



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

2018-2019

Child Care Handbook



School Age Child Care (SACC)

Serving the Erlanger/Elsmere Schools of:
Arnett, Howell, Lindeman, Miles

SACC Program Dates:

August 15 – September 7

May 13 – Last day of school

SACC Friday's during the 21st Century Programming part of school year

R.C. Durr YMCA

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www.myy.org

Updated: August 2018

**All information contained in this
Handbook is subject to change!**

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Our Programs - General Overview

YMCA of Greater Cincinnati Mission Statement

The mission of the YMCA of Greater Cincinnati is to put Christian principles into practice through programs that build a healthy spirit, mind, and body for all. The Y is about...

- **Youth Development:** Children need caring adults to provide support, guidance and encouragement as they grow. All kids deserve the opportunity to discover who they are and what they can achieve.
- **Healthy Living:** Wellness in spirit, mind, and body strengthens our very being and enhances our interactions with others.
- **Social Responsibility:** We truly are in this together and together we can harness our individual strengths and bring about positive change around us. The Y is dedicated to building healthy, confident, secure, and connected children, families, and communities.

Child Care Programming – SACC versus 21st CCLC (21st Century Community Learning Center)

Our Y sponsored programs at Arnett, Howell, Lindeman, and Miles flip between the School Age Child Care (SACC) program and the grant based 21st Century Community Learning Center (21st CCLC) program. They are two separate programs, and families must register for both during the school year.

The 21st CCLC program is by invitation only and space is limited – however, our **SACC students automatically are guaranteed an invitation**. This is especially important for Kindergarten students because **ONLY THE SACC KINDERGARTNERS will be invited to attend the 21st Century program at Howell, all other schools are open K-5th**. The timeline for each program is as follows:

- **SACC Program runs August 15 – September 7**
- **21st CCLC: Session #1 runs September 10 – December 19** (SACC Friday's Available for Purchase)
- **21st CCLC: Session #2 runs January 3 – May 10** (SACC Friday's Available for Purchase)
- **SACC Program runs May 13 – Last Day of School**

Program Philosophy

The Erlanger/Elsmere Schools and the R.C. Durr YMCA branch recognize the need for quality childcare services for children with working parents. With this in mind, a partnership has been formed to enable children from working families to participate in a variety of physical, cultural, intellectual, and social activities while serving family needs for quality care after school hours.

The SACC program is designed to meet the developmental needs of school-aged students and to support, motivate, and nurture children so that they may achieve their fullest potential all the while keeping them safe! The program focuses on facilitating the child's sense of industry, promoting a sense of competence, creating an environment conducive to positive peer interaction, challenging children to grow in imagination, creativity, self-directed initiative and leadership, all under the guidance of nurturing and caring staff. We also believe in building positive self-esteem and strong character development in children by focusing on the 40 Developmental Assets.

Our goal is to compliment the school (not duplicate it) and to emulate a warm home setting with intellectual stimulation, supportive of the school age child's emotional, social, cognitive, and physical developmental needs.

State Licensed Programs

Our SACC programs are **fully licensed by the State of Kentucky**, meeting all health, safety and fire regulations.

Staff to Participant Ratios

A staff to child ratio during SACC programming differs depending on age of the child.

SACC 5 to 6-year old has a 1:15 ratio with a maximum group size of 30.

SACC 7-year old and above has a 1:25 ratio with a maximum group size of 30.

Our Programs - General Overview

Staff Structure

Below is an outline of the staff structure for our child care programs. We encourage families to speak to their on-site staff members with concerns and questions they may have about the program or their child. We wholeheartedly embrace our *Open Door policy* and welcome feedback from our families!

A staff outline with contact information for each of our locations can be found on the last page of this handbook.



Support Staff

Site Director Above this line are all on-site

Senior Program Director of Family Life

Associate Executive Director

Executive Director

Our Program Goals Includes:

We take pride in offering a well-balanced program for children. Our programs include the following:

- Character Development
- Computers
- Conflict Resolution
- Creative Arts and Crafts
- Dramatic Play
- Environmental Awareness
- Game Time - Board, Group, Individual, etc.
- Healthy Lifestyles
- Homework Assistance
- Physical Activity (30 min)
- Sensory Awareness
- Social Development
- STEAM Development (Science, Technology, Engineering, Art & Math)
- Study Time
- Team Building Techniques

Staff Communication with Parents/Guardians

Any concerns of parents/guardians will be addressed with care and concern from our staff. If a parent/guardian would like to meet with any Site Director, they can call to schedule time with the appropriate person. Our program has an "Open Door Policy." The YMCA will also provide evaluations of our program for parents to complete throughout the school year. We are committed to creating partnerships with parents.

The YMCA believes that communicating with parents about children's development is an important aspect of our programs. It is imperative that we form a partnership between the school, the student, the parents, and the YMCA. We believe it takes a collective effort to maintain an enriching program! Staff will use notices, bulletin boards, e-mail and newsletters to inform parents of program happenings.

Information will be emailed to the address provided on the *Registration Packet*. Staff will also share with parents their children's accomplishments and difficulties through daily conversations, phone calls and conferences. These methods are great ways to keep parents informed of what and how children are doing during the program!



Please keep the program staff informed of any changes during the school year so we can keep your records updated and provide better care to your child! These changes may include, but are not limited to, sharing news from home about illness, family changes, alteration in routine that impact your child, changes in medical history, address, phone, payment methods, email address, etc.

Our Programs - General Overview

Parental Involvement

Parental involvement and input is essential to our program! We appreciate any suggestions or concerns that families may have. In providing an open relationship with parents, we believe that we provide better care for their children. We encourage parents to visit our program at any time, as we have an *Open Door policy*. Any family member with a special interest or skill to share should notify the program staff. Parents are welcome to volunteer time and talents.

Sensitive Issues

The YMCA is aware that many children and families encounter sensitive issues or events. Sensitive issues are handled on an individual basis to the best of the staff's ability and training. Staff will involve parents in this process and provide resources for support.

Any problems your child may be having at home may affect their behavior at the YMCA program. Please keep us informed so that we can be sensitive to your child's needs. We would like to work as a team with the family to provide the best environment for your child's growth and development. Regular, open communication between parents and staff is vital.

All court orders concerning special restrictions will be respected and followed by the program staff.

Please note that it is the Parents/Guardians responsibility to provide legal documents concerning any custody agreements/ arrangements made within the court system regarding who can or cannot pick up the child/children. In the absence of a court order to the contrary, we cannot keep access to information or the student from a parent.

Y Employee Babysitting Policy

YMCA policy prohibits staff members from babysitting children met through any YMCA programs. Our staff members cannot care for your child outside of the program center.



G'Day Mates!

Have you thought about registering your child for the YMCA Summer Camp Program? It would be a great way for your child to spend their summer!

Registration Kickoff is always the first Saturday of March.

Spots fill quickly!

YMCA Child Care Staff

Our staff consists of dedicated people with degrees in education and/or training that provide special care and warmth for each child as well as skills to promote children's learning and development in all areas. We plan age appropriate activities for school aged children in a structured and safe environment.

Prior to hiring, each staff member completes a personal interview session, criminal background check, child abuse and neglect check and personal and professional reference checks. All Y child care staff members receive CPR, First Aid, and Child Protection training as part of employment. In addition, SACC staff members are required by state law to have 15 training hours each year. This helps to ensure that staff is continually developing their skills and practices.

Each individual program site has a Site Director who is responsible for program plans and staff supervision. In addition, there is a Senior Programming Director of Family Life. All levels of these supervisors can assist parents with questions or concerns about the program. The Senior Program Director meets or exceeds all State of Kentucky Licensing requirements and directly supervises and manages all Child Care programming.

Your child's Site Director and their contact information can be found on the last page of this handbook.

Child Care Administration	Email	Phone
Rebecca Nooe, Senior Program Director of Family Life	rnooe@myy.org	859-334-6502

Registration Policies

Registration Policies

It is unlawful for the YMCA to discriminate in the enrollment of children upon the basis of race, color, religion, sex or national origin. The YMCA programs are not drop-in programs and registration must be completed in advance.

The SACC program requires Registration paperwork to be completed and that a valid *Kentucky Immunization Certificate* is on file for each child. Though it is optimal to turn in the immunization certificate at the same time as your *Registration Packet*, we can wait to accept this form prior to the start of your child's first day.



We must have a **valid *Kentucky Immunization Certificate*!** Shot records are not accepted, nor are out of state certificates, or certificates without an expiration date clearly noted.

As part of the *Registration Packet*, parents must submit a *Credit/Debit Card Payment slip*. All registration fees and weekly tuition payments associated with child care must be paid automatically through a credit or debit card.



It is imperative that you communicate to your Site Director or **contact the Billing Department if you have updates/changes to your credit/debit card!**

ALL Registration paperwork and program payments must be completed and paid in full BEFORE your child is permitted to attend any Y program. A student may NOT attend any of our programs without 100% compliance.

2018 – 2019 Registration – School Age Child Care (SACC)

The SACC Program runs:

August 15 – September 7

May 13 – Last Day of School

Each Friday during the 21st Century programming portion of the school year

Program sessions have limited enrollment and registration is on a first-come, first-served basis. The **SACC program is open to students grades K – 5**. The process can be completed in a few easy steps:



Families may **reserve a spot** in the SACC program by submitting a...

- **Registration Packet** for each child
- **KY Immunization Certificate**
- **Registration Fee** associated with the program.

SACC Registration Fee:
\$15 per child or
\$25 per family

The Registration fee will be charged to your credit/debit card upon receipt from the billing department. The registration fee **is not subject to any discounts** and is due **even if scholarship or state assistance is applied**. It should be noted that the registration fee is non-refundable and non-transferable.

The Registration Packet must be completed in full upon registration. The packet requests pertinent information such as programs and sites registered for, billing information, contact information, medical history, individual concerns, parent authorizations, permission for emergency transportation, etc. The *Registration Packet* may be submitted to the R.C. Durr Y Member Services front desk or to your Site Director.



Weekly SACC tuition charges will automatically be billed on the Friday prior to the week attending.

Payment Information

Tuition & Tuition Fee Schedule

The SACC programs do **NOT** prorate or provide credit due to absences, vacations, unforeseen school closings, snow days, etc.

SACC Program: Tuition is a flat fee based on an even weekly billing system! The entire program's calendar is taken into account to determine the weekly rates for the school year. The only week that is prorated during the SACC program is the first week of school in August – to account for the fact we do not start until mid-week. (Remember, both Winter and Spring Break fall under the 21st Century portion of the school year.)

SACC Friday Add-on Purchase Option

The 21st CCLC program only meets Monday thru Thursday, however a Friday Add-On SACC option is available for purchase. If your child is registered for the Friday Add-On SACC option, the fees must be paid weekly.

In order to enroll in this optional program, a valid credit/debit card must be on file for these weekly charges. The card will automatically be charged each Friday for the week following. If there is no school scheduled for that Friday, the credit card will **not** be charged.

Permanent Withdrawals / Change in Program

Parents/Guardians will be held financially responsible for all programs registered for. **If your child's schedule changes or you withdraw from the program you must turn in the *Change of Program Form*** to your Site Director within the below designated timeline! **No** verbal or over the phone withdrawals will be accepted.

WITHDRAWING from the program: A *Change of Program* form is due to your **Site Director** a minimum of **2 weeks prior** to the last day your child will attend. Families will be responsible for all tuition charges for two weeks after we receive notice, no matter if the child attends the program or not.

CHANGES to your child's registration: Family needs for child care change. If you need to switch/change from your original registration, you must fill out a *Change of Program* form a minimum of **one week prior** to the needed change. You will then be contacted as to how the change impacts your account and how payment/credit will need to be secured.

Withdrawal Due to Suspension/Expulsion: The YMCA reserves the right to permanently withdraw a program participant at any time. Reasons for permanent withdrawal may include, but are not limited to: non-payment or habitual insufficient funds, continued disciplinary actions with a participant, parental or participant abuse of staff members, actions or behaviors by a participant that has or could severely harm themselves or another participant, etc.

The Site Director and/or the Senior Program Director will make the determination if suspension/expulsion is warranted based on the student Code of Conduct. The Y also reserves the right to deny or terminate enrollment of any child if the Site Director and/or Senior Program Director determines it is in the best interest of the program to do so.

Late/Declined Payment Policy and Fees

If your credit/debit card payment is unable to be processed, you will be notified and full payment for the upcoming week/month is expected prior to your child attending the program. Parents should be in the habit of checking their email or phone messages for failure to pay notifications on payment days. Please note that ongoing payment issues could result in your child being withdrawn from the program.

If payment is more than 3 business days late, an additional \$25.00 late fee to that payment is added to your weekly/monthly fee and your child will be removed from the program until the payment is made. Please note this could result in your child's space being given to another child on the waiting list.

There is a \$25 penalty fee for returned checks. After one returned check, only money orders will be accepted, made payable to YMCA.

Payment Information

Late Pick-up Fees

A late fee of \$1.00 per minute per child will be charged if the child/children are not picked up on time. The individual picking up the child will be asked to sign a late fee slip to acknowledge charges and the parent's credit/debit card on file will be charged. Please note that ongoing payment issues could result in your child being withdrawn from the program.

Multiple Child Family Discount – SACC Program

We provide a multiple child discount on our SACC program which allows families to save 10% for each additional child registered. Parents/Guardians pay full price for one child, and a 10% discount will be subtracted for each additional child's weekly/monthly fee.

Discounts **cannot** be applied to registration fees or any add-on programming. Discounts do **not** apply to any families receiving state or scholarship assistance.

Financial Assistance



The YMCA believes that no child should be excluded from an activity due to the inability to pay. Some families can receive assistance through the *Commonwealth of Kentucky's Childcare Assistance* program. To determine if your family is eligible or to apply, contact [benefind](http://www.benefitfind.org) at: 1-855-306-8959 or www.benefitfind.org

If you are not eligible for state child care assistance, payment assistance may be available to your family through the *YMCA's Annual Support Campaign Fund*. A *Membership for All Program Application* (MFA) is available at the Member Services Welcome Center at the R.C. Durr Y or through the billing department. All applications must be submitted to the Y Child Care/Camp Billing Department for review. Please note, on average it takes two weeks to review/approve applications after all documentation has been received.

Apply early for State Child Care or YMCA Scholarship assistance! Funds are limited.

Tax Information – Our YMCA Tax I.D. is: #31-0537178

A tax statement for each child will be mailed out by January 31. If you have a change of address, please contact the billing department to update your information.

If more than one party is sharing program payment responsibilities for child/children and, for tax purposes, you need the tax statement to reflect separate payments made by each party, you must communicate this in advance. Separate billing accounts can be set up upon registration. We cannot separate accounts to reflect payments made by different parties for a child/family after your child starts the program.

Payment Receipts and Billing Accounts

To request copies of your child care receipts throughout the school year, you must notify the billing department in advance. If you need to request a receipt for a specific payment, we will be happy to print you one, however you must allow up to **three business days** from your request to process.

Did you know you can also view your account, print receipts, pull your tax statements, and so much more online?

Visit www.myyonline.org or sign in on the link found on www.myy.org.

From there you can visit your online account. You will need to enter your last name, birth date and zip code. It's as easy as following the prompts provided! You will need to create a password to log in to your online account. It is important that you use the email we have on file to receive your information. Be sure to contact the billing department if you need to update your contact information!

Financial Assistance or Billing Questions?

Contact: R.C. Durr Y Child Care/Camp Billing Department

Kate Tyree

ktyree@myy.org

859-334-6513

Attendance, Arrival & Departure

Absences

We cannot deduct missed/absent days from your monthly/weekly fee. Tuition fees pay for direct operating costs, staff, and materials. All of these things must be available for each child. When a child is enrolled, you are reserving the time, space, staffing, and provisions for your child whether or not he/she attends.

In cases of hospitalization or extended illness verified by a physician, a credit may be issued after discussing the situation with your Site Coordinator or Director and obtaining approval from the Senior Program Family Life Director.

Verifying Absences

When a child will be absent from the program, parents are required to notify program staff - in advance if at all possible. In the event of an illness or last-minute change in schedule, parents must contact their Site Director or leave a message for them by contacting their program phone line no later than 3:00 p.m.

- **Staff members must verify their attendance rosters daily!** It is extremely helpful when **parents take the initial step in communicating** their child's absences, instead of staff concentrating their efforts on placing phone calls to follow up with families.
- Remember if you call your child's school or send in communication to their teacher – the school staff does not automatically communicate this information to the Y staff! Be sure to let everyone involved know that your child is also a YMCA student and ask for information to be forwarded.

Arrival/Departure

Children **must be signed in and out of the program** each day with a noted time for each child's arrival and departure into the program. **This is a state law and must be without exception!** The YMCA does not assume responsibility for children until they are signed into the program.

Upon arrival, the Y staff will document the arrival of each child. Students will then directly go to wash their hands. When **departing the program at the end of the child's day, all students must be signed out.** Parents must check out with a staff member using the code word system, sign the appropriate form using their **full name and noting the time** before removing the child.

Individuals receiving financial scholarship or state assistance are required to participate in additional reporting and documentation.

Student Pick-up Authorization Policy

The YMCA staff is unable to deny a parent access to their child unless legal documentation is on file with the Director, which may include a custody agreement. Please make sure we are fully informed of all issues of child custody that may affect the child and his/her pick-up arrangements. We will need copies of any legal documentation affecting restricted pick-up.

A child will be released from a program to individuals able to provide the specific code words designated by a parent on the child's *Registration Packet*. **Be sure not to share your codes with your children and keep them secure to only those individuals you wish to have access to your child. Individuals signing out a student from the program must be an adult (18 years of age or older).** YMCA staff members reserve the right to verify the identity of anyone picking up a child by requesting photo identification before releasing a child, even if the person knows the appropriate code words or the child seems to know the adult. Anyone picking up a child should always bring a photo I.D. with them just in case.

It is our recommendation that you provide your program Coordinator/Director, written notification when changes occur to your normal pick-up routine. It is always better to communicate changes to staff in advance.

Attendance, Arrival & Departure

Early Pick-up / Late Drop-off Policy

If arriving or departing the program other than the scheduled times, staff must be **notified in advance**, preferably in writing. Parents are responsible for communicating this information in advance so that staff can ensure the student(s) are ready and waiting at the appointed time and designated location.

Late Pick-up Policy

If you are more than 10 minutes late picking up your child, we will attempt to contact the parent/guardian or emergency contacts. If pick-up is more than one hour late, and we are unable to contact a parent/guardian or emergency contact, Child Protective Services will be contacted to care for the child until the parents can be contacted.

A late fee of \$1.00 per minute per child will be charged if the child/children are not picked up on time. The individual picking up the child will be asked to sign a late fee slip to acknowledge charges and the parent's credit/debit card on file will be charged. Please note that ongoing payment issues could result in your child being withdrawn from the program.

Program hours are after school ends-6:00 p.m.

Code of Conduct

Discipline

In youth programs, we strive to meet the needs of all children without ignoring the demands of any individual. It is necessary in organizing and maintaining a large group of children to set limits and guidelines. When those limits and guidelines are broken, it is essential to enforce established disciplinary actions.

The YMCA Discipline Policy

Each child is treated with respect and concern for his/her developmental needs. Guidance and discipline are positive, non-punitive, appropriate to the situation, and to each child's individual development. Verbalization of feelings, redirection, and problem-solving techniques are the methods used by the staff to guide children's behavior. Below are other discipline guidelines we follow:

- No cruel, harsh, corporal or unusual punishment (including, but not limited to, punching, pinching, shaking, spanking, or biting) is ever permitted. Physical exercise is never used as a punishment or discipline method.
- No child is ever isolated from the program, placed in a locked room, or confined in an enclosed area as a form of discipline.
- In case of physical fighting among children, restraint by the staff may be used for the safety of the children involved, but no form of physical restraint is ever used as a punishment.
- Discipline is never imposed for failure to eat or toileting accidents, nor is food, drink, rest, or bathroom breaks ever withheld as a means of discipline.
- No child is ever humiliated, subjected to profane language or other verbal abuse, neglected, or abused while in the care of the Y. No child is ever shamed, humiliated, or frightened by any form of discipline.
- Children are never permitted to discipline one another.
- An entire group will not be disciplined due to the unacceptable behavior of an individual.
- "No" is used only if followed by an explanation. We utilize redirection and time-out as methods of dealing with negative behaviors.

Time-Out Procedures

We use the *Q-1-2 Time Out Method* in our programs. We review with children what behaviors will lead to time-out as part of the program. These behaviors are also posted. The time-out area is away from others where a child can sit quietly and think about the consequences of their behavior and still be monitored. A teacher will remind the child that as soon as he/she is calm, the timing will begin. Time-out will not begin until the behavior ceases. Alternative behavior will be reinforced so that undesired behavior will not reappear.

Q

1

2

Question: The child will be questioned once about a behavior and will be reminded that it is the child's choice to discontinue the behavior. Staff will engage children with conversation and questions to help them understand how their behavior impacts the program and others.

Warning: After the initial questioning, a child will be given one warning. They will also be given the corrective actions to be taken to fix the behavior or concerns.

Time Out: After the question and warning about the behavior, the next step is a time-out based on the child's age. When being placed in time-out and removed from time-out, the child will be reminded why they were disciplined and the implications of continued misbehavior.

Cell Phone Policy

Cell phones are not encouraged; however, we understand that some families are more comfortable in the knowledge that their child has access to their cell phone. However, **cell phones must be kept in the student's backpack at all times during the program.** If a staff member sees the phone, it will be confiscated.

No texting, phone calls, face-time, photographing, or posting to social media sites, by students or staff or concerning students/staff is allowed.



Code of Conduct

Student Code of Conduct Policies

It is our intent that each child enjoys the activities planned by understanding that he or she is responsible for his/her actions. With prior knowledge of our basic rules of safety and good conduct, children are made aware of how to exercise self-discipline and that we are here to help them. We want them to succeed. Children need to understand the importance of listening to staff in group settings and one on one. This is important to each child's personal enjoyment and personal safety.

Code of Conduct: Basic Rules of Safety & Good Conduct

Staff will review with students specific examples of our basic rules of safety and good conduct associated with a student's Code of Conduct that are listed below.

- Keep your hands to yourself
- Keep toys, games, money, cell phones and all electronics in your backpack or at home
- Listen to and respect others – staff and fellow students
- Use appropriate language
- Follow basic rules of safety
- Follow directions
- Stay with the group/class
- Do not go into unauthorized areas
- Follow all building rules
- Follow all program rules
- Do not deface or steal any property – YMCA, other students, staff members, etc.
- Running is limited to recreational/outdoor times
- Follow the Y's Core Values: Caring, Honesty, Respect, and Responsibility
- Do not use abusive behavior or language
 - No derogatory remarks
 - No profanity
 - No threats
 - No verbal abuse
 - No physical abuse



The YMCA's Core Values

The four core values play an intricate part of our curriculum programming and our success!

Caring: To demonstrate a sincere concern for others, for their needs and well-being. Related values: compassion, forgiveness, generosity, and kindness.

Honesty: To tell the truth, to demonstrate reliability and trustworthiness through actions that are in keeping with my stated positions and beliefs. Related values: integrity and fairness.

Respect: To treat others as I would want them to treat me, to value the worth of every person, including myself. Related values: acceptance, empathy, self-respect and tolerance.

Responsibility: To do what is right- what I ought to do, to be accountable for my choices of behavior and actions and my promises. Related values: commitment, courage, good health, service and citizenship.

Code of Conduct

Violating Student Code of Conduct Policies

As in any group activity, the inappropriate behavior of a few children can spoil the experience for the entire group. Therefore, the following conduct policies apply directly to each child and will be used in determining his/her eligibility to continue as a participant in the program.

In accordance with the severity of the infraction and the number of times the infraction occurs, a child may:

- (A) Lose the privilege of participation in a specific activity,
- (B) Be suspended from the program, or
- (C) Be terminated from the program for.

Examples of inappropriate behaviors that are grounds for the consequences noted above include, but are not limited to:

- Intentionally going to unauthorized areas or leaving the premises without staff permission.
- Repeatedly using foul language and/or being repeatedly rude and discourteous to staff and peers.
- Consistently disregarding the rules and authority of the staff.
- Verbal or physical aggression or incidents toward staff or other children.
- Exhibiting behavior that endangers the safety of oneself, other children, or staff.
- Racism and/or any type of discrimination.
- Defacing YMCA or other children's property.
- Stealing YMCA or other children's property.
- Repeatedly refusing to follow basic rules of safety while at the program sites.
- Possession or pretending to possess weapons of any kind or verbally threatening staff/peers.
- Cell phone usage.

Please Note: It is helpful for staff to also be aware of any behavioral, processing, or sensory concerns, so that they may better address your child. Please be sure to indicate these concerns on your child's Registration Packet and/or speak with your Site Director.

Suspension/Expulsion Policies

Unfortunately, there are times when usual guidance techniques are not effective and despite working with parents, inappropriate behaviors may continue. When this happens, the YMCA supervisors can exercise the option to suspend a child from the program. If problems continue despite the suspension and no progress is demonstrated, the child will be subject to expulsion from the program.

It is helpful for staff to also be aware of any behavioral, processing, or sensory concerns, so that they may better work with your child. Please be sure to indicate these concerns on your child's *Registration Packet* and/or speak with your Site Director.

If a child engages in the types of behaviors, the parent will be notified prior to any action taken by the staff. As stated in our program goals, our program promotes "opportunities to develop personal discipline including taking responsibility for one's own actions, setting and accepting limits, respecting the rights and property of others." We strive to help each child reach his or her full potential as a productive, responsible human being.

Please note that even if a child is on suspension from the program, all fees are still due and no refunds/credits will be issued.

Program Policies

Nutritional Program – Dinner & Snack Time

Daily nutrition plays a vital role in a child's day. Staff and children spend quality group time together in a relaxed atmosphere to enjoy eating and snacking.

Parents are asked to inform staff of any special dietary needs or food allergies.

Students from the SACC programs are invited to have dinner at their school sponsored by the Erlanger/Elsmere School District. Provided meals meet School District Nutrition requirements and include items such as a fruit, vegetable, protein, milk, etc.

A Snack is also offered as part of our programs. Review the Daily Schedule outlined later in this handbook to review times offered.

Appropriate Dress

A child will actively participate in many activities. It is important that a child is dressed in a manner that is comfortable and allows the freedom to experiment and enjoy the many opportunities for learning and play. We also ask that a child dress in clothing that he/she can fasten and unfasten by themselves as this encourages independence and fine motor skill development when using the restroom. Comfortable, sturdy shoes will make active play much safer and more enjoyable. There will be occasions when clothing will become soiled.

We ask that parents reinforce with their child the importance of appropriate outerwear when going to school. Outdoor play is an important component of our program, and it is important that students are dressed appropriately!

Items to Leave at Home

Some items from home can be lost or cause friction among children or be a disruption. Children should keep the following items at home or should be kept in their backpack. These items include, but are not limited to:

- Electronic Devices (Handheld gaming systems, CD players, DS systems, video watches, etc.)
- Money
- Cameras
- Playing/Trading Cards
- Games
- Toys
- Stuffed or Living Animals
- Gum or Candy
- Jewelry
- Beauty Products (Lipstick, Nail Polish, etc.)

Cell phones are also not permitted in the program. See page 11 of this handbook for more details on this policy.

Lost and Found

It is important to label each child's possessions. All students' possessions should be labeled with their last name. (Sharpies® work great!) This vastly improves the chance that the items will be returned if they are misplaced.

The YMCA is not responsible for lost, damaged or stolen items brought to the program. Some children are more prone to leaving things behind and many younger children do not remember what their possessions look like! The YMCA staff will do their best to remind students to pick up their items daily – but it is the student's responsibility to manage their possessions.

Lost and found items will be kept for the week; all unclaimed items will be donated to Goodwill®.

Emergency & Illness Policies

Procedures for Emergencies or Accidents

All efforts to ensure safety are made at all times. Although all children will be supervised at all times by staff, an emergency incident/accident may occur. The following general policies are in place to help ensure safety of all program participants.

- The Site Directors for each location have a telephone available – not only for communication with parents, but for emergencies. Contact information for each site can be found on the last page of this handbook.
- If you are unable to contact anyone or leave a message at your child's program site, the R.C. Durr YMCA Welcome Center number is 859-534-5700. If your child attends a program that is held on site at a school, you also have the option of contacting the school's office staff. In either case, the staff will locate someone to assist in the communication process.
- An emergency plan is posted in the program room which explains the responsibilities for staff and actions to be taken in case of a fire, lock-down and weather alerts. Fire, tornado, and earthquake drills are practiced monthly.
- A First Aid Kit is located in the program area's supply cabinet. Emergencies and accidents will be handled as requested by the parent(s) indicated on the *Emergency Medical Authorization section of the Registration Packet*.
- Children's information concerning medical records, health records, and emergency transportation authorization (filed alphabetically) are kept in the program room.
- Emergencies and accidents will be handled as requested by the parent(s) indicated on the *Emergency Medical Authorization section of the Registration Packet*.
- YMCA personnel will NOT transport children in their personal vehicles, even in emergency situations.

Emergency Transportation Authorization

We are unable to accept enrollment for families who refuse to grant permission for their child(ren) to be transported for emergency medical or dental treatment. Your *Registration Packet* requests important information that must be completed and kept on file, including documentation of your *Emergency Transportation Authorization*.

In the Case of Child Abuse or Neglect

Staff members are trained to observe children on a daily basis for a variety of signs of child abuse and/or neglect. The YMCA and the child care program itself have a number of policies and procedures in place designed to help safeguard and protect children from abuse and neglect. The Site Director and each employee of the program are **required by law** to report any suspicion of child abuse or neglect to Child Protection Services.

In the Case of a General Emergency

The staff will follow the procedures of the YMCA of Greater Cincinnati Association in regard to general emergencies and/or Boone County School's policies if the program is on location of an elementary school.

General emergencies include: threats to the safety of children due to environmental situations or threats of violence, natural disasters, fire, tornado, flood, and loss of power, heat or water.

In any event where there would be loss of power or water, we would contact parents to notify them that their children are to be picked up and removed from the program. In the event of a fire, earth quake, tornado or flood, we would follow our procedures outlined in our emergency action plan. In the event of a threat of violence, the program immediately goes on lock-down, which includes relocating the children to a designated space in the building depending upon the threat/emergency.

If a child care program has to be evacuated for any reason, all emergency contact paperwork will accompany the participants and staff. Once children are in a safe place, staff will alert parents of their whereabouts and the emergency situation at hand. Staff will be with the children at all times and no one will be left unsupervised.

Emergency & Illness Policies

In the Case of an Emergency or Accident

In the case of **minor accidents** such as cuts, bruises, scrapes, bumps to the head, etc., the child will be treated by a qualified staff member.

In the case of **serious accidents**, the Site Director will attend to the child as other staff members keep the area clear and supervise other participants. If a child is injured the parents/guardians will be contacted first. If the situation requires transportation to a hospital or practitioner, the staff will call 911, and an emergency squad will transport the child to the appropriate facility.

Emergencies and accidents will be handled as indicated on the *Emergency Medical Authorization* section of the *Registration Packet*. A staff member will accompany the child until a parent/guardian arrives. The staff member will take a copy of the signed *Emergency Medical Authorization*, as well as any other vital medical information in the child's file with them if transportation is necessary.

Management of Illness

For the safety of all children in the program, **we cannot allow ill children to attend**. Even "mildly ill" children should not be in attendance. A mildly ill child is defined for example, as someone who is experiencing minor cold symptoms. Note that our employees will also abide by the same communicable disease policies as the children. This means that no employee shall be permitted to work if they display any symptoms listed in our illness policy.

If a child is ill, he/she should remain at home. A child who becomes ill during the day will need to be picked up. An ill child will be discharged to the care of his or her parent/guardian as promptly as possible. If the parent or guardian is unable to pick up the child, the staff will discharge the ill child to the person who has been designated by the parent. The Y should be informed of the nature of any illness your child may contract.

In the case of exposure to a communicable disease, parents will be notified by email or newsletter.

Illness Policies

All staff members are trained to recognize the signs of communicable diseases and other illnesses. A trained staff member will observe each child as he or she enters the program. **All children will be required to wash their hands upon entering the program area and prior to eating and/or after using the restroom.**

Any child who develops the following symptoms while in our program will be isolated in the designated first aid area until discharged to his/her parent or guardian. They may only return with a doctor's note stating a return date or verifying the child's condition is not contagious. The symptoms include:

- Temperature of at least 100°F when in combination with any other sign or symptom of illness.
- Severe coughing, causing the child to become red or blue in the face or to make a whooping sound.
- Difficult or rapid breathing.
- Yellowish skin or eyes.
- Redness of the eye, obvious discharge, matted eyelashes, burning, itching of the eyes.
- Unusually dark urine and/or gray or white stool.
- Stiff neck with elevated temperature.
- Vomiting more than once or when accompanied by any other sign or symptom of illness.

A child exhibiting other symptoms will be isolated and discharged and may be readmitted to the program after he/she is **free from all symptoms for 24 hours**. These symptoms include:

- Diarrhea (three or more abnormally loose stools within a 24 hour period).
- Evidence of untreated lice, scabies or other parasitic infestations.
- Untreated infected skin patches, unusual spots or rashes.
- Sore throat or difficulty in swallowing.

Emergency & Illness Policies

Isolation Precautions

A child isolated due to a suspected communicable disease (or symptoms listed under the Illness Policy of this handbook) shall be:

- Within sight and hearing of an adult at all times.
- Cared for in another room or portion of a room - away from other children.
- Made comfortable in a designated area. The area will be disinfected with a germicide, or if soiled with blood, feces, vomit or other body fluids, the area shall be cleaned with soap and water and then disinfected.

In the Case of Lice

It is our policy that if your child is found with lice **or** nits/eggs, the child **may not attend the child care program**. This is a different policy than followed by the public school system. If we find nits/lice while the child is attending the program, you will be contacted and your child will need to be picked up immediately. Children will not be able to return to the program until they have been checked and cleared by the Site Director.

In the Case of Behavioral, Processing or Sensory Concerns

It is helpful for staff to also be aware of any behavioral, processing, or sensory concerns, associated with your child. This will help to ensure that the staff can better address and meet your child's needs.

Please be sure to indicate these concerns on your child's *Registration Packet* and speak with your Site Director **on an ongoing basis** to keep them updated.

Hand Washing

It is Kentucky law and good practice for students to wash their hands upon entering the program. Hand washing is encouraged after using the bathroom; wiping the nose; changing clothes after a toileting accident; before eating, serving or preparing food; and whenever a person has been sneezed or coughed upon. Children's hand washing is supervised by staff.

Accident Reports

If a child is involved in an accident during program hours, the staff will complete an *Accident Report*.

Incidents or injuries that require an *Accident Report* include but are not limited to: accident or injury which requires first aid treatment, a bump or blow to the head, unusual or unexpected event which jeopardizes the safety of children or staff, etc.

One copy of the report will be given to the Y's Association Office and one copy will be retained on file. This is an internal document and we cannot provide families with a copy of this report; however, a *Parent Communication Form* documenting the accident can be requested by a parent.

Medication Policies

Medications

Administration of medication (over the counter and/or prescribed – **including cough drops, medicated lip balm, ointments**, etc.) or special diets will only be undertaken by the program after receipt of a completed, *Request for the Administration of Medication Form*, signed by a parent/guardian. This form can be obtained from your Site Director. This is above and beyond any paperwork you would have on file with the school.

This request must be filled out annually for each program. Sorry, we cannot use a form from last year's child care program or from another program, such as camp. **No verbal or over the phone medication requests will be accepted.** Each new medication needs its own form.



It is imperative that parents clearly note provide information regarding any special medical issues, special needs, behavioral or sensory consideration, allergies, etc. for their child on the *Health History* section of your child's *Registration Packet*.

Noting the severity of a possible reaction to bee stings, peanuts, food allergies, etc., is vital to proper care. In addition, please speak with your Site Director to advise them of your child's needs or any concerns that you have.

Inhalers and Other Emergency/Non-Emergency Medications

Parents need to provide any emergency medications (i.e.: bee sting kits, Epi pens, inhalers, etc.) for their child. All inhalers and other emergency medications are kept in a locked medication box – but are readily available to program staff members who are working with your child that may need such items.

A child who is in need of an inhaler may be allowed to carry the inhaler if a *Request for the Administration of Medication* form is on file. However, families would still have to provide the Site Director an inhaler as well to keep in the lock box. **Note: We do not have access to emergency medication that you have left with a school nurse.**

Parents will be notified if emergency medications are used. The Site Director (in a confidential log) will document all administrations of medications.



Additional Medication Policies

- All medications must be received in their original container/packaging.
- All medications must be properly labeled with information such as child's name, address, dosage, method of administration, etc.;
- All medications must be placed in a Ziploc freezer bag to help protect original labeling!
- Check all expiration dates on medications. We will NOT administer expired medications.

Program Calendar

Program Closings & School Days Out (SDO)

YMCA programs hosted in the school follow the calendar of the Erlanger/Elsmere public school system. If Erlanger/Elsmere Schools are scheduled to be closed (ie: professional day, holiday, etc.), the YMCA programs are also closed for the day.

However, when available, students can register for the SDO program for a small program fee. The SDO program is a first come, first serve program. **REGISTRATION IS REQUIRED IN ADVANCE** and space is limited. Registration forms are made available approximately two weeks prior to the SDO date.

The SDO program is different than the Snow Day program! School Days Out (SDO) is child care you purchase due to scheduled days off based on the School District's calendar. Snow Day can be purchased for any unforeseen school closings. Both of these programs are optional!

2018-2019 Program Closings & Available SDO Programming Schedule

The following calendar is subject to change.

Program Closings: All programs will be closed on the below dates so that our staff can celebrate and enjoy time off with their family and friends! Families will need to secure alternative sources for child care on these dates:

September 3	(Labor Day)
November 22 & 23	(Thanksgiving)
December 24, 25, & 26	(Christmas)
December 31 & January 1	(New Year's)



SDO Dates Available: For an additional fee, families may enroll their child in the School Days Out program for the below listed dates:

- August 31 & September 3**
- October 1-5**
- November 5 & 6**
- November 21**
- December 20, 21, 27, 28, & January 2 (Winter Break)**
- January 18 & 21**
- February 18**
- March 15**
- April 1-5 (Spring Break)**
- May 21**

2018-2019 School Days Out Program Rates

To ensure we schedule to meet staff to student ratio, it is important to know if your child is going to attend the School Days Out program. Also, space is limited. For these reasons, registration is required in advance.



**SDO Daily Rate is per day, per child.
Program Hours are 7:30 a.m. – 6:00 p.m.**

Registering in advance SAVES YOU \$\$\$!

Participants Who Register in Advance by DUE DATE: \$25
(NO EXCEPTIONS: Must register by 6:00 p.m. due date indicated on SDO form)

Register after Due Date: \$35

Snow Day Programs

Program Closings Due to Inclement Weather/Unforeseen Closure

In the event of inclement weather conditions or other unforeseen emergency/event, the program site reserves the right to declare an emergency closing or delay for the appropriate time period.

We follow the Erlanger/Elsmere school system for school closings. Monitor your local television or radio station for announcements regarding school closings or early release. Or you can call your Site Director to determine if the program is in session or not. Please note the following:

- When schools are **closed** due to inclement weather or any other unforeseen emergency/event, **all SACC programs will also be closed.** (Remember families have a **Snow Day** option!)
- If schools **dismiss early** due to inclement weather or unforeseen emergency, the **After School programs will also close!** Parents will be contacted to pick up their child.

Snow Day Programs

Let it snow, let it snow, let it snow! We do offer a Snow Day Program! **If school is not in session due to a snow day (or other unforeseen closure), we offer a Snow Day program at our Arnett Elementary location.** (There are **no** snow day programs that are held on site at Howell, Lindeman or Miles.) Snow Day programs are different than SDO (School Days Out) programming. For SDO information, refer to page 19.

All fees are per child, per day. Registration is required in advance!

Please note that under Snow Day circumstances, **the parent/guardian is responsible for transporting their child to and from the program.** Students will also need to be supplied with a nutritional **packed lunch and refillable water bottle on snow days!** Because some staff have other employment and school commitments, our normal 1:12 ratio may default to the state ratio during these days.

Our Snow Day program is comprised of two options:

1. **Snow Day Insurance**
2. **Snow Day Daily Service**



Snow Day Insurance

This "insurance policy" will hold a guaranteed spot for your child whenever there is a snow day and school is not in session. Your child cannot be turned away – we will hold a spot open for them! It's a great way to take the worry out of what to do about childcare if old man winter strikes! Please note that **even though you purchase insurance, families still must pay the daily Snow Day rate when a child attends the program.**



Why Purchase Insurance? Beyond having the peace of mind that your child has childcare secured for the day, another benefit to purchasing insurance is that you only have to fill out Snow Day paperwork once, not **every time** you utilize the Snow Day service.

Your completed paperwork for Snow Day Insurance will act as your registration paperwork on any given snow day that your child attends. That makes snow days quick and painless during check-in!

Snow Day – Space is Limited

Space is limited in our program on Snow Days. Because we hold a spot for your child, **it is imperative that families call in to let us know if they are NOT going to use the daily snow day service when they have purchased insurance.** We do not want to turn families away that we could otherwise provide child care to when we are left unaware that families will not utilize the program on any given snow day.

We ask that families call in no later than 8:30 a.m. to cancel Snow Day services – the earlier the better!

Snow Day Programs

Snow Day - Daily Services

We will offer Snow Day services at Arnett Elementary, unless unsafe weather conditions or other unforeseen emergencies/events occur. Be advised, the R.C. Durr Y Management team reserves the right to declare an emergency closing of the building and suspend programming for an appropriate time period. **Our Snow Day program runs from 7:30 a.m. to 6:00 p.m.**

Students attending the program on any given snow day, must pay the daily snow day rate. This is true even if you have purchase Snow Day Insurance. Rates are per day, per child and are due at the time of services.

Unless you have purchased Snow Day Insurance, *Snow Day Registration paperwork* must be filled out EVERY DAY that the service is used!



Snow Day Insurance is \$15.00.

This is a one-time, non-refundable / non-transferable registration fee to hold a spot for your child.

Snow Day Daily Fee is per day, per child.

SACC Participants: \$25

Non-Program Participants: \$35

Daily Program Schedule

Program Sample Schedule

Below is a sample schedule. **Though each of our programs offers the same basic services, each location is slightly different in timing and activities.** Your Site Director will have a Daily Program outline specific to your child's basic day that they will make available to families upon request! Our After School program schedule is divided up into six types of activities and timelines.

Program Schedule is subject to change.

	Time	Activities Description
1	Arrival - 3:10 p.m. Arrival	Children will arrive at the program site after they have been dismissed from school and be welcomed by the staff. Children must wash their hands at this time. During this time interaction with peers is encouraged and time is made for staff to listen and forge mentoring relationships.
2	3:10 – 3:30 p.m. Dinner	Students of the Y program are invited to dinner at their school sponsored by the Erlanger/Elsmere School District. Provided meals meet School District Nutrition requirements and include items such as a fruit, vegetable, protein, milk, etc.
3	3:30 - 4:30 p.m. Homework / Tutoring	Time for homework! Time and space for quiet is provided. Homework assistance is available.
4	4:30 – 5:30 p.m. Structured Group Activity / Enrichment Clubs	Physical activity (30 min.) During this time children will be involved in an organized activity such as a science project, arts & crafts, motor skill projects and games, etc.
5	5:30 – 5:50 p.m. Free Choice Activity	During this time children have a variety of activities they may choose from. They include: <ul style="list-style-type: none"> • Creative arts and crafts • Enrichment classes • Individual and group games • Board games • Additional study and homework time • Dramatic play
6	5:50 - 6:00 p.m. Clean Up & Pickup	The last fifteen minutes is spent on clean up. Maintenance of our environment is viewed as an integral part of the total program. Children and staff will share in maintaining the program areas used each day. All children must be picked up by 6:00 p.m.

Sample Schedule ONLY

Child Care Contact Information

Y Child Care Staff & Contact Information

Below is an outline of staff members and contact information. Whether you have program questions, need to call in an absence, have an emergency, need to contact someone in billing, are running late to pick up your child, or have feedback or concerns to share – knowing who to contact is an important part of our “Open Door” policy and productive communication.



Please note: Site staff do not often check email during program hours when students are with them. If you need to contact a staff member about something specific about your child for the day, **the best method is often through the phone!** Be sure to have the below contact numbers programmed into your contact list!

Arnett

Contact	Email	Y Phone
Rebecca Nooe, Acting Site Director	rnooe@myy.org	513-748-3420
<i>Arnett Elementary * 3552 Kimberly Drive * 859-727-1488</i>		

Howell

Contact	Email	Y Phone
Dale Logue, Site Director	dlogue@myy.org	513-426-5539
<i>Howell Elementary * 909 Central Row Street * 859-727-1108</i>		

Lindeman

Contact	Email	Y Phone
Ellie Hoffman, Site Director	ehoffman@myy.org	513-426-5529
<i>Lindeman Elementary * 558 Erlanger Road * 859-727-1188</i>		

Miles

Contact	Email	Y Phone
Sara Jennings, Site Director	sjennings@myy.org	513-748-3359
<i>Miles Elementary * 208 Sunset Avenue * 859-727-2231</i>		

Child Care Administration: (Offices are located at the R.C. Durr Y facility)

Contacts	Email	Phone
Rebecca Nooe, Senior Program Director of Family Life <i>(Supervises all Erlanger/Elsmere Child Care programming)</i>	rnooe@myy.org	859-334-6502
Kate Tyree, Billing Department <i>(Manages all Child Care/Camp billing and accounts)</i>	ktyree@myy.org	859-334-6513
<i>R.C. Durr YMCA * 5874 Veterans Way * 859-534-5700</i>		



Like us (R.C. Durr Y) on Facebook! We are continually posting updates on the fun that our students are having, important events, weather information and more! Remember, parents always have the option of indicating on their registration form that they do not wish to have their student photographed.