

YWCA Child Center

Parent Handbook



419 9th Street North
La Crosse, Wisconsin 54601
608.785.8541

Revised: 09/2013, 01/2014, 08/2014, 05/2015, 09/2015, 06/2016, 01/2017, 08/2018

YWCA Child Center

Founded August 2011

MISSION:

The YWCA Child Center will provide high quality care for the children and families we serve while striving to eliminate racism and promote peace, justice, freedom, and dignity for all.

PHILOSOPHY:

Our philosophy is to enhance the learning of all children and families. We strive to uphold the values of eliminating racism and empowering parents to help their children grow and learn physically, socially, emotionally and intellectually at each child's own individual pace. Our program provides opportunities to make choices and develop independence and positive self-esteem. We encourage each child to be creative and solve problems with guidance as needed.

We know that children learn spontaneously and actively through play; therefore play is planned to allow learning to happen individually or together in small groups. Activities in the environment include art, music, literature, science, math, sensory play, cooking, and daily outdoor play experiences.

Our staff strives to accept and respect the dignity, worth and uniqueness of each child and family.

We value parents as partners in all aspects of the growth and education of children.

ADMISSION:

The YWCA Child Center is licensed by the state of Wisconsin for 72 children ages 6 weeks-11 years. Wisconsin State Licensing Rules—DCF 251-will be located in the back cover of the sign-in book along with a parent handbook for parents/guardians to review or on-line at www.ywcalax.org under child care in the programs link. All licensing certificates and recent inspections will be posted around the parent information board across from the office window.

Enrollment may be full (over 25 hours/week) or hourly (based on availability) for ages 2 and older. Children under 2 need to be full-time or have a shared agreement approved by the Center Director and another family to share a full time opening. See page 20 for rates.

Applicants will be served on a first-come, first-served basis regardless of race,color, creed, gender, national origin, or religious affiliation. The YWCA Child Center in agreement with Western Technical College will hold up to 25% of its available openings for children of students at Western Technical College.

The YWCA Child Center does not discriminate on the basis of special needs in accordance with the American Disabilities Act. The YWCA Child Center will attempt to accommodate children with special needs as long as a safe, supportive environment can be provided for the child.

Families wishing to enroll their child after the YWCA Child Center is filled will have the option of being placed on a waiting list and notified when an opening is available. Contact from the families is encouraged during the time on the waiting list to ensure that all information is current.

ENROLLMENT AND DISCHARGE OF ENROLLED CHILDREN:

To begin the enrollment process, the parent/guardian must pay a non-refundable \$50.00 registration fee that cannot be applied towards tuition. At that time an enrollment packet will be given. The registration fee will secure a spot for care. Pertinent information must be given to the Center Director, listing times of care needed, child's date of birth, and how best to reach the family.

The following items must be completed and returned to the center by the first day of attendance.

- Child Care Enrollment
- Health History and Emergency Care Plan
- Alternate Arrival / Release Agreement – Child Care Centers (if applicable)
- Intake for Child Under 2 Years – Child Care Centers (if applicable)
- Transportation Permission – Child Care Centers (if applicable)
- Infant Meal Notification-USDA (if applicable)
- Income Statement-USDA (if applicable)
- Tuition deposit / registration fee
- Parent / Provider agreement
- Family Registration Form
- Policy agreement form
- Inquiry Form

We will inform you of any updates that are needed and give you one week to submit the updated forms.

The following items must be completed and returned to the center within 30 days of enrollment.

- Child Health Report – Child Care Centers
- Day Care Immunization Record or an electronic record of your child's immunizations.
- Articles to Bring to the Center:
 - A bag containing a complete change of seasonal clothing that fits, or specific articles that need replacing i.e. underwear, socks, shirt, pants.
 - Outerwear appropriate for the weather, i.e. Two pairs of waterproof mittens and hat to be left at the center, boots, scarf, jacket, hat, snow pants.
 - Pull-ups and a box of wipes for children who are not completely potty trained and over age two. Diapers, wipes for children under 2.
 - A small security item to be given at naptime that can fit into the child's cubby (if needed).

The parent/guardian will meet with the child's teacher **PRIOR** to the child's first day to discuss the child's individual personality (bring completed enrollment and health history forms) and to help ensure a proper transition between home and school. The child is encouraged to attend at this time to meet his/her teacher and visit the school environment. Families of children under 2 years old will complete an additional 'Under 2' Intake Form to clarify the child's individual care for feeding, diapering, napping and comforting. This form will be updated every 3 months.

The information on these forms will remain **confidential** and will be shared with the staff only as required to meet the needs of the child. This information will not be available to anyone else without the written consent of the parent or legal guardian.

A child may be discharged from the center for reasons such as, but not limited to:

- Failure to pay fees on time (grounds for immediate termination, without advance notice).
- Lack of parental cooperation.
- Inability of child care program to meet the needs of the child. We will consult with the parent concerning how any problems might be solved before ending the care arrangement. The parent will be referred to other community resources.
- Repeated failure to drop off or pick up the child at the scheduled time.
- Failure to complete and return required forms.
- Failure to comply with the terms of the child care contract.

We will give a one week written notice of our intent to discharge a child and try to inform parents of local resources that may be of help to them, except when the discharge is due to parent's failure to keep current with fees owed or because of violent behavior. Should the parent remove the child during the notice period we initiate, fees will not be charged for the remaining unused days.

Parents must give a two week written notice of their intent to withdraw the child(ren), and will be required to pay for those two weeks whether or not children continue to attend. **All outstanding fees must be paid.**

SCHEDULE:

The YWCA Child Center is licensed by the State of Wisconsin, Department of Children and Families (www.dcf.wisconsin.gov). We are licensed to care for no more than 72 children at any one time. We are inspected regularly to ensure that we meet licensing standards. YWCA Child Center has received a five star rating with Youngstar.

Child care services are available without discrimination on the basis of sex, race, color, creed, disability, sexual orientation, national origin or ancestry.

YWCA Child Center will provide care for children ages 6 weeks - 11 years.

The YWCA Child Center is licensed for service from 7:00 a.m. – 5:30 p.m., Monday through Friday.

The YWCA Child Center will operate 51 weeks of the year, with the exception of being closed on major holidays.

Holidays: Child care services will be provided between the hours of 7:00 A.M. and 5:30 P.M., Monday through Friday, year round. No service will be provided on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day. All regular fees will be charged for these holidays. If a holiday falls on a Saturday, we will typically be closed the previous Friday. If a holiday falls on a Sunday, we will typically be closed the Monday following. The schedule will be distributed to all families and posted in the Center by January 1 of the upcoming year and reminders will be given in the monthly newsletters.

Staff Development Days: YWCA Child Center will be closed 5 days throughout the year for staff development and center cleaning. The schedule will be distributed to all families and posted in the Center by January 1 of the upcoming year and reminders will be given in the monthly newsletters.

Severe Weather Closings: Parents are notified by YWCA Child Center to pick up their children ASAP. Closings for weather will be announced via email, Facebook, on our website, community closures on WKBT and La Crosse Tribune or text messaging. Tuition will not be refunded or credited for weather related closings.

FEES:

A one-time, non-refundable registration fee of \$50.00 accompanied by a parent's schedule must be paid in order to receive the enrollment packet of forms. The fee is good for one calendar year. The fee will only be returned if we are unable to provide care for your child.

Beginning August 21st, 2018, **weekly tuition payments are due no later than Friday at 5:30pm.** Any fees not paid on time will be assessed a late fee of \$15/week. YWCA Child Center reserves the right not to provide care on the following contracted day, unless payment has been made or written arrangements have been made with the Center Director and Business Manager. YWCA reserves the right to change payment due date or time, given 30 days notice to parents.

Payments may be made by cash, check, money order, credit/debit card, or ACH transactions. All returned checks will be processed a fee of \$40.00. Fees are charged according to scheduled hours. Hours and days not used cannot be 'traded' for other unscheduled times. No refunds are made for days your child is absent unless your child is ill long-term with a communicable disease or is hospitalized.

There will be a 15% tuition discount for any additional children enrolled from the same family that are over the age of two. The sibling contracted for the most hours will be billed at full rate per current rate sheets. This discount does not apply to registration fees, drop in or one-day care for non-contracted families or holding fees.

YWCA Child Center gladly accepts government assistance for any of our enrolled families. All children of government funded families will be contracted at our full rate per the center's current rate sheet. We work with each family on a case-by-case basis to determine the subsidies provided by the government agency and any required co-payment. Weekly co-payments are due no later than Friday at 5:30pm. Any fees not paid on time will be assessed a late fee of \$15.00/week. The center reserves the right not to provide care the following contracted day unless payment accompanies the child on the next day of attendance. If you are no longer authorized for subsidy, the balance must be paid in full as stated above. If your authorization ends at any point, you will be required to pay the full balance due until you are reauthorized. Your weekly billing cycle is an estimated co-payment which may be adjusted weekly depending on attendance. **Parents who receive financial assistance for child care will be responsible for any balance of payment due if the funding source does not cover the entire amount.** If you have assistance and do not attend, you are responsible for payment of that day. If there is an overpayment from Wisconsin Shares funding, the excess will be put into the YWCA Child Center Scholarship fund.

To streamline the billing process it is the recommendation of YWCA La Crosse to have an ACH (automatic payment) put into place. Questions concerning billing should be addressed to YWCA La Crosse's Child Center Director and Business Manager. The preferred method of payment will be an ACH or autopay, but if that is not possible fees can be paid by credit/debit card, cash, money order, or check payable to YWCA Child Center. **The YWCA Child Center reserves the right to cancel enrollment for non-payment of fees.** Parent/guardian financial challenges will be dealt with on an individual basis by YWCA La Crosse.

YWCA Child Center closes promptly at 5:30pm. Any parent/guardian late to pick up their child will be charged a late fee of \$15.00/child beginning at 5:31 and for every 15 minutes thereafter.

5:31-5:45, \$15 charge/child

5:46-6:00, \$30 charge/child

6:01-6:30, \$45 charge/child

If a child is left at the center later than 5:30pm and the center is unable to contact someone to pick up the child(ren), the police will be called.

Statements for tax information purposes will be given to families upon request. This will include the tax ID number of YWCA La Crosse.

Holding Fee: If you choose not to utilize the YWCA Child Center for a **week or more**, you will be asked to pay a holding fee to maintain your child's spot in the Child Center. Each child enrolled has ten holding days (2 weeks) in a 12-month period. Holding days must be applied to days when the child is not in attendance. No other credit or make-up days are given for scheduled days missed by the child. Parents must notify YWCA Child Center staff when a holding week will be used, within 14 days of their absence. When a holding fee is used, the parent will be charged \$20.00/day (\$100.00/week).

Scholarships: YWCA La Crosse has limited monies to assist with paying tuition. These scholarships are need based and require an application to be completed. Any family struggling to pay their tuition should schedule a meeting with the Center Director as soon as possible.

ATTENDANCE:

Parents are responsible for signing their child in and out daily on the attendance forms and signing the forms at the end of the week. New forms will be provided each week. Attendance forms will be kept on file. If someone new is picking up your child, the staff **must** have their name in writing and they will be asked to show a photo ID for verification.

Parents/guardians are expected to call within an hour of their child's arrival time if their child will not be in attendance for the day or will be late. If no contact from the parent/guardian has been made, the staff will make every effort to contact the parent/guardian to ensure that the child is safe.

Licensing requires that staff make every attempt to contact families within an hour of the child's scheduled time if the child has not arrived, in accordance with WI licensing rules. We have to call – it's the law!!

STAFF:

The YWCA Child Center teaching staff is professionally trained in early childhood education with an Associates or Bachelors degree. All staff is required to participate in yearly training opportunities such as Pediatric First Aid and CPR, Bloodborne Pathogens, Child Abuse, Shaken Baby Syndrome, Sanitation and other professional development courses. Staff attend a minimum 25 hours of continuing education each year.

Staff will supervise children by sight and sound, knowing where children are and what they are doing at all times. By using a physical count, staff will maintain accurate knowledge of the children in their care at all times. Teachers may walk with children to the hall to put/get items from their cubby. Older toddlers/preschool children are encouraged to use the bathroom independently as their skills allow.

Students in the center function as observers. Anyone taking classes in the Center for Childhood Education or associated with the Early Childhood Program at Western Technical College has undergone a caregiver background

check. All students will be required to sign a confidentiality agreement and will be under the supervision of YWCA staff.

Education/Curriculum:

PLAY is the major component of our program. Enough time, materials, and space will be provided for children to actively explore the world around them.

We strive to provide many multicultural resources for enrichment of your child’s world. One goal of the YWCA Child Center is to eliminate racism. We will use the AMAZE (anti-bias) curriculum, Creative Curriculum, and Emergent Curriculum in the classrooms as well as incorporating Wisconsin Model Early Learning Standards (WMELS) into the lesson plans. Each child will have a portfolio and goals that will be discussed with families at bi-annual conferences. Classroom Projects are incorporated in lesson planning. We will celebrate some generic holidays with no religious associations. Our environment is important aspect of our curriculum. A learning environment is created that is child-centered with a rich supply of age-appropriate toys and equipment for children to experience and explore. Many classroom activities are chosen based on children’s interests.

All of our programming is closely aligned with Wisconsin Model Early Learning Standards (WMELS). We create interest areas where children learn through play. Our experienced and highly qualified teachers are experts in “teachable moments”. All our teachers use intentional planning for their lessons. This means that the teacher is assessing your child’s individual developmental needs and creating lessons that will foster growth and development in that area. Creative Curriculum guides all our lessons.

All children will have a portfolio that will help guide the teachers in their assessments. These portfolios will be shared with the parents at conference time. Progress reports are completed by the teachers on each enrolled child. You can expect the reports bi-annually. This tool provides benchmarks for the teachers to intentionally plan their lesson to maximize your child’s educational experience. Parent/Teacher conferences are held twice a year for parents who wish to meet with their child’s teacher, or by appointment. A conference can be scheduled at any time.

The YWCA Child Center will use a flexible schedule to help your child to have a good day. A child will be able to experience these things throughout the day: group and individual activities, creative expressions, active and quiet times, outdoor play and intellectual stimulation.

An outside agency may be contacted with parents’ permission for evaluating individual children who show a need for extra help in a developmental area such as but not limited to, speech, physical therapy, and occupational therapy.

DAILY SCHEDULES:

The following schedules are guidelines that remain flexible in order to respond to individual needs and special events.

The educational program in all age groups will provide opportunities for learning in the areas of language/literacy, mathematics, science/technology, social studies, technology, health and safety, and the arts. We may choose to implement components of Creative Curriculum and diversity curriculum into our planning as a flexible framework. Developmentally appropriate activities will be planned for each age group (Infant/toddler-preschoolers). Teachers use children’s interests and curiosity about the world to engage them in learning. Weekly lesson plans are available for parents’ review.

Teachers will strive to help all children make a smooth transition from one activity to another and eliminate wait times, providing songs or games to make transitions as easy as possible.

Your role as a parent is very important to us. All children and families are different and we strongly encourage you to meet with your child's teacher to become accustomed to each other. Although all of our teachers are educated in child development, they take the lead from you and your child.

Field Trips: Field trips are an extension of the educational program. Excursions are walking field trips in which children are able to visit the La Crosse Main Branch Library, Western Tech campus and the neighboring community. For a child to participate, a field trip authorization form must be on file. Parents will be notified in advance of date, time and destination. These will be posted on the classroom bulletin boards and printed in the newsletter.

YWCA Child Center Typical Day:

Infant Classroom: 6 weeks -1 year old

The infant classroom will develop a flexible daily schedule according to the child's individual eating and sleeping patterns. Diapering is performed as needed for each child. Feeding and routine care will be done as needed and routines will be introduced as the child and families are ready.

7:00: Center Opens
Free Play with music on
Infant Bottles/Diapering/Naps as needed
8:30: Breakfast/on demand for under 12 months
Nap/Diapering as needed
Storytime
Music time
Outdoor play (weather permitting)
11:30: Lunch/on demand for under 12 months
Nap/Diapering as needed
Sensory
Art Time
Storytime
2:30: Snack
Outdoor play (weather permitting)
Music time
5:30: Center Closed

Toddler 1, 2 & 3 Classrooms:

The toddler classrooms will develop a flexible daily schedule according to the child's individual eating and sleeping patterns. Diapering and/or toileting is performed as needed for each child.

7:00: Center Opens
Free play with music
Diapering/Toileting/Wash Hands
8:30: Breakfast
9:00: Choice activities: art, sensory, table activities, walking field trips
10:15: Group time: songs, stories, finger play, outdoor play (weather permitting)/large motor play as alternative
11:15: Bathroom/Wash
11:30: Lunch served
12:00: Diapering/Bathroom/Wash
12:30: Naptime

2:00: Child Choice activities as children wake
Diapering/Toileting/Wash
3:00: Snack Served
3:15: Child Choice Activities
3:30: Music Time/Outdoor Play (weather permitting)
4:15: Child Choice activities
5:30: Center Closed

Preschool Classroom: ages 3-5 year olds including 4K

A flexible daily schedule will include the following items listed in the schedule throughout the week. A flexible schedule allows children to move at their own pace and make choices throughout the day.

7:00: Center opens. Children wash hands upon arrival, child-choice activities
8:30: Breakfast
Child Choice activities
Outdoor Play as weather permits
8:45: 4K begins
9:00: Gathering/planning for the day
Music/Story
Interest Centers: art, science, dramatic play, cooking, math, language arts, walking field trips, special visitors
10:20: Clean-up
Bathroom/Wash
Discussion time of morning events
10:30: Outdoor Play as permitted or alternative large motor activities
11:15: 4K Ends
11:30: Lunch Served
12:00: Bathroom/Wash/Brush Teeth
Literacy Activities
12:30: Rest
2:00: Child choice activities as children awake
3:00: Wash/Snack Served
3:30: Group Time
3:45: Outdoor Play as permitted
4:30: Child Choice activities
5:30: Center Closed

OBSERVATION & ASSESSMENTS:

YWCA Child Center staff will observe daily and document children's work, play, behaviors and interactions. Observations are the basis for assessment of the child's progress. By observing your child, the staff will understand his/her needs, strengths and areas in which your child is growing. With this knowledge the staff will plan your child's environment and create ways to help him/her learn and grow. Family members are also encouraged to share child observations from home and contribute to the assessment process.

YWCA Child Center staff encourages families to regularly contribute to decisions about their child's goals and plans for activities and services. Conferences are scheduled twice a year; one in fall and one in spring. This is a unique chance for parents/guardians and YWCA Child Center teachers to sit down without interruption to talk about your child's progress. Please note: if you have concerns or questions, feel free to address those at any time; you don't have to wait for a conference. If you have other needs concerning your child's adjustment, development or referral for services, a meeting will be set up on an individual basis as needed.

We will be implementing the Creative Curriculum Assessment Tool as part of our assessment plan for the year. Other components of our assessment include: parent interviews, daily observations and anecdotal records,

portfolios of work samples, parent-teacher conferences, or making referrals as needed. These portfolios and files are available to parents/guardians at any time.

COMMUNICATION:

The YWCA Child Center teaching staff works in partnership with families, establishing and maintaining a regular, ongoing, two-way communication on a daily basis. Staff may communicate through verbal conversations, e-mail messages, Daily Connect, by phone, or in writing. Teachers will share information about classroom rules, expectations and routines not only at enrollment time but also as needed throughout the year. Please let us know if you **EVER** have any questions, concerns, or compliments. We would love to hear from you!

If an interpreter would be helpful to any family, please inform the Center Director. The Parenting Place, UW-La Crosse, or Western Technical College will be contacted in every effort to help find an interpreter or translator in the family's first language.

Communication boards near toddler and preschool classrooms provide 'highlights' of the day. Weekly lesson plans are posted for you to view in our outside of each classroom.

Bulletin board calendars and monthly newsletters will keep parents abreast of upcoming Center events. Newsletters also provide important information about Center policies, classroom requests, office reminders and parenting tips. If there is ever a topic you need more information on, please let the director know and it will be included in the newsletter for all.

Daily Connect will be provided to infant/toddler parents/guardians indicating diapering, food, napping and mood. Parents/guardians of children under 2 will be asked to update any changes in their child's development or routines every three months on the 'Under 2' Intake Form.

Please call the YWCA Child Center **within an hour of scheduled arrival** (608-785-9541) to notify the staff if your child will not be attending the normally scheduled hours due to illness or alternate family plans. If no contact from the parent/guardian has been made, the YWCA Child Center staff will make every effort to contact the parent/guardian to ensure that the child is safe in accordance with Wisconsin licensing rules. *We have to call – it's the law!!*

Separation: Children need to be prepared for separation from their parent/guardian and being among many children. We ask that each new child visits at least once before their first day of attendance. It may be important to develop a goodbye ritual for your child with a purposeful 'goodbye' and assurance for your child that you will return. The staff will comfort an upset child. Feel free to call your child's teacher to check on your child's adjustment.

FAMILY INVOLVEMENT:

The **YWCA Child Center has an open-door policy**. This means that parents are welcome to visit the Center at **any time** (unless restricted by a court order). You are welcome to join the classrooms or use the preschool observation booth or toddler observation window to observe children in activities.

It is the goal of the staff to include all who care about children into the YWCA Child Center as we develop partnerships in nurturing, advocating for, and educating children. Our staff strives to respect the dignity, worth and uniqueness of each child and family. Our relationship will be based on communication, cooperation, and collaboration. We invite family, extended family, friends, and community members to join events, activities, and

add to our programming. We offer support in daily parenting and will help parents/guardians by sharing knowledge of available community resources and programs as needed.

There are is a Family Bulletin Board across from the Infant room that is designated to highlight current family-appropriate community events. If you have fliers and information on community events to share, please give them to the Center Director.

We encourage family members to become actively involved in our program. Participation can take a variety of forms, such as reading to the children, sharing a hobby, talent or family tradition, or donating supplies. Parents will be asked to fill out a family involvement questionnaire upon their child's enrollment.

Parents/guardians/family members are encouraged to attend family events that will be scheduled throughout the year. Events may include: 'story and snack', evening parent meetings, invitations to participate with children in activities that may include curriculum activities, a mealtime, or field trip which take place within our child care day. Although we know schedules will not always allow for your participation, we invite you to attend when possible.

The YWCA Child Center encourages parents/guardians/family members and staff to become involved in contributing suggestions and decision-making by joining the Advisory Committee Team (ACT) which meets two times each year. We encourage your participation and input.

Once a year, parents will have the opportunity to formally evaluate the YWCA Child Center using a family questionnaire. Feedback of the evaluation will be shared at an Advisory Committee Team meeting or provided to parents within a newsletter. Staff will use the feedback to set program goals for the upcoming year.

DRESS:

Dress your child in washable, sturdy clothes suitable for active and messy play. Please provide extra sets of clothing for your child in case of emergency – at least two or more. This set should include underwear, socks, shirt and pants. **Label each piece with your child's name.**

Children are encouraged to make an attempt in independent dressing skills as appropriate for their age. **Clothing with difficult straps, zippers, or snaps such as bibs or snap undershirts challenge the child who is beginning to learn toileting and should not be worn to the YWCA Child Center.**

Parents of children who wear disposable diapers or training pants are responsible for providing a sufficient supply of extra diapers and wet wipes for changing the child at the Center.

OUTDOOR PLAY:

The YWCA Child Center believes that outdoor play is an essential component of our daily schedule. The fresh air and open space are essential for children's overall health and happiness. There is an outdoor play space on the premises of the center. This play space is equipped with different surfaces to allow the children to explore several options in gross motor play. The play space is secured behind a fence. Transitions will be in small groups.

Children, including infants and toddlers, will go outdoors daily when weather permits. Please dress your child appropriately for the weather. The children may be kept indoors during inclement weather such as any of the following:

- Heavy rain
- Temperatures above 90 degrees F.
- Wind chills of 0 degrees F. or below for children age 2 and above
- Wind chills of 20 degrees F. or below for children under age 2

Please supply outdoor play clothes appropriate for the weather. Outdoor clothing, such as mittens, boots, scarves, caps, coats and snow pants **need to be labeled with your child's name/initials**. When outdoor opportunities for large motor activities are not possible because of conditions, the staff will provide similar activities inside. We feel that if children are healthy enough to attend school, they should be well enough to play outside.

NUTRITION:

YWCA Child Center will follow USDA guidelines when planning our menus. Parents providing their own children's meals and snacks will be verbally informed of the USDA nutritional requirements. No child will go without nourishment for longer than 3 hours. We will offer the following meals and snacks to all children in attendance at the times identified in the daily schedule. All meals are served family style for children over two years of age, with individual serving bowls at each table, and staff members will sit at the tables and eat with the children.

Breakfast 8:30 am - 9:00 am

Lunch 11:30 am -12:00 pm

P.M. snack 2:30 -3:00 pm

If your child has special dietary needs (whether due to a medical condition or personal choice) or has food allergies, parents must notify the center in writing. These allergies will be posted for all staff to see inside their cupboard doors, to maintain confidentiality. YWCA Child Center will supplement the item with another appropriate USDA compliant food item.

Any special diet based on a medical condition, excluding food allergies, but including nutrient concentrates and supplements, may be served only upon written authorization of a child's physician and upon the written request of the parent. Parents may also be asked to sign a 'Consent to Post' form giving staff permission to post children's allergy notices to alert all adults of the condition. The YWCA Child Center will supply Lactaid milk for children who are lactose intolerant.

Drinking water will be available and offered frequently to all children in the form of a drinking fountain or pitchers of ice water and paper cups.

Meals are prepared at the YWCA Child Center by staff. If a child comes to the YWCA Child Center hungry, staff will supply food. Food will never be offered as a reward or denied as punishment. Families are always welcome to join us for parts of the day to feed their child. Staff will support breastfeeding goals, including exclusive breastfeeding until 6 months and access to the nursing lounge.

Mealtime is designed to be a relaxing, enjoyable experience for the child. The teachers will eat with the children to guide and encourage appropriate conversation and eating behavior. Older children will help with table setting, serving of food and clean-up. Family-style service will be used to allow children to learn how to serve themselves. Toddlers will be encouraged to feed themselves while sitting at low tables or in chairs with trays.

Children under 1 year of age will be offered breast milk or infant formula, as directed by the family, along with infant foods as appropriate for the child's development. When children are ready to start eating table food it will be provided as part of the meals served in coordination with the Federal Food Program. Parents/guardians have the option of bringing in breast milk/food/formula--**labeled at home**. Mothers are welcome to breastfeed their child at any time during the day. Bottles will not be heated in a microwave.

A daily menu will be posted outside each classroom. A six week rotating menu will consist of skim milk, various meats, breads, fruits and vegetables, with variety in the types of food served. Whole milk will be served to children under the age of 2. Paper copies of the menus are available upon request. Any menu suggestions/new recipes would be greatly appreciated.

“The U.S Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual’s income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.) If you wish to file a Civil Rights program complaint of discrimination, complete the *USDA Program Discrimination Complaint Form*, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at: program.intake@usda.gov. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).”

Birthdays: ALL children like to celebrate! But food allergies make it hard for some children to participate. **Whole fruits are preferred** or commercially prepared packaged foods in factory-sealed containers are acceptable. It would safest for ALL children if these foods were sunflower/peanut/tree nut/egg free. Foods should be nutritious, and low in sugar. **Candy will not be served.** The treat will be served in addition to the meal requirements. Some may choose to donate a book or toy to the YWCA Child Center as an alternative. If you choose a treat, please consider the following Allergy-SAFE options as treats to bring for a special occasion:

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| Chips Ahoy Chocolate Chip Cookies | Chips Ahoy Soft Batch Chocolate Chip Cookies | Teddy Grahams |
| Keebler Fudge Stripe Cookies | Honey Maid, Flavorite, or ShurFine Graham Crackers | Barnum’s Animal Crackers |
| Pillsbury Creamy Supreme Milk Chocolate Frosting/Pillsbury Creamy Supreme Vanilla Frosting | | |
| Scooby Snack Graham Crackers | Blue Bunny Ice Cream Bars (vanilla ice cream with chocolate wafers) | |
| Blue Bunny Bomb Pops | Cheese Nips Crackers | Nabisco Chicken in a Biskit Crackers |
| | | Rice Krispies |
| Treats (individually wrapped from Kellogg’s, not homemade) | | Kellogg’s Strawberry Pop Tarts |
| Kellogg’s Cinnamon Pop Tarts | Betty Crocker Fruit Snacks | Fresh Fruit |

Please note: Because ingredients and manufacturing processes can change, caregivers of food-allergic children must read every new label, every time. A product that is safe one day may be manufactured differently the next. Also, different brands of the same food often have different ingredients and manufacturing processes, so the specific brand can make a difference in snack selection.

HEALTH:

Each child under 2 shall have an initial physical examination not more than six months prior to entry and a follow-up exam at least six months after admission. Each child 2 years and older shall have an initial health exam not more than one year prior to admission and a follow-up exam at least once every two years. If an exam has not been completed upon entry, an appointment date for an exam must be made within the first week of enrollment and reported to the YWCA Child Center director. **The Child Health Report should be in the child’s file within 30 days of the child’s first day of attendance.**

State law requires all children to be fully immunized. A record of your child’s immunizations must be on file on the child’s entry day. The Center director will meet with the parents/guardians of all under-immunized children to discuss compliance alternatives established by state licensing law and accreditation standards.

The staff of the YWCA Child Center requests that each child wash his/her hands upon entering our school each morning to help control illness.

Children older than 2 1/2 will be invited to brush their teeth daily as time allows. Brushing supplies will be furnished by the YWCA Child Center. Donations of toothbrushes are greatly appreciated.

Toys will be washed on a regular rotating basis in order to deter the spread of germs.

The YWCA Child Center staff asks that each morning at home, please check your child for any signs of illness: a fever (over 100 degrees), diarrhea, vomiting, rash, sore throat or inflammation of the eyes. **If your child exhibits these symptoms he/she should be kept at home.** We also request that your child only return to school **24 hours** after the last episode of vomiting, diarrhea, or fever over 100 has broken--without fever-reducing medication (Tylenol/ Ibuprofen)--to help stop the spread of illness.

Upon arrival at the YWCA Child Center and throughout the day, a daily health observation will be made of your child by staff members. If your child displays any of the following signs of illness, he will be made comfortable and moved to a supervised area away from the other children and a parent/guardian will be called. Exclusion criteria may include:

- The child does not feel well enough to participate in the usual activities of the program
- A temperature of 100 degrees or higher
- An unidentified rash
- Vomiting
- Diarrhea = watery or unformed stools not contained in diaper/toilet (three within two hours)
- A contagious disease, such as chicken pox, strep throat, or pink eye

YWCA Child Center is not authorized by the licensing agency to provide care for mildly ill children.

If these symptoms are present your child will be sent home in order to help contain the spread of illness. **Your child may NOT return until he/she has been symptom free for 24 hours without medication even if a doctor note was received.** YWCA Child Center will work with families to the best of our abilities; but do not want other children at risk.

YWCA Child Center will report all communicable diseases, when required, to the regional licensing office of the Department of Children and Families, to the local health department, and to parents of all enrolled children. Parents of all enrolled children will be notified when their child has been exposed to an illness other than a communicable diseases. A dated health sign will be posted to alert parents to symptoms of illness that may be infecting the center. To give accurate information to others, we ask that you notify us as soon as possible if your child will not be attending YWCA Child Center due to illness.

If your child is hospitalized or is ill with a communicable disease, we will credit your child care bill as long as prompt notification of the illness is given to YWCA Child Center. These communicable diseases include measles, German measles, mumps, chicken pox, whooping cough, scarlet fever, infectious hepatitis, meningitis or strep throat. Your child must have a doctor's permission slip to return to the YWCA Child Center or remain out for the time period indicated by the Health Department.

Contagious conditions which require treatment must be verified by a physician with a written statement indicating the child was treated, when, and with what method. Examples of these contagious illnesses include, but are not limited to ringworm, head lice, pink eye, staphylococcus, and scabies.

The YWCA Child Center implements a nit free policy. This means a child may return to school when he/she has been treated with an application of a lice-killing product **and** all lice, eggs (nits), and egg cases have been removed from the child's hair.

YWCA Child Center will administer medications under the following conditions:

- It is not the first dosage of the medication given to the child.
- It is not expired.
- Prescriptive and non-prescriptive medication will only be given to children if parents have completed the authorization form provided.
- All medicine must be in its original container bearing the label with child's name, dosage and administration directions.
- We will not exceed the age-related dosage on the label of any medication without a written doctor's authorization.
- Blanket authorizations, such as dispensing pain relievers at the center's discretion, are not allowed.

If medication is being delivered by a device the parent or health care provider must write instructions on for use that include signs and symptoms that the medication is needed. The parent or health care provider must also demonstrate the use of the device and any special care after use.

Non-prescription medication may be given if it is in the original container and labeled with the child's name. The medication request, signed by the parent, includes the dosage and directions for administering as recommended by the child's health professional.

Sunscreen, hand lotion and insect repellent may be applied upon the written authorization of the parent. The authorization shall include the brand and ingredient strength of the sunscreen or repellent. Authorizations will be reviewed every six months and updated as necessary.

Health procedures for chronic health conditions, such as asthma, diabetes, seizures or allergies, will be dealt with on an individual basis. All specialized procedures will be recorded on the child's emergency plan form and be fully explained and demonstrated to the staff by the parent.

All YWCA Child Center Staff are trained in Pediatric First Aid and CPR and the proper administration of medications.

Minor injuries will be washed with soap and water and covered with a bandage or treated with ice. Parents will be told about the minor injury when the child is picked up at the center or delivered to the parent or other authorized person.

If there is a need for emergency medical treatment, 911 will be called and the child will be taken to Mayo Clinic Health System, which is the closest medical facility. A staff member will accompany the child. Should an ambulance be needed, parents will be responsible for any costs. Parents will be contacted as soon as possible after contacting 911. If possible, we will ask that your child be taken to the emergency medical facility that you designated on the child enrollment form.

YWCA Child Center staff are Mandated Reporters, which means we are required to report any incident in which a child appears to be abused or neglected to the County Department of Social Services, the Child Protection Agency or the local police department. Any parent/guardian who has reason to suspect abuse by a staff person should report the concern to one of the above agencies.

Pets: Other than fish or hermit crabs, which will be solely housed in fish tanks, the YWCA Child Center will not own or keep a pet on the premises. Parents will be notified (written fliers/verbally) of any visits by other animals from the Humane Society or family pets before the visit occurs.

Toileting: Staff will plan toilet learning in cooperation with the parent so that the child's toilet routine is consistent between the YWCA Child Center and his/her home. No attempts for toilet learning will begin before the age of 18 months in accordance with licensing rules. Application of lotions or ointments to a child during diapering will be made only by specific written authorization by the parent. **For toddlers and children still toilet learning, please dress them in clothing that is easy on, easy off!**

REST:

Rest or nap time will be provided for all children younger than five years of age who are in care for more than four consecutive hours. Children who do not sleep may get up after 30 minutes and children who awaken early will be allowed to get up when they wake. We will help awake children find appropriate activities.

Children under the age of 12 months will be assigned a crib that will only be used by them, until the child turns 12 months. Children over the age of 12 months will rest on a nap cot that is covered by a sheet. Each child will have a cot labeled with his/her name. The sheets will be laundered at the center weekly or immediately upon being soiled. Each child will be provided a small blanket, as well. The blankets will be laundered weekly, or immediately upon being soiled.

Children are allowed to bring a small security item or soft item to YWCA Child Center to use during naptime. This security item must fit in your child's cubby, and must be labeled with their name. Please do not send toys with your child to daycare.

CHILD GUIDANCE:

Children learn to be good friends by caring about each other, sharing and taking turns, playing cooperatively, expressing feelings, and respecting others while taking care of classroom materials. YWCA Child Center staff interacts with the children to model these behaviors and facilitate children's social/emotional learning.

Teaching staff will do their best to anticipate behaviors to prevent potential behavior issues. The YWCA Child Center philosophy of discipline is to provide all children with positive guidance, redirection and the setting of clear limits. The goals of these procedures are to help children develop self-control, self-esteem and respect for the rights of others.

- Children will be positively reinforced in appropriate situations.
- Children's individual worth will be recognized.
- Children who require guidance will be given it without being demeaned.
- Children will be given appropriate verbal cues before a transition which will occur, allowing the child adequate time to conclude activities.
- Curriculum planning will include a variety of ways children can release and express their feelings.

We understand that there will be times when a child will become distraught, fussy, or won't stop crying. First, we will attempt to determine the cause of the distress. It may be related to a basic need such as hunger, comfort, or that the child just needs extra time or attention. At these times the YWCA Child Center staff will stay calm and will do whatever it can to soothe your child. Their feelings will be respected. This may mean allowing your child to cry for a few minutes. A soft classroom space will be designated for children needing comfort and/or the opportunity to calm down. If several attempts fail, another teacher or the director will be called to try to soothe your child. However, there also may be times when we need your advice or assistance. We won't hesitate to call you if we feel that it is necessary. The YWCA Child Center does not use "time outs" to deal with unacceptable behavior.

YWCA Child Center recognizes that no single technique will work with children every time. If a child exhibits unacceptable behavior, we will request a conference with parents to consider how to deal with the behavior. If the

behavior continues, next steps include referrals to appropriate community resources and/or discharge of the child from care.

In accordance with DCF 250 Licensing Rules for Child Care Centers, actions that may be psychologically, emotionally or physically painful, discomfoting, dangerous or potentially injurious are prohibited. Prohibited actions include spanking, hitting, pinching, shaking, slapping, twisting, throwing or inflicting any other form of corporal punishment on the child; verbal abuse, threats or derogatory remarks about the child or the child's family; physical restraint, binding or tying the child to restrict the child's movement; enclosing the child in a confined space such as a closet, locked room, box or similar cubicle; withholding or forcing meals, snacks or naps; actions that are cruel, aversive, humiliating or frightening to the child; or punishing a child for lapses in toilet training. These forms of punishment will never be used, even at a parent's request.

ARRIVAL & DEPARTURE PROCEDURES:

Entrance to the YWCA Child Center will be through the locked security door, opened by using your individualized parent access code. Each family member who routinely picks-up or drops-off will be issued an access code for entrance into the Center between 7:00 a.m. and 5:30 p.m. Monday-Friday. Western Technical College student ID's can also be activated. Lost or stolen cards must be reported immediately to the Center Director.

The staff's responsibility for your child begins when they are signed in by the family member or authorized adult and ends when the child is signed out.

We ask you to be diligent in the use of your access code for entrance purposes, as our main goal is keeping your child safe. Staff caring for children may not be available to come open the door for you if you forget your card, especially during the early morning and late day closing hours. Any adult coming to the center to drop off/pick up without an access code will need to show proper ID to a YWCA Child Center staff person.

For your child's safety, we request that you discourage your child's use of the handicapped door release (unless there is a legitimate reason for opening the door with assistance), or to run ahead of you outside of the building. It is imperative that children not leave the safety of the child care building without the accompaniment of the parent or adult who is picking them up.

Upon arrival, the parent will:

- Personally take the child into the center
- Sign the child in on the sign-in sheet, including time of arrival.
- Assist the child (if necessary) in taking outdoor clothing off and **washing hands**.
- **Talk to a YWCA Child Center teacher to let him/her know the child has arrived and share any important information.**
- Enter and exit the building by the designated door.

At departure time, the parent will:

- If an activity is in progress, wait until it is completed, if possible.
- For safety--**PLEASE DO NOT PICK YOUR CHILD UP OVER THE FENCE!** Use the front entrance.
- Notify the teacher you are picking up the child.
- Together read the information posted about the day's events.
- Assist the child in putting on outdoor clothing (if necessary). **Take belongings from cubby area.**
- Sign the child out in the attendance sheet.

Parents may authorize additional adults to pick up their child from the YWCA Child Center by listing names on the appropriate enrollment form. **The Center's staff will not release a child to anyone not listed on the form without**

written authorization by the parent. An unknown adult coming to pick up a child for the first time will need to show a photo ID upon ringing the bell for access through the security door.

Custody: Parent/legal guardians may want to add or delete names from the authorization document. In the event that one parent wants to remove the other parent from the authorization form, it is required they provide the appropriate legal documentation in order to do so. Unless we have the accurate paperwork, we cannot keep a child's custodial parent from picking up their child.

Please do not ask YWCA Child Center staff to choose side in custody issues. It is our goal to remain a neutral place for your child to learn and grow. We cannot restrict any personal or medical supplies that are needed for care to go home with a parent unless there is supporting legal documentation.

Bus transportation: Parents should discuss with the YWCA Child Center staff any variation in the child's arrival or departure routine, especially regarding transportation from another school program to the YWCA Child Center via school bus or cab. An **Alternate Arrival/Release Agreement** will need to be signed upon enrollment. Should a child not arrive as expected from bus or cab transportation, staff will be required to call the child's school, the bus or cab company and notify the parent. Therefore, we require the parent to notify the Center promptly if there will be change in the child's routine transportation to the Center.

If the parent or other authorized persons arrives to pick up a child and that person appears to be intoxicated or under the influence of drugs, all reasonable steps will be taken to prevent the person from leaving with the child, including offering to call a cab or another contact person. While YWCA Child Center cannot legally withhold a child from the legal guardian, we will not hesitate to call local authorities if we feel as though the child is in danger.

YWCA Child Center staff are mandated reporters. This means that we are required by law to report any suspected child abuse or neglect.

DISMISSAL & GRIEVANCE PROCEDURES:

It is the philosophy of the YWCA Child Center that teachers and parents/guardians will work together to make decisions about how to best support children's development and learning or to handle problems or differences of opinion as they arise. We value parents as partners in all aspects of the growth and education of their children.

If there is a behavior, social-emotional, or academic concern, YWCA Child Center staff will meet with the family to determine if the program meets the needs of the child's total development. An Individual Guidance Plan or IEP will be made with input of parents and guardian to be assessed periodically.

A child may be discharged from the center for reasons such as, but not limited to:

- Failure to pay fees on time (grounds for immediate termination, without advance notice).
- Lack of parental cooperation.
- Inability of child care program to meet the needs of the child. We will consult with the parent concerning how any problems might be solved before ending the care arrangement. The parent will be referred to other community resources.
- Repeated failure to drop off or pick up the child at the scheduled time.
- Failure to complete and return required forms.
- Failure to comply with the terms of the child care contract.

We will give a one week written notice of our intent to discharge a child and try to inform parents of local resources that may be of help to them, except when the discharge is due to parent's failure to keep current with fees owed or because of violent behavior. Should the parent remove the child during the notice period we initiate, fees will not be charged for the remaining unused days.

Parents must give a two week written notice of their intent to withdraw the child(ren), and will be required to pay for those two weeks whether or not children continue to attend. **All outstanding fees must be paid.**

Grievance Policy: A grievance, such as a feeling of unfair treatment or dissatisfaction with aspects of the program, should first be discussed with the staff person and then the YWCA Child Center director. When difficulties or differences arise that are not resolved through communication with the staff, parents may request, in writing, a grievance conference. The family will meet with the staff member, the Child Center Director and the YWCA Executive Director. A written account of the grievance will be kept on file.

YWCA Child Center staff wants to welcome all families! We are excited to be included in your lives and want to make this the best experience that we can. You can expect from us that we will do our best to care for your child and give them a variety of experiences that will enhance their lives. You can expect that we will communicate your children's experiences to you and let you know the how your child is developing! Our expectation from you is that you will read our friendly reminders, sign in/out daily, check in with teachers, check cubbies for art and soiled clothing, bring appropriate clothing for the season, and adhere to the medical policy.

What do I bring to school?

Parents of all children should bring the following:

- Several changes of clothes that are seasonally appropriate – at least two and replenish them when soiled.

If your child uses diapers:

- Supply of diapers and wipes.

Infant room:

- Enough bottles for the day, extra clothes, diapers and wipes, blanket, Breast milk labeled w/name and date , pacifier if needed

2018 Rates

Age/room	Weekly	Daily	Hourly
Infant	\$205.00	\$50.00	N/A
1yr-old	\$205.00	\$50.00	N/A
2yr-old	\$185.00	\$50.00	\$10.00
3 and up	\$185.00	\$50.00	\$10.00
Drop-in	N/A	\$50.00	\$10.00

PARENT/GUARDIAN ATTESTATION AND SIGNATURE

I, the parent/ guardian, by my signature below attest that I have received a copy of the child care center policies with an effective date of September, 2018. I further attest that I have read and understand these policies, and I agree to abide by them.

Parent / Guardian Signature

Date

YWCA Child Center

Date