



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# BUILDING STRONG FUTURES



**LANCASTER FAMILY YMCA  
EARLY LEARNING ACADEMY  
PARENT HANDBOOK**



# YMCA Early Learning Academy Parent/Guardian Handbook

## TABLE OF CONTENTS

<b>Welcome</b>	<b>Page 3</b>
Mission	
Core Values	
Philosophy	
Program Goals	
<b>Our Program</b>	<b>Page 3-4</b>
Curriculum	
Hours of Operation	
Calendar	
Licensing	
Assessments and Conferences	
Holiday Celebrations	
<b>Our Staff</b>	<b>Page 4</b>
Staff	
Staff Requirements	
<b>Enrollment Procedures</b>	<b>Page 4-6</b>
Enrollment Policy	
Withdrawal Policy	
Sign In/Out Procedures	
Security Procedures	
Arrival/ Departure Procedures	
Nondiscrimination in Service	
<b>Health and Safety</b>	<b>Page 6-9</b>
Health and Illness Policy	
Medication	
Nutrition	
Fire Drills and Emergency Plan	
Inclement Weather Policy	
Prevention of Child Abuse	
Babysitting	
Clothing and Footwear	
<b>Parent Communication</b>	<b>Page 9-10</b>
Parent Information Areas	
Engagement and Partnership	
Parent Involvement	
<b>General Information</b>	<b>Page 10</b>
Transition	
Grievances	
IEP/IFSP	
Child Records	
Media Policy	
Personal Belongings	
Field Trip Policy	
<b>Behavior Policy</b>	<b>Page 11-12</b>
Behavior Management Techniques	
Action Steps	
Parent Code of Conduct	
<b>Payment Information</b>	<b>Page 12-13</b>
Tuition and Fees	
Vacation	
Late Fee Pick Up Policy	
Financial Scholarship	
<b>Parent Acknowledgment Form</b>	<b>Page 14</b>

# Welcome

Thank you for choosing the YMCA as your provider. We look forward to serving you and your family.

## **Mission**

To be a leader in developing and providing those programs and services that enhance the spiritual, mental and physical well-being of our community.

## **YMCA Core Values**

Honesty  
Caring  
Respect  
Responsibility

Our programs are committed to our Core Values; we will always refer to our Core Values as we give guidance to your child.

## **Philosophy**

The Lancaster Family YMCA is dedicated to providing a high quality learning experience, which promotes a developmental approach to the social, emotional, physical and cognitive growth of children.

## **Program Goals**

- to provide a safe, encouraging environment, in which children learn, play, build positive relationships and have fun!
- to develop and practice the YMCA Core Values.
- to help children reach their fullest potential through creative and developmentally appropriate learning techniques.

# Our Program

## **Curriculum**

We follow the Creative Curriculum, PATH's and the Pennsylvania Early Learning Standards to provide a developmentally appropriate learning environment. We follow guidelines established in partnership with the School District of Lancaster and in addition to Creative Curriculum, PATH's we use Little Treasures literacy program.

Because development is open ended, the curriculum emphasizes process rather than product. In our classrooms, children are introduced to new skills offered through themed activities. The program provides learning situations that promote social-emotional, language, cognitive and physical skill building as well as self-esteem and problem solving. The days are designed with individual and group activities as well as structured and free play time.

## **PreK Counts**

In partnership with the School District of Lancaster, PreK Counts is available at the Lancaster Family YMCA Early Learning Academy. PreK Counts is a free state sponsored program that is offered during the school year from 8:30 AM till 3 PM. PreK Counts follows the school year calendar of the School District of Lancaster. Enrollment is based on a child's needs and the family income. Children must be potty trained, 3-4 years of age by 9/1 of the school year and a Pennsylvania resident. Families are required to submit income verification.

## **United Way PreK**

In partnership with the United Way and Learning Lancaster, a free PreK Class is available to potty trained 3-4 years olds living in the Washington Elementary School zone. This class runs from 8:30 AM to 3:00 PM. United Way PreK follows the SDoL school calendar.

## **Hours of Operation**

Monday through Friday  
7:00 AM to 6 PM

## **Child Care Calendar**

**No care will be provided on the following days:**

Memorial Day  
New Year's Day  
Fourth of July  
Thanksgiving Day

Labor Day  
Christmas Day

### **Licensing**

The Pennsylvania Department of Human Services (DHS), Child Care Division, licenses the Lancaster Family YMCA's Child Care and we are inspected annually by DHS monitors. Our license and a copy of the DHS regulations are posted in our centers.

### **Preschool Screenings**

In order to support the healthy growth and development, all children attending our program will receive the following screenings within 60 days of enrollment: hearing, vision, dental and mental health. The Lancaster Family YMCA Early Learning Center will assume the cost of these initial screenings. Families are responsible for providing us with a current physical examination within the first 30 days of the child's enrollment. The Lancaster Family YMCA Early Learning Academy will work with families on an as needed basis to create a follow up plan if needed.

### **Child Assessments and Conferences**

Your child will be assessed twice during the year with two conferences available per request. Assessments will take place in October and February. Conferences will be available in November and March to discuss your child's progress.

### **Holiday Celebrations**

We recognize that each child belongs to a unique cultural background rich with family traditions. We would like to share each family's traditions and ask that you help us in planning celebrations that respect your heritage.

## **Our Staff**

### **Staff**

We are committed to having the highest quality of staff to work with your children. Our staff meets or exceeds the education experience requirements outlined by the Pennsylvania Department of Human Services.

### **Staff Requirements**

Our staff are experienced, trained and are a positive role model for the children. Our staff receives on-going trainings through Pennsylvania Pathways and Keystone Stars in all aspects of child care receiving a minimum 15 credit hours of professional development each year.

All staff are required to have the following training and experience:

- First Aid and CPR Training/Certification
- Child Abuse and Blood Borne Pathogen Training
- Child Abuse, Criminal History and FBI Fingerprint Clearances
- A minimum of 1 year experience with children

## **Enrollment Procedures**

### **Enrollment Policy**

Enrollment is on a first come, first served basis.

By enrolling in Y child care programs you are agreeing to the terms in our manual and to state regulations.

The program is open to children 3- 5 years of age who are potty trained.

A completed registration form and a \$50.00 registration fee for the first child are required to hold a space for your child.

Enrollment in Y child care program is permitted regardless of race, color, religion, sex, national origin, or physical or mental disability.

There is a \$10 Key Fob Deposit. Deposit will be returned when fob is turned back in to Center Director. Lost or broken fobs are \$10 to replace.

**The following are the forms that are due at time of enrollment:**

- Parent Statement of Understanding
- Medication Authorization Form (if applicable)
- Discipline Policy
- Emergency Contact Form
- Child Health Assessment
- Payment Agreement / Contract
- YMCA Waiver / Release Form
- CACFP Food Program Paperwork

Forms must be received one week **PRIOR** to your child's first day.

Any court order that impacts your child's enrollment, i.e. a Protection from abuse for you or your child, a visitation agreement or custody agreement must be supplied at the time of enrollment or at the time the document is effective.

**Withdrawal policy**

We require **two weeks written notice** of withdraw for your child from our program. Written notice should be given to the Child Care Director. Fees are still due for a total of two week's tuition if you fail to give two weeks written notice. Your complimentary Y Family Membership with a full time enrollment expires on your child's last day unless indicated to us, in writing, that you wish to continue membership and give permission to establish monthly automatic payment withdraws from your checking account or credit card. Auto payments begin the first day of the month following your child's last day of enrollment.

**At the YMCA's Request**

Notification period prior to withdrawal is not required if the withdrawal is requested by the YMCA program.

The YMCA reserves the option to withdraw a child for any of the following reasons:

- Nonpayment of fees as agreed upon.
- Does not attend for one week without notice.
- Repeated failure of parents to pick up child on time.
- Failure to provide program with forms or current medical information stipulated by State Licensing and this Handbook.
- Continuous disciplinary problems.
- Hostility by parents toward YMCA staff or volunteers.

**Notification Of Absence or Lateness**

**Parents are required to inform the center by 9:00am if a child will not be at the center on a scheduled day .** This will enable the center to more effectively maintain appropriate ratios and help the classroom teacher effectively plan for the day. If your child is ill, we request that you notify the center director not only of the absence, but also of the nature of the illness. This enables our faculty to keep track of any illnesses, which may occur at our school. This information will only be shared with staff on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the Center Director, so that the parents of the children in the school may be notified that a communicable disease is present. Once again, only the communicable disease information will be shared. The Lancaster Family YMCA Child Care Center will take all measures necessary to protect your child's confidentiality. Parents are not required to disclose this information by law, and your continued enrollment will not be based whatsoever on your decision to share, (or not) the reason for your child's absence from school.

**Parents are required to notify the center by 9:00 AM if your child will not be in at their contracted time to maintain the appropriate staff to child ratios upon your child's arrival at school. Failure to call in may result in your child not being able to attend for the day.**

**Attendance Policy UW/PreK Counts**

Children must be escorted all the way in to the program and signed in. Children may not be left at a classroom unless a YMCA staff is available to supervise. Children for PreK Counts and United Way may not be dropped off earlier than 8:30 AM and picked up at 3:00 PM. Charges may occur if families do not pick up by departure time or drop off earlier than arrival time. Charges may occur if families do not pick up by departure time or drop off earlier than the arrival time at the Lancaster Family YMCA Early Learning Academy.

Students enrolled in Prek Counts and the United Way program must attend 5 days per week for the school year. Students will be excused from school for illness, family emergencies or other extenuating circumstances. If a student is absent for more than 3 days, family will be contacted by the center to learn the nature of the absence and to see if we can provide support as appropriate. When children have more than 5 unexcused absences, the family and the Director will discuss the reason for the absence and determine ways to support the family with attendance. When students have 10 or more unexcused absences or more than 10% unexcused absences over the course of the school year and have not responded to program supports, the child will be dismissed from the program.

### **Sign-In/Out Procedures**

Children must be **escorted all the way** into the program area or classroom and signed in. Children may not be left at a site or in a classroom unless a YMCA Staff is there to supervise.

All children must be picked up by the time the program is over and signed out by a person that is designated on the pick-up form that is at least the age of 18.

If your child is to be picked up by another person advance notice must be given to the Center Director. For safety purposes, children will NOT be released to anyone (except pre-arranged designated persons) unless prior written notification is given. Children will not be released to persons under the age of 18. **Picture identification will be required.**

Y staff will encourage any adult who appears to be mentally impaired, or under the influence of drugs, alcohol, or other substances to call an emergency contact or a taxi to transport the adult and child home. If adult chooses to leave, the Y staff will document the license plate number and the Police will be contacted.

### **Security Procedures**

At the time of registration, each family will be provided with up to two key fobs which will allow them access to the building and the ELA. Key fobs must be returned to the Center on the child's last day of attendance. Replacements for lost, stolen, damaged or non-returned fobs will require a fee of \$10.00.

If you key fob is misplaced or stolen we require you to notify the Center Director immediately so it can be de-activated. This is essential for the safety of the children in our care.

We request that you do not give your fob to anyone, including those with permission to pick up. We prefer for people who do not regularly pick up to use the doorbell so we can verify their identity prior to allowing them in the building.

### **Safe Arrival and Departure Procedures**

Any person bringing children to the Lancaster YMCA Early Learning Academy for Child Care may park in the drop off spaces on Mulberry Street or Harrisburg Avenue, and enter the center from the front doors located at 252 Harrisburg Avenue. Additional parking is located across the street in the parking lot adjacent to the Lancaster Family YMCA where there are designated spots for child care. Authorized release persons should use the same procedure for pick up. During pick up, the authorized release persons are reminded to keep their child under their own supervision when leaving the building. Parents are strongly urged to never let any unfamiliar person to enter the building. If this should happen, please notify the nearest staff member.

### **Nondiscrimination in Services**

The provisions of services shall be made without regard to race, color, religious creed, disability, ancestry, national origin, age or gender. Program services shall be made available to persons with disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to, equipment redesign, the provision of aides, and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods. Any client who believes they have been discriminated against may file a complaint of discrimination with the following:

Lancaster Family YMCA  
265 Harrisburg Avenue  
Lancaster, PA 17603

Department of Public Welfare Commission

Bureau of Equal Opportunity  
Room 521, Health & Welfare Building  
PO Box 2675  
Harrisburg, PA 17105

US Dept of Health & Human Services  
Office for Civil Rights  
Suite 372, Public Ledger Building  
150 S. Independence Mall West

PA Human Relations  
Harrisburg Regional Office  
Riverfront Office Center  
1101 S Front Street, 5<sup>th</sup> Fl  
Philadelphia, PA 19106-9111

Harrisburg, PA 17104

Bureau of Equal Opportunity  
Central Region Office  
Cameron & Maclay Street  
Building 56, Patton House  
PO Box 61260  
Harrisburg, PA 17110

## Health and Safety

### Health and Illness Policy

The health of the children at the center is of major importance to us. During registration you will be given a Health Assessment form which must be completed by a physician and returned to the center within one month of enrollment. Additional periodic physical exams and immunizations are required as outlined by the Department of Human Services and the American Academy of Pediatrics. Failure to comply with these requests may result in suspension of services.

Each child shall be observed for signs of illness within the first few minutes of drop off. As a parent, you should discuss any information regarding your child's health with the classroom teacher. The YMCA takes measures to prevent illness whenever possible; however, child care centers and schools where children play closely are especially vulnerable. A child exhibiting signs of illness will not be admitted to the center. This is at the discretion of the Center Director or her designee.

PLEASE KEEP YOUR CHILD AT HOME:

- If he/she had a fever above 101 during the previous 24 hours.
  - If he/she has an undetermined rash.
  - If he/she has symptoms of a possible communicable disease (reddened eyes, diarrhea, nausea, earache, or abdominal pain.)
- \*Please note that even if your child's symptoms or specific illness is not listed, your child must be able to actively participate in the routines of his/her regular child care program. If the child is not feeling well enough to function appropriately, the child should remain at home.

Please notify the center at once if your child does have a communicable disease. In the case of accidental injury we will make an immediate attempt to contact a parent. If we cannot reach you, we try the emergency contact person. If the situation warrants emergency assistance, 911 will be called prior to the parent contact. Until the arrival of the parent, the Director or teacher will stay with the stricken child. It is for your child's benefit to keep all emergency contact numbers up to date.

In the event that your child becomes sick at the Center, you will be notified and your child will need to be picked up from the Center within the hour. It is extremely important that you have a responsible emergency contact person. An ill child shall be kept at home for twenty-four (24) hours or until recuperated (whichever is longer) before returning to child care.

### Medication

A child may only receive medication of any type if such medication is absolutely necessary and required by a physician on a scheduled basis. If this is the case, parents must follow these guidelines:

1. All medication must be in its original container.
2. The container must be dated, identify the contents, and include the doctor's written instructions concerning amounts and frequency of dosage.
3. The medication log must be completed with the child's name, parent signature, medication name, time of administration, dosage, and need for refrigeration or not.
4. Any medication requiring refrigeration should be placed in designated area in the refrigerator.

### Nutrition

A healthy morning and afternoon snack will be provided to each child participating in the Y Child Care program along with milk, juice or water. We ask parents to bring a healthy

nutritious lunch for their children. We encourage independence whenever possible. In place of chips and cookies, consider packing raw vegetables or a container of yogurt. Fresh fruits, raisins, applesauce, are not only easy to pack, but are very popular with children. Leftovers from last night's dinner can be packed too, as we have a microwave to heat lunches.

### **Hand Washing Policy and Procedure**

#### **Belief Statement:**

Handwashing is the single most important line of defense in preventing the transmission of disease causing organisms. The policy was developed to ensure all children and caregivers know when to wash children's hands and how to wash their hands properly.

#### **Plan/Procedure**

- I.** Signs are posted at each sink with the required steps to follow.  
Children should wash their hands at the following times:
  - A. Upon arrival and departure from the LFY Early Learning Academy.
  - B. Before and after using water play activities in the classroom.
  - C. After playing at the playground.
  - D. Before and after each meal or snack.
  - E. After each visit to the toilet
  - F. If child's hands are visibly soiled, especially with food, mucus or feces.
  - G. After a child wipes a runny nose or coughs or sneezes into the hands, even if a tissue is used.
  - H. After handling animals, animal cages and/or pet objects.
- II.** Proper handwashing procedures shall include:
  - A. Use warm water with liquid soap.(soap does not have to be antibacterial)
  - B. Rub hands vigorously with soap and warm water for 20 seconds.
  - C. Scrub all surfaces fo the hands, to include back of hands, palms, wrists, under fingernails and between fingers.
  - D. Rinse well for 10 seconds.
  - E. Dry hands with a paper towel or mechanical dryer.
  - F. Turn off faucet with paper towel.

### **Fire Drills and Emergency Plan**

At the minimum, fire drills will be conducted every 60 days.

In case of emergency or an evacuation, emergency procedures will be initiated. For immediate evacuation we will exit the building and regroup at the Lancaster Family YMCA at 265 Harrisburg Avenue. If further evacuation is required we will gather at the Clipper Stadium. The children's' parents/guardians or emergency contact people will be informed of the situation as efficiently as possible.

### **Prevention of Child Abuse**

Child Abuse is a serious concern for the YMCA and will not be tolerated in any form from staff, parents/guardians, family, friends, or another child. **Allegations will be taken seriously and will be reported to the proper authorities.** Reports of suspected abuse are confidential and the YMCA will not confirm nor deny that a report was made. YMCA and Child care staff are mandated child abuse/neglect reporters as required by Federal and State law. Please be aware that the YMCA, its staff, members, and volunteers have the best interest of the child at heart.

All YMCA staff are expected to read, sign and follow a written Code of Conduct. Staff are not permitted to visit a child outside of the YMCA, take their photograph without your written consent, make contact with children via the internet, or transport children in personal vehicles. Staff may not baby sit children in YMCA ELA. You may request a copy of the Staff Code of Conduct for your reference.

### **Babysitting**

Staff are prohibited from babysitting children outside of Child Care hours unless one of the following conditions exist:

1. Staff member has a relationship with the child's family or guardians that predates employment with Lancaster Family YMCA.
2. Staff member has a relationship with the child's family or guardians that predates the child's enrollment in the Child Care center.
3. Staff member is related to the child or the child's family or guardian.

In all cases, the Lancaster Family YMCA must hold a release signed by the child's parent or guardian. The Lancaster Family YMCA does not sanction, encourage, or endorse the use of Lancaster Family YMCA staff for non-Lancaster Family YMCA child care activities. Such childcare activities are performed outside the course of employment. The Lancaster Family YMCA assumes no responsibility for outside childcare, including legal liability.

**Clothing and Footwear**

Please be sure that your child has appropriate clothes for indoor and outdoor programs. Your child should come to school in washable play clothes, comfortable shoes, and clothing that he/she can put on and take off independently. Your child will need to have at least one change of clothing to keep at the center in case of accidents. It is very important that all clothing, jackets, backpacks, etc., be clearly labeled with your child's first and last name.

<b>Title:</b> <u>INCLEMENT WEATHER POLICY</u>	
<input checked="" type="checkbox"/> Policy <input type="checkbox"/> Procedure <input type="checkbox"/> Guideline	
<b>Date Issued:</b> <u>12/11/13</u>	<b>Date Revised:</b> _____
<b>Issuing Authority:</b> <u>Melissa Adams</u>	<b>By:</b> <u>Jeffrey S. Kenderdine</u>
<b>To be Reviewed:</b> <u>  </u> annually _____	<b>Date Reviewed:</b> _____

**YMCA Child Care Center Inclement Weather Policy: Parents**

When weather or other unexpected situations arise causing the City Center Y and the Early Learning Academy to be closed, the following steps will be taken to inform you:

1. A statement will be posted on our website and on our Facebook page by 4:30 AM of the announcement.
2. An announcement will be made on local news channels and radio stations (WGAL, WLAN) by the Y for our closures and by the individual schools for their closures.

If a closure or delay occurs and you have a question, please contact Jennifer Garcia at the YMCA 393-9622 ext 1050.

Please be aware that upon notification of a closure or dismissal, Jennifer will be managing communications with numerous families, staff and public communication services. She may not be readily available, so **we ask that you only call Melissa AFTER reviewing the policies below and checking the YMCA's website first ([www.lancasterymca.org](http://www.lancasterymca.org)).**

**WE HIGHLY RECOMMEND THAT YOUR EMAIL ADDRESSES (BOTH WORK AND PERSONAL) ARE ON FILE SO THAT CHANGES CAN BE COMMUNICATED TO YOU QUICKLY. Please send your addresses to Melissa at [madams@lancasterymca.org](mailto:madams@lancasterymca.org).**

**United Way and PreK Counts programs follow the School District of Lancaster closing or early dismissal schedule.**

# Parent Communication

## **Parent Information Areas**

As a parent, it is your responsibility to ensure that you have all the information you need regarding the YMCA, the Child Care Program, your child's class, and your child's progress. Please take the time to ask questions and meet with your child's teacher. A Parent Information area is located in the lobby with notices, state regulations, and other important information.

## **Engagement and Partnership with Parents**

Parents are asked to complete an evaluation each year on our program policies and services. The YMCA appreciates any and all input you may have that could help improve our program and services.

## **Parent Involvement and Stakeholders**

We believe that parents and teachers need to work as a team to meet the needs of each child. Parents will receive reports on a daily basis and newsletters will be sent out monthly. Parents are always welcome and encouraged to visit. A family meeting with your child's teacher is available to schedule at the time of enrollment so that we can share group goals and initial observations. Conferences are scheduled for 2x during the year. In addition we have many Parent Engagement nights during the year for families to attend. If you are interested in volunteering we have opportunities throughout the year.

Stakeholders are groups or people in our community that have a vested interest in our Center and the well-being of the children and families we serve. A yearly meeting will be held to develop a stakeholder list to further our community engagement.

# General Information

## **Transitions**

When a child is ready to move into the next developmentally appropriate classroom, the Director, teachers and parents will confer. Parents will receive a letter on the intent to transition the child. The child will visit the classroom as part of a "getting ready to move up plan." Teachers will conduct transition activities e.g. meeting new friends, getting acquainted with new surroundings, toys, equipment, participating in circle time, etc...

When a child withdraws from the program, parents may request that certain documents be made ready to accompany the child to his or her new school. A form is available upon request for this purpose.

Transitioning to Kindergarten or another program we work with the parents and the schools to make transitions as easy as possible for your child. Parents can request a copy of your child's portfolio when the child advances to Kindergarten or if you change program sites. A meeting at each site will be offered for children transitioning to Kindergarten to provide information to support this change. The meeting will be held in May/June in conjunction with program graduation activities or Family Night. Also, we will make every effort to participate in local School District sponsored transition activities.

## **Grievances**

If you have a comment or question about your child's care please bring this to our attention in a timely manner. You may speak to your child's teacher or the Child Care Director.

### **IEP/IFSP**

Lancaster Family YMCA Early Learning Academy requests that a copy of any IEP, IFSP, written plan or special needs assessment completed by any professional on behalf of an enrolling child be submitted as part of the child's file. These documents will be used by staff to inform practice in the best interests of the child.

### **Child Records**

All child records are kept in a locked private location within the center. Copies of relevant information will be transferred or shared upon your written request. Information will only be shared with people the parent designates in writing. All child paperwork is retained for seven years and then shredded to protect your privacy.

### **Media policy**

There will be times when we photograph and or video the child care center and children in the center. The YMCA reserves the right to use this media for marketing purposes. There will be no form of compensation made to a family for the use of a photograph or video clip of their child.

### **Personal Belongings**

Our center will provide the necessary play, instructional and classroom materials and equipment for all children's utilization. Children should bring in personal belongings (toys, games, books, etc...) only upon request from the teacher. No guns, war toys, or other toys of destruction are allowed at any time. While we respect the wishes of some of our families to have their children wear jewelry while at school, Lancaster Family YMCA cannot be responsible for any personal belongings that become lost or broken.

### **Field Trip Policy**

Teachers may plan a Field Trip during your child's enrollment at the Lancaster Family YMCA Early Learning Center. All excursions will promote children's development and learning. The program will maintain the teacher-child ratio for that group. Parent Volunteers may accompany the class but they must have their volunteer clearances on file with the LFY. All staff and volunteers will ride the bus to and from the site with the children.

## **Behavior Policy**

### **Behavior Policy**

**Behavior is based on the Golden Rule: "Treat others as you would want them to treat you."**

Y staff will use positive behavior management techniques that are developmentally appropriate and adhere to the Y's Four Core Values of Caring, Honesty, Respect and Responsibility.

### **Behavior Management Techniques**

Y Staff will:

1. Involve the children in the development of the "house rules."
2. Maintain consistent behavior expectations and reinforce the Y's Four Core Values.
3. Guide children by setting clear, consistent, fair limits for program behavior.
4. Use natural and logical consequences.
5. Redirect children to a more acceptable behavior or activity.
6. Use positive reinforcement, including using a positive behavior recognition program.
7. Make eye contact and listen when children talk about their feelings and frustrations.
8. Guide children to resolve their own conflicts through the use of conflict resolution skills.
9. Use effective praise this is immediate, sincere, and specific.
10. Modify and structure the environment to attempt to prevent problems before they occur.

### **Behavior Management Action Steps**

1. "Personal Time"- removal of child from a situation for up to 5 minutes so they can regain control of their behavior.
2. Verbal or written communication to parent/guardian regarding a child's behavior.
3. Behavior Write-Up. A child's behavior may result in the child being given a behavior write-up.

Three behavior write-ups in any school year may result in the suspension of the child. The parent/guardian is responsible for contacting the Child Care Director to set up an appointment to discuss the child's behavior.

If the child is reinstated and then receives a fourth behavior write-up, the Family Services Director will suspend the child immediately and termination may result.

4. Behavior Action Plan/Improvement Plan
5. Suspension- Serious behavior problems will result in immediate suspension, and you will be responsible for picking up your child immediately...
6. Termination- Our program cannot serve children who display chronic disruptive behavior. Chronically disruptive behavior is defined as verbal or physical activity which may include, but is not limited to, the following:
  - behavior that requires constant attention from the staff.
  - behavior that inflicts physical or emotional harm on other children or self.
  - behavior that abuses the staff and/or ignores or disobeys the rules.

If a child cannot adjust to the program setting and behave appropriately, the child may not be able to return to the program. Reasonable efforts will be made to assist children in adjusting to the program setting.

**Please understand that suspension and termination are steps we hope to not have to take, however the safety of all the children and staff is our priority.**

### **Parent Code of Conduct**

As a parent please conduct yourself in a manner that is consistent with YMCA policies while you are at our center. Please refrain from inappropriate conduct; using harsh, demeaning, threatening or abusive language; speaking in a level that is not appropriate; physical violence towards staff, a child (your own or another), another parent, member or volunteer, materials or property. If inappropriate behavior is displayed on YMCA premises your child care services may be terminated. We also require that you come to the center dressed appropriately and fully covered.

## **Payment Information**

### **Tuition and Fees**

- Tuition is due the Friday prior to the week of care. A \$10 late fee will be assessed each week for fees not received by Friday. If your child does not attend on Friday, please make your payment in advance.
- Any family with past due fees of one week must pay in full, including late fees, before your child can return to the program. Child Care may be given to other children if payment is not received by the second week.
- Fees are computed on a full week basis. If a child is absent, or when the center is closed due to Holidays or inclement weather, the child's regular weekly rate will still be charged. Due to enrollment and scheduling in our classrooms, switching days can only be approved by the Child Care Director and will be granted when space is available.
- At the time of enrollment, an initial, non-refundable **registration fee** of \$50 is charged for each child.

- A **deposit** is required on or before the child's first day. The deposit is credited toward tuition charges or any other unpaid balance at the time of the child's withdrawal.
- Returned checks will result in a \$20.00 charge. Returned credit cards will result in a \$20.00 charge.
- A 10\$ Key Fob deposit is due when fob is issued. Returned deposit when card is returned.
- **Tuition Policy**
- It is required to utilize the Automatic weekly Credit Card Payment Process. Visa and Mastercard are accepted. This can be arranged through the Child Care Center Director
- Payments are due by 6 PM the Friday prior to the week of care.

#### **Vacation**

- Each child will be allowed up to one week (five consecutive days) per calendar year for vacation.
- To receive full credit for your vacation, written notice must be given to the Child Care Director two weeks prior to the vacation.
- Unused vacation time cannot be carried over into the next calendar.

#### **Late Pick Up Policy**

A late pick-up fee of \$10.00 will be charged for every 15 minutes (or any part thereof) a child is in attendance past 6PM. Late charges will be added to your account and are due when you make your scheduled child care payment. Excessive lateness, more than 3 per year, may result in dismissal from the program. Late policy also applies to families that pick up after their contracted hours. If you need to change your schedule you must let the Family Services Director know immediately.

#### **Financial Scholarship**

The YMCA offers financial scholarships to those who qualify. An application can be requested by speaking to the Child Care Center Director.

Child Care Information Services (CCIS) also offers assistance for childcare services. They can be reached by calling 393-4004. CCIS funding must be applied for within 30 days of a YMCA financial scholarship application submittal. YMCA financial scholarship will cover your child until CCIS make their financial determination. CCIS monies will be the primary subsidy, with the YMCA scholarship acting as a back-up source of funding.

YMCA membership and programs are available to everyone, regardless of their ability to pay.

**Parental Acknowledgment Form:**

**I have read, understand and agree to abide by all of the above policies and conditions that the Lancaster Family YMCA has set forth in this Parent Handbook.**

\_\_\_\_\_  
**Parent/ Guardian Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Child Care Director**

\_\_\_\_\_  
**Date**