or federal law
- Substantial and specific danger to an employee's or the public's health and safety

Any employee who wants to report evidence of alleged improper activity, as described above, should contact his/her supervisor or the supervisor's manager.

### **Employment Procedures**

- A. The Director/Coordinator and the HR department are cooperatively responsible for recruiting, interviewing, selecting and releasing staff from employment.
- B. It is the policy of the Y to implement all federal and/or state laws as they relate to Affirmative Actions for employees and applicants for employment. The Y is committed to achievement of the following objectives:
  - Ensure recruiting, hiring and training for all job classifications made without regard to race, creed, color, religion, national origin, age, sex or handicap.
  - Ensure promotion and transfer decision further the principle of Equal Employment opportunity and the non-discriminatory criteria for promotions and transfer.
  - Analyze personnel procedures periodically to ensure Equal Employment Opportunity.
  - Ensure equal access to job opportunities through training and staff development.
  - Ensure the prevention of sexual harassment.
- C. The Y strives to provide the opportunity for promotion within the organization whenever possible. The Y supports and participates in the YMCA of the USA's open application process for professional staff placement. The Y encourages employees to recognize that reasonable tenure in a position is necessary for both professional development and meeting Y goals.
- D. All employees are required to attend a YMCA New Employee Orientation.
- E. Program Coordinators/Directors are responsible for the orientation of all staff within their first week of employment.
- F. All program staff hired will meet the licensing qualifications for each specific position as outlined in the licensing rulebook.
- G. The Program Coordinators/Directors are responsible for the supervision and ongoing evaluation of the Program staff.
  - A performance appraisal shall be conducted at least annually for the purpose of evaluating an employee's performance, assisting in the employee's continued growth and development, and to ensure that the goals and objective of the Y are being met.
  - The performance appraisals shall be conducted by the employee's immediate supervisor, as well as any other administrative staff responsible for supervising the employee.
  - The performance appraisal is prepared in written form and is reviewed by the employee and appropriate Supervisor(s). The employee can receive a copy upon request and a copy will be placed in their file.
  - Performance appraisals are used to determine wage increases and/or promotions.



## H. Disciplinary Procedures

- If an employee violates the work rules of the Y, the employee shall be subject to appropriate discipline procedures.
- Each discipline situation is handled on an individual basis, taking into consideration the nature of the violation. The following actions may occur:
  - Coordinators will consult with Directors
  - The Coordinator/Director will consult with the staff person.
  - If the violation continues to occur, a written warning, signed by the employee and the Supervisor, will be placed in the employee's file. Included in this report will be a specific plan of improvement expected and a specific plan of action to be taken if further discipline problems occur.
  - Depending on the severity of the work violation, including but not limited to such actions are harming a child or being under the influence of alcohol or illegal drugs, an employee may be released immediately.
- I. Probationary Period: All employees are granted employment subject to a probationary period which begins on the first day of work and extends 90 days. Summer staff have a probationary period of 30 days.
  - The purpose of the probationary period is to provide an opportunity for both the Y and the new employee to decide whether the relationship should be permanent.
  - During this period, employees are eligible for all benefits required by law and as indicated in the YMCA employee handbook.
  - The probationary period may be extended by the supervisor when conditions warrant, at his/her discretion.

### **Staff Recruitment**

Staff will be recruited by classified advertisements, posting job opportunities to qualified personnel in other Y departments, reviewing applications on file, YMCA website job posting and other sources as deemed appropriate in the recruiting process. Applicants must complete a YMCA job application. A brief job description will be given in the recruitment advertisement.

### **Required Forms and Paperwork**

See Staff File section.

### **Wage, Salary Scale, Payroll Information**

All wage, salary scales and payroll information is in the YMCA Employee Handbook that is given upon hire.

### **Benefits**

All benefits received as a Y employee can be found in the Employee Handbook.

### **Work Rules**

#### **Prohibited Work Actions**

Rules have been established so that all employees may know what is expected of them, and to clearly define unacceptable behavior that could result in disciplinary actions and/or discharge without benefits. These rules are listed in the YMCA of the Fox Cities Employee Handbook.

#### **Babysitting for Participants in the Program**

Staff members and volunteers are encouraged not to become involved or associated in any way with a child, who is not a relative, enrolled in Y programs outside of Y activities. If the staff member or volunteer desires to undertake any such activity, the YMCA requires the staff member or volunteer advise the child's parents of the activity and that it is not approved and/or sanctioned by the Y. The Y assumes no control, responsibility or liability, for any actions of staff and volunteers with children, if a staff member or volunteer becomes involved or associated in any way with a child, who is not a relative, in activities which are outside of regular Y activities and which are not formally approved and/or sanctioned by the Y. Babysitting waiver is required for all employees who wish to babysit for children they meet in the program, however this is strongly discouraged.

### **Dress Code**

An employee's appearance reflects directly upon the Y and is a primary source of good public relations. Staff act as role models for the children and need to be viewed as professionals by the parents.

- Clothes, hairstyles and overall appearance must be neat, clean and in good taste at all times.
- Nametags must be worn at all times.
- The complete dress code is found within the Employee Handbook.

### **Time Off**

If employees request time off, it must be received in writing at least two weeks ahead of the date. Employees must work to find their own substitute.

### **Social Media**

In order to protect the Y, all employees are expected to behave in a manner consistent with the Y's values of caring, honesty, respect, and responsibility and to abide by this policy when using social media or other online communication tools for work or personal purposes.

The following guidelines must be followed by all employees when using social media or other online communication tools:

- Use of photos, video or images of the Y or its programs, members or participants is prohibited.
- Use of the Y logo is prohibited.
- If an employee used the Y name (including names of camps or other programs ) in any such communication they should be especially careful to support the Y's images and mission, while making it clear that they are speaking for themselves and not on behalf of the Y.
- Employees must also keep in mind that they may not post an endorsement of Y programs without disclosing their employment relationship with the Y.

### **Parent Communication Procedures**

Staff will communicate to parents in person, daily notes, Y e-mail, and over the phone.

### **Termination of Employment**

1. A written notice of resignation shall be provided to the Y at least two weeks in advance of the date the employee wishes to terminate employment.
2. No employee will be discharged without prior approval of the Director and consulting with the HR department. Before an employee is discharged for work rule violations, each disciplinary action will be followed according to the disciplinary procedure. If an employee violates the warning decision stated on the Performance Improvement Plan, the employee will be dismissed immediately.
3. Immediate dismissal may also occur when the severity of the violation includes such actions as:
  - Any action threatening the safety and welfare of the children in the program.
  - Harming a child.
  - Under the influence of alcohol or drugs.
  - Failure to perform duties.
  - Failure to meet work rules.
  - Conviction of sexual crimes.
  - Falsification of information on background information disclosure form.
4. Prior to dismissal the employee's supervisor must have made a reasonable effort to resolve the performance deficiency; including provision of written documentation about the said deficiency and expectations for improvement to the employee.
5. Employees shall be given a two week written notice if their employment is to be terminated due to elimination of the position or a reduction in staff.

### **Parking**

Y staff are required to park farthest away from the entrance doors to the Y and off site locations to allow parents and Y members the closest stalls. A parking pass may be requests from the membership office to gain access into the Appleton Y parking ramp.

### **Meals with Children**

Staff are required to eat meals with children during working hours.

## **Grievances**

For the purposes of the policy, a grievance is defined as a complaint/conflict over an alleged violation of an approved personnel policy, procedure or practice, or an applicable local, state or federal law. Employees shall follow the appropriate grievance procedure in seeking a resolution:

1. Conflicts between staff members or complaints from employees should be amicably resolved between the individuals or between employees and supervisor through discussion. Sincere attempts to resolve issues at this level is expected and desired.
2. Matters not settled after exhausting the above procedures may be brought before the HR Director. When this step is necessary, a conference shall be requested with the HR Director. The HR Director shall be the final authority in any dispute.
3. All grievances and requests to meet with each level of management must be made in writing.