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PROGRAM OVERVIEW

WELCOME

Welcome to the Haverford Area YMCA School Age Child Care program. This handbook outlines policies for childcare programs with the Philadelphia Freedom Valley YMCA, which are typical of the standards in the industry. Parents are expected to comply with these policies to ensure the smooth delivery of our services. Our programs are state regulated.

Many working parents share the same anxiety about leaving their children in the care of others for any portion of the day. Our experienced, professional, and caring staff understands this anxiety. Program activities and care procedures are always conducted in a safe environment. YMCA staff members are trained in areas such as First Aid, CPR, Fire Safety, Blood Borne Pathogens, Water Safety, Child Abuse Prevention, Emergency Procedures, and Health & Safety and receive a minimum of 18 hours of Child Development training annually.

YMCA MISSION

The Y is a cause-driven organization that is for youth development, for healthy living, and for social responsibility. That’s because a strong community can only be achieved when we invest in our children, our health, and our neighbors.

With so many demands on today’s families, families need all the support they can get to nurture the potential of youth. That’s why child care programs at the Y focus on holistically nurturing child development by providing a safe and healthy place to learn and develop healthy, trusting relationships and build self-reliance through the Y values of caring, honesty, respect and responsibility.

The mission of the Philadelphia Freedom Valley YMCA is to put Christian principles into practice through programs that build healthy spirit, mind and body for all.

PHILOSOPHY

The philosophy of the Philadelphia Freedom Valley YMCA School Age Programs is to provide each child with a safe, warm, and supportive environment in which to grow spiritually, mentally, and physically. We are concerned with the whole child and believe that children learn best through multiple sources involving play and teacher initiated activities. The teacher’s primary objective is to meet the needs of each child with experiences that foster his or her physical and social growth and development of positive sense of self. In YMCA programs children strengthen more than muscle. Our programs are committed to the values of CARING, HONESTY, RESPECT, AND RESPONSIBILITY! Together parents and staff have one mutual interest: YOUR CHILD!
POLICIES AND PROCEDURES

ENROLLMENT AND ATTENDANCE

NON DISCRIMINATION POLICY

The YMCA is an equal opportunity provider. Applications for enrollment are accepted without regard to race, religion, sex, color, disability, sexual orientation, political beliefs, family status, or national origin. We celebrate diversity and know that our children benefit through an enriched learning environment. The program will attempt to accommodate children with special needs consistent with the requirements of the American with Disabilities Act. If the program is unable to accommodate the child’s needs as defined by the child’s health care provider or IEP without posing an undue burden as defined by federal law, the director will work with the parent or guardian to find a suitable environment for the child.

CONFIDENTIALITY

All records and information concerning a child and his/her family are to be kept confidential. Information can only be released upon written consent from the parent/guardian. Please respect our children, families and staff by refraining from discussing sensitive and confidential information. There is a proper time and place for such discussions.

ENROLLMENT PAPERWORK

A FULLY COMPLETED enrollment packet is required before a child can begin in the School Age Child Care Program. The packet must be submitted to and reviewed by the Director to ensure that all required paperwork is complete. A Health Assessment form must be completed by the child’s pediatrician and submitted at the time of registration. The Department of Public Welfare (DPW) requires that certain forms be updated every 6 months, including Emergency Contact Forms and Fee agreement. You are required to notify the YMCA IMMEDIATELY if there is a change in your address or any of the emergency contact phone numbers or if a change in emergency contact or escort persons.

REGISTRATION

Openings in each program are limited; therefore, it is important to register your child as soon as possible. Enrollment is held in December-January for the upcoming winter. Spaces are then filled on a first-come, first-served basis.

YMCA MEMBERSHIP

A minimum of a YMCA Youth Program Membership is required for every child who is enrolled in the YMCA School Age Program. If the child is part of a Full Privilege Family Membership, this fulfills the requirement as long as the membership is current. If a family cancels their membership, the child will need to be enrolled as a Program Member. This membership will need to be renewed annually for as long as a child is participating in a YMCA program.
ATTENDANCE

If your child will not be attending our program for the day, please notify your child’s YMCA staff. PLEASE DO NOT CALL THE SCHOOL OFFICE.

PROGRAM OPTIONS

School Age After Care

The After school Program starts when school dismisses until 6:30 PM. This program follows the school calendar and care provided on early dismissals days is included in the monthly fee. Snack and structured homework time is offered daily. Other activities include crafts, fitness, outdoor play, group games, and special events.

Holiday Camp

Many parents need the assurance of knowing that their child will be cared for during school holidays. The YMCA offers Holiday Camp for this purpose. Holiday Camp is an optional program that provides coverage for your child on in–service days, and most student holidays. This option is available to those families enrolled in YMCA School Age Program. This option is restricted to a limited number of families. Care is provided at the YMCA from 7:00 AM until 6:00 PM. The fee for this service is $40 for the first child and $36 for the second child. The fee covers admission fees and transportation for field trips scheduled for holiday camp. Registration may be done over the phone or at the YMCA front desk. Payment is required at the time of registration and registration is on a first come first serve basis. **Please Label Everything!**

CANCELLATION POLICY HOLIDAY CARE: If you register for holiday care and need to cancel, you must cancel 72 hours prior to the holiday in order to receive a credit. Credits will not be issued for last minute cancellations. Holiday Camp dates are listed on Page 5&6.

PERSONAL ITEMS

Please label all coats, lunch boxes, backpacks, etc. Children are responsible for their own articles. We discourage bringing in personal items not required for school and/or the program. The YMCA cannot be responsible for items that are lost, stolen, or damaged. **Please Label Everything!**

SNACKS

The YMCA provides snacks for After Care. Snacks may include the following: cereal, fruit, crackers and cheese, graham crackers, pudding and other snacks containing no Trans–fat. If your child attends Holiday Camps, please send a brown bag lunch; refrigerators and microwaves are not available.
TUITION, FEES, AND FINANCES

TUITION AND DUE DATES

School age child care tuition payments are due on the 1st of each month a $25.00 late fee will be applied if prompt payments are not made. A fee of $25 for each returned check for insufficient funds will be charged. After two checks have been returned for insufficient funds, future payments must be paid with cash or money order. If you foresee difficulty in making a payment, please contact the director immediately so arrangements can be made.

PAYMENT METHODS

Monthly EFT Authorization is a convenient free automatic bank draft payment that will be deducted on the 1st of each month from a designated checking account or credit card. Complete the EFT Authorization Form in your child’s registration packet and return to the YMCA (a copy of a voided check is needed for checking account withdrawal). You need to provide 30 days written notice in advance to cancel the EFT authorization. By Mail send your payment postmarked no later than the 5th of the month to: 891 N. Eagle Rd, Havertown, PA 19083. In Person by check, cash or credit card to the Haverford YMCA Welcome Center no later than the 5th of each month. Payments will not be accepted by YMCA staff at your child’s school.

VACATIONS AND ABSENCES

You are responsible for paying every month throughout the school year to reserve a space for your child in the program. NO REDUCTIONS ARE GIVEN FOR VACATIONS OR FOR SHORT ABSENCES (less than 7 school days). For absences of 7 days or longer due to illness, contact the School Age Child Care Director.

EMERGENCY CLOSINGS/WEATHER

Late Openings
If the school calls for a late opening because of inclement weather, there will be no Before School Care.

Early Dismissal
If the school calls for an early dismissal because of inclement weather, there will be no program. Parents will be notified of early pick up arrangements.

School Closings
If the schools are closed, there will be no care. Please listen to the radio for school closings.

In the event school is closed or closes early due to snow, the YMCA program will be closed. Tuition adjustments will not be made. Families will be notified by your school about an early closing and the YMCA will send an email in the event of an emergency closing.
EMERGENCY CLOSINGS

In the event of an emergency, which demands evacuation from the determined radial areas or requires isolation indoors, you or your designate must pick your child up at the designated location. Please check with your specific site to learn where that location will be. In such an emergency, the YMCA and school sites may be required to close operations; therefore, you must act quickly to recover your child from the designated location. The YMCA staff will remain onsite with your child for your pick-up.

The YMCA staff will make all necessary attempts to contact all parents, but be advised that during an emergency, phone contact may not always be possible. Please tune to the designated radio stations in your area for emergency bulletins that will inform you of the level of emergency.

Please note that your child’s school has an evacuation plan and will implement that during the regular school hours. Under those circumstances, your child’s location and procedure will follow the school’s plan.

Other major emergencies that require the closing of the YMCA site will necessitate the pick-up of your child. Staff will make every attempt to contact all parents and will remain with your child for pick-up. If there is any deviation from the above procedures, YMCA staff will attempt to inform you. Keeping your child’s emergency contact information updated is extremely important and may save a life.

WITHDRAWAL FROM PROGRAM

The Philadelphia Freedom Valley YMCA requires 30 days written notice of cancellation from the School Age Program. Any deposits paid at the time of enrollment will be applied to the last month of care. If the required notice is not given, the deposit will not be refunded. If you receive CCIS funding, you are required to have all co pays up to date before CCIS will allow enrollment into another program. If you wish to have your child’s records forwarded to another facility, please request this in writing at least two weeks prior to departure.

FINANCIAL ASSISTANCE

The Philadelphia Freedom Valley YMCA offers limited YMCA financial assistance to those families who qualify. If you are interested in applying for financial assistance, please complete a Financial Assistance Application. These can be obtained from the Welcome Center or downloaded from our website www.philaymca.org. Financial Assistance Funds are supported by the YMCA Annual Campaign.
TEACHER STRIKE CARE

In the event of a teacher strike in the school districts served by YMCA program sites, the YMCA will make every attempt to provide full time care for the duration of the strike. Further information will become available in the event of a strike.

HEALTH AND SAFETY

INJURIES AND ACCIDENTS

In the case of a non-life threatening injury that occurs while in care First aid procedures will be followed. Parents may be notified of the situation via courtesy phone call, especially if the injury involves the head. At pick up time parents will be asked to sign the incident report. Parents may be asked to pick up the child depending on the nature of the injury and the child’s reaction to being injured.

If your child is severely injured while attending the YMCA program, the staff will take whatever steps are necessary to obtain emergency medical care. We will make every attempt to contact you or your designated emergency contact first. If we cannot make a contact, we will have the child transported to an emergency room in the company of a staff member and will provide the hospital with the parent’s health insurance information (from your Emergency Contact Form). We use the nearest hospital. If you prefer a specific hospital, we will do our best to honor this request. However, the ultimate decision will be made by the EMT’s.

ILLNESS POLICY

If the staff feels that your child is too ill to remain in the program, you will be called. We will expect you, or someone you designate, to pick the child up immediately, no more than 1 hour after receiving a phone call. If we are unable to reach a parent, another person listed on the child’s emergency contact form will be called. It is to your advantage to establish a back-up person upon whom you can depend in this emergency. Illness guidelines established by the YMCA will help you decide whether or not to send your child to our program. He/she should not be sent to care and will be sent home if any of the following conditions are apparent:

- A temperature of 100.3°F or more, or at Director’s discretion
- Conjunctivitis (pink eye) until treated 24 hours.
- Contagious diseases including, but not limited to, measles, chicken pox, mumps, roseola, 5ths disease
- Hand/foot/mouth only if child has a high fever, blisters in mouth that prevent eating/drinking
- Inability for child to participate in the daily schedule at an acceptable level
- Rashes at Directors discretion
- Vomiting regardless of the cause
- Diarrhea regardless of the cause
- Impetigo, ring worm, or scabies until treated
- Lice, until no nits are found
- Severe cold, excessive coughing, sneezing, and/or excessive nose drainage
- Bronchitis or other throat infections, until treated for at least 24 hours
- Pain reported in stomach or head

The child must remain free of symptoms, fever, nausea, etc., for 24 hours before he/she can be readmitted to the program. Children with signs of communicable or contagious disease will be readmitted only with a signed note from a physician stating they are no longer contagious.

**MEDICATION ADMINISTRATION**

Parents must sign the medication log before any medication will be given. We will give your child medication **only if the medication is in the original labeled package (bottle/box/container)** (prescription or over-the-counter), is handed directly to a YMCA staff person, and is entered on a medication log. The YMCA requires a doctor’s note for the administration of any medications whether they be prescription or over-the-counter. Please do not alter any foods or liquids with medication without a doctor’s note and informing the child’s primary teacher. **IT IS VERY IMPORTANT THAT MEDICATIONS NOT BE SENT TO THE YMCA VIA THE CHILD.** We will not administer any medications in more frequent or larger dosing than per instructions on the container or per the prescription.

Philadelphia Freedom Valley YMCA School Age Child Care Staff will only administer medication to children according to the DPW policy listed in 055 Pa. Code 3370.133. Child Medication and Special Diets, listed as follows:

*The operator shall make reasonable accommodation in accordance with applicable Federal and State laws to facilitate administration of medication or a special diet that is prescribed by a physician, physician’s assistant or CRNP as treatment related to the child’s special needs. Facility persons are not required to administer medication or special diets which are requested or required by a parent, a physician, a physician’s assistant or a CRNP but are not treatment related to the child’s special needs. When medication or special diets are administered, the following requirements apply:
(1) A prescription or nonprescription medication may be accepted only in an original container. The medication must remain in the container in which it was received.
(2) A staff person shall administer a prescription medication only if written instructions are provided from the individual who prescribed the medicine. Instructions for administration contained on a prescription label are acceptable.
(3) The label of a medication container must identify the name of the medication and the name of the child for whom the medication is intended. Medication shall be administered to only the child whose name appears on the container.
(4) Medication shall be stored in a locked area of the facility or in an area that is out of the reach of children.
(5) Medication shall be stored in accordance with the manufacturer’s or health professional’s instructions on the original label.
(6) A parent shall provide written consent for administration.
(7) An operator is responsible to establish and maintain a medication log if prescription or nonprescription medication is administered. A log must include the following minimum information:*
(i) The name of the medication.
(ii) The name of the child receiving the medication.
(iii) A requirement for refrigeration.
(iv) The amount of medication administered.
(v) The date of administration.
(vi) The time of administration.
(vii) The initials of the staff person who administered the medication.
(viii) Special notes related to problems of administration.

**POLICY FOR ADMINISTERING EMERGENCY TREATMENT TO CHILDREN WITH SEVERE ALLERGIES**

Children with severe allergies, such as allergies to bee stings, peanut products, etc., may be at risk of a serious allergic reaction in the School Age Child Care Program due to contact with ingestion of the allergen. Contact with these allergens may result in anaphylaxis - a severe allergic reaction with symptoms that may include swelling of the face and lips, hives, vomiting, diarrhea, shortness of breath, and difficulty breathing. Ultimately, anaphylaxis may cause a fall in blood pressure, unconsciousness, or death. The Philadelphia Freedom Valley YMCA is concerned for the health and safety of all children in our care. Accordingly, when an enrolling/enrolled child is known to have a severe, life-threatening allergy, the following is required:

Parents/Guardians must complete and/or provide the following:

1. A signed copy of the Philadelphia Freedom Valley YMCA’s “Authorization for Emergency Care for Child with Severe Allergies” authorization form. This form must be updated every six months. The authorization form is designed to provide the Philadelphia Freedom Valley YMCA with the information necessary to ensure proper preventative measures and an effective response to a serious allergic reaction. In addition, the parents/guardians shall provide a copy of any other physician’s orders and procedural guidelines relating to the prevention and treatment of the child’s allergy.

2. A signed copy of the Philadelphia Freedom Valley YMCA’s “Release and Waiver of Liability for Administering Emergency Treatment to Children with Severe Allergies” (“waiver”). The waiver releases the Philadelphia Freedom Valley YMCA and its employees from liability for administering treatment to children with severe allergies (including the administration of epinephrine) and taking any other necessary actions set forth in the Authorization Form, provided that the YMCA exercises reasonable care in taking such actions.

3. All equipment and medications needed by the YMCA to comply with the instructions set forth in the Authorization Form (including, but not limited to, a device such as the EpiPen). The parents/guardians are responsible for ensuring that all medication is properly labeled and in the original container by a pharmacist and replaced prior to the expiration date.

**IMMUNIZATION POLICY**

Upon enrolling a child in the YMCA Child Care Program, the parent or guardian must present to the YMCA the specific dates of immunization for the following communicable diseases, based on your child’s age as required by DPW.
1. Diphtheria and Tetanus (usually combined as DTA/DTP/Td)
2. Polio (3 doses of oral or 4 doses of inactivated)
3. HIB
4. Measles
5. Hepatitis B
6. Mumps
7. Rubella
8. Varicella (optional)
9. Pneumococcal

**Parents/Guardians must also submit a list of allergies and/or special medical conditions concerning the child/ren being enrolled. This information must be on file prior to enrollment of your child into any SACC program.

A medical exemption may be given in the case of a child deemed to have a medical contraindication to immunization, if a physician's signed statement is provided as proof. A religious exemption may be granted upon receipt of a signed statement (reason) or request by a parent or guardian.

A non-immunized child may not be allowed to attend YMCA SACC Programs if any cases of the communicable diseases listed above have been identified in children attending the YMCA or if State or County health officials have determined that an outbreak of communicable disease exists in the area.

These guidelines have been developed in accordance with the regulations published in Title 28 of the Pennsylvania Code book, Section 27.221. Further information about the regulations can be obtained from the Immunization Program, Pennsylvania Department of Health, and P.O. BOX 90, HARRISBURG, PA 17108.

**FACILITY SITE SAFETY**

All facilities have a site specific Emergency Response Plan that all staff receive training in upon hire and annually thereafter. The plan is to be reviewed monthly by all staff on site. The plan is updated annually by the Program Director and a copy is sent to the local Emergency Management Association. Parents are provided with a letter regarding the ER Plan at the time of enrollment. This plan is to be posted in a conspicuous location in the facility.

Facilities shall be locked and use a doorbell or buzzer system to alert staff to the fact that someone is attempting to gain access to the facility. Facilities are made as secure as possible, preventing unwanted intruders, in agreement with our facility hosts.

Other safety polices:
- Staff do not allow any unknown persons to enter the facility and have contact with children without proper identification (Children and Youth Services are permissible once identity has been established through appropriate agency photo ID)
- Staff do not allow persons to enter through alternate doors
- Quarterly Health & Safety Checklists/Facility Checklists are conducted by the Site or Program Director. A corrective action plan shall follow. It is the responsibility of the site
staff to ensure the safety of their site by following up on the necessary corrections. Hazardous conditions shall be reported to the Vice President of Operations to arrange for correction. Written reports of the inspections and corrections shall be kept in the program files.

- No guns or lethal weapons are allowed in a facility
- Smoking is prohibited on all YMCA properties

Opening staff conduct a daily safety check to assess the areas where the children might potentially come in contact with strangers or check for any signs of damage, wear, filth, or unstableness. If there is no apparent threat no correction plan is necessary. If there is a repair that cannot be done right away a corrective plan will be created and children will not be allowed access to the area in question. Any areas that are deemed unsafe will cause the need for the Emergency Plan to be put into effect.

BABYSITTING POLICY

The YMCA does not permit its childcare employees to babysit children who attend YMCA childcare programs. The YMCA also does not permit YMCA employees to transport children enrolled in YMCA childcare program in non-YMCA owned or leased vehicles during and outside of program hours. Staff is not permitted to contact children via internet or telephone and should not be receiving emails or calls from children. Your cooperation with this policy is appreciated.

STAFF TRAININGS/CLEARANCES

ALL staff working directly with children in the Philadelphia Freedom Valley YMCA School Age Child Care Program is required to have the following trainings/clearances:

- Child Abuse clearance
- State Police Clearance
- FBI clearance (fingerprint)
- Verification of age – at least 18 years
- Verification of identification
- Verification of experience working with children
- References – 2 written and 3 phone calls
- YMCA New-Staff Orientation
- Bi-Annual health assessment by physician or CRNP
- Negative TB test
- Annual trainings to meet PA Keystone STARS, DPW, and YMCA standards including, but not limited to:
  ✓ Fire Safety (annual)
  ✓ Emergency Response Plan (annual)
  ✓ New Staff Orientation (upon hire)
  ✓ Pediatric First Aid – expiration depends on agency providing the certification
  ✓ Water Safety (annual)
  ✓ Child Observation skills, Inclusive Practices, or ERS (annual)
  ✓ Health & Safety – 2 hours (annual)
  ✓ Curriculum, Child Assessment, or Learning Standards
PICK-UP

ARRIVAL AND DEPARTURE

All children will be bussed to the YMCA for aftercare and will be signed in by a staff member. Parents/guardians must sign out their child when picking up.

RELEASE OF CHILD

Children will only be released to individuals that are listed on the child’s Emergency Contact Form. All persons picking up a child must be prepared to show photo I.D. Staff are required to ID any individual that they do not recognize and make sure that person is an authorized person before releasing a child. Because staff turnover may occur, please be prepared to show ID even if you feel staff know you. This will ensure that our staff is able to follow proper procedures when releasing children.

On your child’s application, provide the full names of all people to whom we may release your child, this includes the names of parents/legal guardian. Pick up and drop off persons must be age 16 or older. Children will not be released to anyone whose name does not appear on the Emergency Contact Form without written notice by the parent and/or to anyone who cannot produce proper identification. Children are not permitted to leave the program on their own.

CUSTODY AGREEMENTS and COURT ORDERS

If there is a court-ordered custody agreement, it is in your and your child’s best interest to provide a copy to the center to be placed in the child’s file. This is especially important if there is an action or an order against a natural parent that denies him or her right to see or obtain the child. Any situations that are disclosed to the center director will remain confidential and will be discussed only with those parties in a need-to-know situation.

INTOXICATED OR IMPAIRED INDIVIDUAL

If a person, authorized or not, who arrives to pick up a child appears to be under the influence of medications, alcohol or otherwise impaired, staff will make every attempt to discourage that person from picking up the child. Staff will be directed to take the following steps:

- Delay the individual
- Every attempt should be made to contact another parent/emergency contact person to come pick up the child
- Explain to the individual that arrangements have been made for “__” to pick up today and that the child shall remain in our care until that time
- If the individual becomes threatening or violent ask them to leave and contact the police if they do not leave
- Staff cannot legally deny release to a parent, but we need to consider the safety of the children without putting yourself in harm’s way
• If the individual snatches the child and leaves, contact the police and notify them that an intoxicated/impaired individual is leaving the center with a child
• Also let them know that attempts were made to delay until other arrangements for pick up could be made but we were unsuccessful

LATE PICK UP FEE

Programs end promptly at 6:30pm each day. Late fees are applied at a rate of a $1.00 per minute/per child for each minute of lateness. Parents will be given a Late Pick-Up Form at the site, and one will go to the YMCA Business Office. Excessive lateness, more than three (3) per school year, may result in suspension from the program. Lateness is applied at the discretion of the staff member in charge.

PARENT/CHILD CONDUCT POLICIES

SCHOOL AGE CHILD CARE CONDUCT POLICY

Please make certain that you and your child are completely familiar with these policies. The director, upon notification to the parent, may suspend or terminate a child or family from all activities and participation in the program for the following types of misconduct by you or your child:
- Injuring another person
- Use of foul language or rudeness
- Verbal threats
- Bringing in or using illegal substances
- Engaging in fighting
- Failure to consistently follow program rules and caregiver directions
- Stealing or vandalizing another person’s property
- Leaving the facility without permission or going into posted unauthorized areas
- Running from the group during outings
- Not following check-in and out procedures
- Defacing YMCA or school property or field trip facilities
DISCIPLINE POLICY

The YMCA expects that each individual will be or will learn to be responsible for his or her behavior, will be respectful towards others and will act in a caring and honest manner. From time to time, all individuals need help and direction in learning, developing, and maintaining appropriate behavior.

If an individual exhibits frequent disruptive and/or aggressive behavior, a family conference will be scheduled. Continued disruptive and/or aggressive behavior may result in temporary suspension or permanent dismissal from the program. All families need a safe, stable and enjoyable environment while at the YMCA and disruptive individuals can quickly destroy the cooperative atmosphere of a class/site. This policy has been adopted with the safety of all of the families in YMCA childcare in mind.

We recognize that children go through different developmental stages throughout their time with us. Therefore, each case will be addressed on an individual basis. Together we will try to work out a program to manage the behavior and the director will offer parents referral information pertaining to social, mental, health, education and medical services as appropriate.

When a disruptive/aggressive behavior occurs, the family will be notified and the staff will document the behavior. If appropriate means of managing the behavior have not been successful, and the individual is exhibiting any of the previously mentioned behaviors (see “Conduct Policy”) the following will occur:

1. A letter will be sent home from the office addressing the concern
2. If the behavior continues, a second letter will be sent requesting a conference and a conference will be held
3. If the behavior still continues, a third letter will be sent beginning the suspension process
4. If there is not improvement in behavior, a fourth and final letter will be sent stating that the child is dismissed from the program
5. Any repeated violence (3 times) begins the suspension process
6. Any violence toward staff members will receive an automatic 3 day suspension

This policy is written for both child and adult behavior. If your child is suspended from care due to a behavior issue, no refund or reduction of fees will be given.

**When a child’s inappropriate behavior is extremely persistent in that it consumes the staff’s energy and is detrimental to the program structure, needs and safety of other children or the behavior is violent, the possibility of suspending or dismissing the child from the program may be considered immediately.**
TERMINATION POLICY

Under the circumstances listed below, a child may be refused admittance to the program until the situation is corrected. In some cases, services may be terminated permanently.

1. Continued, unexcused late pick-up (after closing time). A written warning will be sent after three incidents. After five unwarranted incidents, you may be asked to find other care for your child.
2. Failure to pay tuition on time
3. Failure to provide required documents (health assessment, emergency contact form, signed fee agreement, etc.) within the requested time frame
4. Inability of your child to adjust to our program after a reasonable period of time (generally 2 to 3 months). This may apply to a child who exhibits the following behaviors: (see also “Discipline Policy”)
   a. Excessive crying or tantrums
   b. Behavior which is considered dangerous to the child or to others
   c. Behavior which is continually disruptive to the daily program

When any of these circumstances occur, parents will be notified and asked to meet with the teacher and/or the director. Together we will try to address and manage the situation. A deadline will be set; however if no improvement is made, a decision will be made to dismiss the child.

SUPERVISION

SUPERVISION POLICY

Supervision is one of the key requirements in the prevention of accidents, injuries and/or any harm occurring to a child within our YMCA child care programs. Childcare staff must have the ability and skills to assess potential risks during supervision and be able to implement changes to supervision to avoid accidents, injuries or harm. For this reason, all YMCA staff are to be diligent, adhere to and implement the components of the Philadelphia Freedom Valley YMCA Supervision Policy at all times for infants, toddlers, preschoolers and school-age children within care—whether on or off YMCA sites. A detailed supervision policy that staff is trained in is attached as an addendum to this document.

Children in the School Age Child Care Programs shall be supervised at all times according to state mandated ratios for each particular age group. Ratios change for nap and swimming and for mixed age groupings. The phrase “supervised at all times” means that each staff person shall be assigned the responsibility of supervising specific children.
**CHILD/STAFF RATIOS**

Child/Staff ratios followed by the Philadelphia Freedom Valley YMCA will always comply with the following requirements in accordance with the PA Department of Public Welfare:

<table>
<thead>
<tr>
<th>Ages</th>
<th>Staff</th>
<th>Children</th>
<th>Maximum Group Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Young school age (kindergarten to 4th grade)</td>
<td>1</td>
<td>12</td>
<td>24</td>
</tr>
<tr>
<td>Older school age (4th grade to 15 years old)</td>
<td>1</td>
<td>15</td>
<td>30</td>
</tr>
</tbody>
</table>

*When children are grouped in mixed age levels, the age of the youngest child in the group determines the staff/child ratio.

**PARENT COMMUNICATION AND INVOLVEMENT**

**PARENT INVOLVEMENT**

Partnering with families and making sure they have a role in their children’s education is an important part of the learning experience. Parents should be offered a variety of ways to be involved. Through partnerships with their parents, teachers develop the best strategies for most effectively teaching the children in their care. Children thrive in environments where there is a cooperative relationship between families and teachers.

Please make every attempt to read the information that is posted in classrooms and that gets sent home to you with your children or via email. Your understanding of and cooperation with all policies is basic to meeting your child’s needs and the smooth operation of the program. Please feel free to discuss your child’s experience with the staff as soon as a question or a problem arises.

We will periodically ask you to evaluate the quality and effectiveness of the program through surveys. Your feedback is essential in helping us to provide programs and services that meet your needs.

Parents are always welcome to share their time, talents, culture, and interests with the School Age Child Care Program. Please let us know if you ever want to volunteer to help with a project or participate in our program in any way.

**OBSERVATION/ ASSESSMENTS AND PARENT CONFERENCES**

As part of your child’s participation in YMCA licensed programs the staff is required to provide you with feedback on how your child is developing. Staff will complete a child progress report two – four times a year that is based upon observations of your child’s participation, involvement in activities, interests and interactions with others. You will be provided with an opportunity to review the report with the staff through Parent Teacher Conferences. You will be provided with a copy of the report. These reports are not intended to treat, diagnose, or recommend any services. They are merely informational for you and may be used in order to help staff plan appropriately for
the children in the program to ensure that each child has the opportunity to participate to his or her fullest potential.

REQUEST FOR IEP
The goal for children with disabilities is the same as for children without disabilities. It is to help the child access the curriculum and maximize their potential. Observation of the child will help to establish their needs. Obtaining an Individual Education Plan (IEP) to help answer basic questions about the nature of a child’s disability and what must be done to help meet the child’s learning goals will enable the teachers and parents to develop the best strategies to ensure the child’s success in the classroom.

*In the event that your child has an IEP/IFSP, we ask that you provide us with a copy. We will work with you to develop specific goals to be worked on while your child is in our care.*

PARENT/STAFF COMMUNICATION
As a parent, you are welcome to visit our sites. You must schedule the visit with the Program Director 24 hours prior to the visit (see contact information at the end of the handbook). If you are concerned about your child, call the site phone and speak with the Site Director/YMCA staff. Each school has a communication board which is updated daily. Each facility will send out monthly newsletters and communication. Periodically we will provide you with health, safety, and developmental information and articles, as well as community resources as needed. If you or your family requires written information in a language other than English, please speak to the center director so that efforts can be made to accommodate your needs.

Parents should speak to the YMCA staff at your site first about any issue or concern that they may have. Staff will bring any concerns to the attention of the Program Director/Supervisor. However, parents are encouraged to speak to the program director at any time if they feel that their needs are not being heard or addressed.

COMMUNITY RESOURCES/REFERRAL
Your childcare director can be a wealth of knowledge and can assist you with community resource information about topics including health and human services, wellness, nutrition and fitness, crisis management and preventions, and/or child development.

Based upon observations of a child’s behavior and results of developmental screenings and assessments, YMCA Staff may feel that a child is in need of additional support services. In this case, the staff will share these concerns with the director, along with any supporting documentation. The director will schedule a meeting with the child’s family to discuss what resources may be at the families’ disposal. Together, the teacher, director and family will come up with a plan of action to address the concerns and enlist the help of outside agencies, such as Early Intervention, as necessary.
YMCA CONTACT INFORMATION
www.philaymca.org

891 N. Eagle Rd
Havertown, PA 19083
Phone 610-649-0700
Fax 610-645-0658

Administrative Staff:
Sarah Killeen, School Age Child Care Director
skilleen@philaymca.org

John Verlinghieri, Senior Program Director
jverlinghieri@philaymca.org

For questions regarding payment Please contact:
Ziba Hafezian Zhafezian@philaymca.org
Jody Gleason jgleason@philaymca.org
ACKNOWLEDGMENT OF RECEIPT OF FAMILY HANDBOOK

This is to acknowledge that I have received a copy of the Philadelphia Freedom Valley YMCA School Age Child Care Family Handbook. I understand that the handbook is intended to serve as a guide of the YMCA’s policies and procedures as well as a program overview and resource.

I acknowledge that I have read the information herein and understand that it describes the responsibilities of both the parents/guardians and the YMCA for child care.

_________________________________________  ______________________________
Parent/Guardian Signature                           Date

_________________________________________  ______________________________
Child’s Name                                      Program/ Branch

YMCA COPY
Please sign and return

Policies and procedures are reviewed periodically and are subject to change or revision.