

## **Photographs**

From time to time, provider will take photographs of the children participation in program activities or field trips. The photographs will be posted for parents and visitors to enjoy. We may occasionally be filmed for the local news, YMCA video use and for YMCA brochures. If a parent wishes that photographs not be taken of their child, a written notice must be delivered to the Director.



## **Confidential Information**

Each child has a right to confidentiality. All information pertaining to the children in our programs, including all reports, records and data are confidential and used for internal purposes only. Information pertaining to children enrolled in the program will not be released to third parties without the express written permission of Parent, unless required by statute, court order or licensing mandate.

## **Handbook Information**

This program handbook contains the policies and procedures of YMCA Child Care Services in outline form. Please take the time to read the Handbook, and keep it in a convenient location for reference. The Handbook is meant to serve as a reference guide. It is not meant to cover every aspect of the child care program or every situation which may arise. Parents should feel free to contact the child care office with questions concerning the contents of the handbook.

## **Handbook Terms**

Throughout the Handbook, the term "Parent" will be used to refer to the parent(s) or guardian(s) of the child in care. The term "Provider" will be used to refer to the YMCA Child Care Services Department.

## **Handbook Changes**

The Provider reserves the unilateral right to add, delete, modify or amend the policies and procedures described in the Handbook upon thirty (30) days' written notice to parent. Change to policies and/or procedures contained in the Handbook are effective only if set forth in writing signed by the Provider.

## **Handbook is Property of Program**

The Handbook is the exclusive property of the YMCA Child Care services and is intended for the exclusive use of the parents of enrolled children. The Handbook may not be copied or distributed to any third party without the expressive written permission of provider.

### **Preschool Philosophy**

Our program is designed to help all children grow in spirit, mind and body.

This is accomplished through helping children:

- Grow personally
- Build character
- Improve personal and family relationship
- Appreciate diversity
- Become better leaders
- Develop specific skills
- Have fun and enjoy life

### **Parent Participation**

Parents are welcome at the program any time to observe or spend time with their child. Parents who wish to volunteer must provide documentation from the Department of Human Services that he or she has not been named in a central registry case as a perpetrator of child abuse or neglect.

### **Admission Requirements**

The program is open to all children ages 2 and half-6 years of age.

### **Hours of Operation**

All programs operate Monday through Friday throughout the school year; subject to the holiday schedule listed below. Maple YMCA Preschool site opens at 6:30am and closes at 6:00pm. Croyden YMCA Preschool site opens at 7:30am and also closes at 6:00pm. No child may arrive before the opening time or stay after closing time. There is a \$1.00 per minute late pick-up charge.

### **No Private Duty by Employee**

Employees of the program are prohibited from accepting offers for private duty (e.g. "babysitting", serving as a "nanny", etc.) for any of the children enrolled in the program. Employees who violate this rule are subject to disciplinary action and/or termination. Provider reserves the right to terminate the child care contract where Parent violates this policy.

### **Personal Items From Home**

Provider discourages parent from allowing children to bring personal items from home to the program, with the exception of a show and tell, if necessary. When a child does bring personal items from home, provider is not responsible for loss or damage to that item.

### **Clothing**

Due to the nature of some of the activities the program offers, parents must recognize that children's clothing may occasionally become soiled or damaged, although provider takes all appropriate steps to prevent this from occurring. Parents should therefore bring children to the program dressed in "play" clothes and not "good" clothes. Provider assumes no responsibility for damage to a child's clothing. The program strives to bring the children outdoors for play on a daily basis. As such, parent must be certain that the child is dressed appropriately according to the weather conditions.

### **Special Needs Care**

Provider will accept and care for special needs children if the child's needs can be reasonably accommodated by the program. Each child's needs will be evaluated individually. Our programs are not designed to offer one on one care.



### **Child Abuse/Neglect Reporting**

As a licensed child care provider, provider and its employees are required by law to report any instances of child abuse or neglect to the appropriate authorities. Provider takes these responsibilities seriously and will file reports as required by law.

### **Daily Activities**

**AM Preschool** –Preschool will start at 8:45 and end at 11:45.

**PM Preschool** – Preschool will start at 12:45 and end at 3:45.

### **Holidays**

All Programs are closed on the following holidays:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Day after Thanksgiving
- Christmas Day

When a holiday falls on a Saturday or Sunday, the Program reserves the right to close to observe the holiday either the preceding Friday or the following Monday. The Program will provide thirty (30) day's advance written notice of a closure due to a weekend holiday.

The fixed child care rate will not be adjusted for holiday closures.

### **Communication**

We encourage ongoing communication between the staff and parents.

Parents should feel free to ask questions about the program or their child's care. Information about daily, weekly, and monthly themes will be posted.

Also we will hand out a monthly calendar and newsletter to inform parents of upcoming events.

### **Nondiscrimination Policy**

The Provider will maintain and conduct all practices relation to enrollment, discipline, and all other terms and benefits of child care services provided in a manner which does not discriminate against any child, parent or family on the basis of race, color, religion, national origin, sex or handicap.

### **Registration and Registration fee**

Children must be registered prior to the child attending the program. Children may be registered by mail or at the either site. Upon enrollment, Parents are required to submit a non-refundable enrollment fee of \$30.00. The enrollment fee is used to offset the administrative expenses incurred in processing enrollment applications. This registration may not be used to offset child care fees.

### **Fee Changes**

Provider expressly reserves the right to change the child care fee schedule or other fees upon thirty (30) days written notice to Parents.

### **Absences**

The full fixed rate as listed is due regardless of absences, including sick days, personal days, funerals, doctor appointments or Holidays. One week vacation time is allowed.

### **Disruptive Behavior**

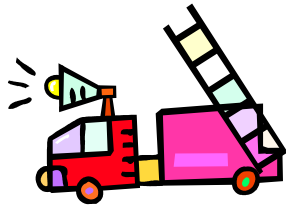
When a child's behavior (i.e. biting, hitting, throwing objects or using "bad" language), parents will be notified. If the child continues a disruptive behavior, a parent conference will be held to discuss reasonable solutions to the situation. The discussion will include a consideration of any disability which affects the child's behavior and reasonable accommodations to meet the child's needs and improve the disruptive behavior. If a reasonable solution and/or accommodation cannot be reached, the child will be disenrolled from the program with two weeks notice to allow parents an opportunity to find alternate child care. The child will be disenrolled without notice if the child's continued participation creates a direct threat to the safety of the child, other children or the Provider's staff.

### **Business Interruption**

The YMCA Preschool Program will run at the Maple Street Location for day camp only when the local school district (KPS) closes for snow emergencies. Watch your local TV station. The child care program may be closed due to loss of electricity, fire damage, communicable disease outbreaks, etc. Parent agrees to arrange alternate emergency child care for these situations. If in the event the child care program is closed for more than two consecutive business days, the parent is relieved of any financial obligation to pay for those days. Parent further agrees to resume use of the child care program as soon as it resumes operation. Nothing in this provision alters the contractual provision to the required length of notice for the termination of the child care contract.

## **Emergency Policy**

Provider has developed an Emergency Management Plan to be implemented in the event of an emergency situation. The plan has been designed to provide a plan of action in the event of a natural or man-made disaster. If an emergency should occur, provider will follow the instructions of the local authorities. The instructions may be to stay at the facility and shelter-in-place, or to evacuate. If we are instructed by authorities to evacuate to specific location, the children will be taken to the location identified by the authorities. We understand that parents and family members will be concerned about the safety of their children and will want to pick them up as soon as possible. If we are sheltering-in-place, we ask that you wait until the authorities issue an all clear before coming to pick-up your children. If we evacuate the facility, children will be released to parents or authorized persons as they arrive. If the authorities designate an evacuation shelter, the location will be disseminated through local radio and television stations.



## **Bills and Payments**

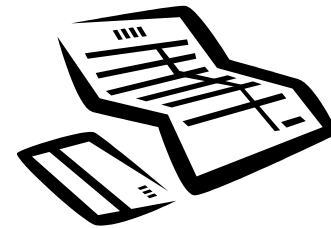
All bills will be mailed out on the tenth of each month. Bills will be due on the last day of each month for the following month. We are a prepaid service.

## **Financial Aid**

Financial Assistance is available through the Child Care Department. Financial Assistance forms are located at the front desk and are distributed on a first come, first serve basis. Proof of income is required.

## **Department of Human Services Assistance**

Parents who receive assistance from the Department of Human Services (DHS) are responsible for weekly co-pay. Proof of assistance must be available before the start of a program.



### **When to Keep a Child Home**

Provider requires that parent keep the child home when he or she is ill for a number of reasons. A sick child may rest more comfortably in their own home. More importantly, keeping a sick child home helps to prevent the spread of contagious illnesses to other children in the program. If your child exhibits any of the following symptoms, please keep the child home.

- Fever of 100 degrees or more
- Vomiting
- Diarrhea
- Lice

With the exception of lice, children must be free of these symptoms for 24 hours before they can return. If the child has lice, they must be COMPLETELY NIT FREE before they can return to the program.

### **When the Child Becomes Sick at the Program**

Provider will report any accidents, suspected illnesses, or other changes observed in the health of a child to the parent. Provider will also notify parent when the child is exposed to a communicable disease while in care. When a child becomes ill at the program, provider and/or staff will comfortably isolate the child in an area where the child can be supervised and will immediately contact parent, who will be required to pick the child up within one hour of notification.

### **Child Release Policy**

As a condition of providing child care services, parent must supply the names of at least three individuals to whom provider may release the child in the event of an emergency. Provider will not release the child to any individual whose name does not appear on the child information card. Before provider releases the child, the staff will require that the individual show a positive identification in the form of a valid Driver's License or State ID. Other forms of identification are not acceptable. Parent must be aware that the provider and staff are not properly trained to make assessments relating to intoxication or other impairments and therefore assume no responsibility to assume the competency or condition of any individual appearing to pick-up the child. Should a parent wish to have a one time special exception to allow an individual not listed on the card to pick the child up, parent must leave a signed, dated, written note with the provider the morning of the release. Provider assumes no responsibility for any injury or harm to the child who has been released to a person on the child release card. Provider and staff respect the family's privacy, however, where other questionable child release situations occur; the provider has a duty to maintain its role as the child's advocate. With respect to child custody disputes, until custody has been established by a court order, neither parent may limit the other parent from picking up the child, and the provider will release the child to a known identified parent. Should a parent not be able to pick-up a child, provider must have a court order with a stamped seal.

### **Arrival and Departure Procedure**

All children must be brought into the program and signed in by parent (or other authorized person 18 years or older) on the sign-in/out sheet located at each program. You must sign your first and last name. At pick-up time parent (or other authorized person 18 or older) must enter the building, notify the staff and sign out the child on the sheet. All persons picking up a child must be listed on the emergency information card.

### **Late Pick-up**

Parent is expected to abide by the care schedule set forth by the Child Care contract. Where Parent will be late in picking up child, Parent is required to notify Provider as soon as possible.

A late pick-up fee of \$1.00 per minute, or any portion of a minute, will be assessed for all late pick-ups. The late fee will be added to your account. No child may remain at the Program after 6:00pm. If child remains at Program at 6:00pm and Parent has not called to notify the Provider that he or she will be late, provider will attempt to contact persons listed on the child information card to pick up the child. If Provider is not able to arrange for an authorized person to pick the child up by 6:30pm, provider will contact the police department for further instructions.

### **Medication Policy**

Prescription drugs must be in the original container with the pharmacy label, physician's name, instructions, dosage, and name and strength of the medication and shall be given in accordance with those instructions. Over the counter medication will be given only if it's in the original container. The parent must sign a Medication permission form for the duration of the need. These guidelines follow the State of Michigan Licensing Regulations. Provider will maintain a record as to the time and the amount given or applied. The Provider will keep the medication out of the reach of children in a lock box and return to the parent when it is no longer needed. Any medication not returned will be destroyed.

### **Sunscreen**

The Program strives to take the children outdoors for play on a daily basis. Over time, exposure to the sun increases the risk of skin cancer. Children are particularly sensitive to sun exposure. Use of sunscreen can protect skin from damage caused by exposure to the sun. Parents are asked to consider the affects of sun on their child's health and must either: 1) provide sunscreen to the provider and consent to the provider's application of sunscreen to their child or 2) sign a written waiver authorizing their child to play outdoors without sunscreen.

## **Food**

In compliance with licensing regulations, we encourage children to eat their healthy foods first before their treat packets. We encourage children to develop healthy eating habits that will last a lifetime. At no time does the Provider/staff force children to eat more that they can handle. We only encourage children in healthy eating.

## **Guidance Policy**

Provider in accordance with licensing rules and federal laws, use the guidance approaching for handling mistaken behaviors. This approach is designed to help the child's development in conflict resolution skills, learn from their mistakes, as well as help the children learn democratic life skills. This approach is used in a firm but friendly manner to protect the child's self-concept and to respect their feelings so they do not come to label themselves as behavioral failures. We will guide the child rather than punish, which in turn will teach them conflict resolution skills and democratic life skills.

We accomplish this by using positive guidance techniques such as:

- Setting clear limits
- Modeling and encouraging expected behaviors
- Redirecting children to more acceptable activities
- Model and encourage the four core values of the YMCA

## **Termination**

Either Parent or Provider may terminate the child care agreement upon two week written note to the other party. When parent does not provide two weeks written note, parent is still required to pay for the final two weeks of care, following the notice of termination, whether or not the child attends the program. Provider reserves the right to terminate this agreement immediately without notice to parent if: 1) child care fees and/or other fees are not paid when due, 2) the child's continued participation in the program created a direct threat of harm to the child, other children, or the provider's staff, 3) parent engages in inappropriate parent conduct.

## **Required Forms**

The forms listed below must be fully complete prior to your child attending the Program. Parents are solely responsible for ensuring the accuracy of the information contained within these forms. Provider assumes no responsibility for keeping forms updated.

- Registration Form
- Child Information Card
- Permission Slip
- Child Care Contract
- Immunizations and Health Form

# YMCA Preschool Parent Manual



## Mission Statement

To put Christian principles into practice through programs that build healthy mind, body and spirit for all.

**YPRESCHOOL**<sup>™</sup>  
We build strong kids, strong families, strong communities.