



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# FAMILY HANDBOOK

General Guidelines, Policies, and Procedures

YMCA of Parkersburg  
1800 30<sup>th</sup> Street Parkersburg, WV 26101  
(304) 485-5585

Brianna Howard, Family Services Director  
Hannah Onesto, Family Services Coordinator

Dear Parents/Guardians,

Welcome to the YMCA of Parkersburg. Whether its Summer Camp, After-school, or Toddler/Pre-school Care, we are here to help your child flourish socially, emotionally, cognitively, and physically. We want your experience at the YMCA of Parkersburg to be as enjoyable as possible.

Health and safety is our first priority and we want your child to feel welcome and help them quickly realize this is a place where they belong and can be themselves. We want every child to try new things, make new friends and be a part of something great!

As you read through this handbook, you will get a better understanding of how our programs operate. Our hope is it will help prepare you and your child for a safe and fun experience. Set aside some time with your child to read this information. It will give you some suggestions to help prepare for our time together. However, if you have further questions or concerns please feel free to contact us. We are very excited and look forward to introducing your child to new friends and memories that will last a lifetime.

Our youth development programs are under the direction and supervision of professional YMCA staff with extensive experience working with children. The selection of teachers, mentors, and counselors is based on their proven experience and success. We may occasionally use volunteers who will fulfill specific needs and provide an enriched experience for each child. (\*Note: all staff and volunteers are required to pass a criminal background check before they work with children.) Lastly, the YMCA of Parkersburg's programs follow the required guidelines as stated by the WV DHHR Licensing Requirements for childcare centers and programs.

Thank you for choosing the YMCA of Parkersburg. Our wish is for every child to learn, grow, and thrive through their experiences at the YMCA. If you have any questions or concerns about our programs, please do not hesitate to contact me at 304-485-5585.

Sincerely,

Brianna Howard | Family Services Director  
[bhoward@parkersburgymca.org](mailto:bhoward@parkersburgymca.org)  
(304) 485-5585 ext. 218

# YMCA MISSION AND VALUES

## OUR MISSION

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

## OUR CAUSE

Strengthening the foundations of community is our cause. Every day, we work side-by-side with our neighbors to make sure that everyone, regardless of age, income, or background, has the opportunity to learn, grow, and thrive.

## PHILOSOPHY AND PURPOSE

The Y is proud of our history as a charity that is dedicated to helping improve the lives of others, with a focus on youth development, healthy living, and social responsibility. Our primary purpose is to provide dependable, safe care in an environment that supports each child to reach their fullest potential. The purpose of each YMCA program is to help participants grow physically, emotionally, and spiritually. By providing challenging activities in both small and large group settings under the guidance of well-trained staff members, Y Programs give youth experiences and memories that can last a lifetime.

## IMPROVE WELL-BEING

Well-being is an individualized concept; the things that help one person be well are not necessarily the same things that would help another be well. However, science has shown that certain things improve well-being for just about everyone. Things such as physical activity, having friends, spending time in a safe outdoor environment, and having a sense of purpose are well-researched behaviors that correlate to increased well-being. At the Y, we believe there are nine dimensions of well-being that we deliver through our programs.

**Achievement** - The confidence, competence, and satisfaction gleaned from learning, goal attainment, and skill building

**Relationships** - The individual bonds created with and among individuals

**Belonging** - Having the connection to and support of a family, group, or community

**Character** - Personally accepting and demonstrating positive values

**Giving** - Acting on the desire to be of service to others

**Health** - Practicing positive habits that include physical activity and healthy eating

**Inspiration** - The positive benefits derived from exposure to and engagement with art, culture, or nature

**Meaning** - Having a strong sense of hope, faith, and purpose

**Safety** - The state in which basic physical and emotional needs are being met



## CORE VALUES

The YMCA works to accomplish its mission by living and sharing the following core values:



**CARING**  
We demonstrate sincere concern for others, their needs and well-being.

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**RESPECT**  
We treat others as we would want to be treated and value the worth of every person

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We treat others as we would want to be treated and value the worth of every person.



**HONESTY**  
We tell the truth and demonstrate reliability & trustworthiness.

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**RESPONSIBILITY**  
We do what is right and are accountable for our choices & actions

### RESPONSIBILITY

We do what is right and are accountable for our choices & actions.

## CONTACTING PROGRAM LEADERSHIP

The YMCA staff is here to serve your family. Please take time to connect with the Family Services Director and Coordinator to discuss any information that will help with the daily care of your child and ensure that they have a successful experience. Our program leaders have very active schedules and are with groups of children during a majority of the programming times to ensure that all participants are having a positive experience. Please understand that staff might not be able to respond immediately to phone calls and voicemails. However, they will get back to you as soon as possible.

### Contact Information:

Brianna Howard | Family Services Director  
[bhoward@parkersburgymca.org](mailto:bhoward@parkersburgymca.org)  
(304) 485-5585 ext. 218

Hannah Onesto | Family Services Coordinator  
[Hannah.Onesto@parkersburgymca.org](mailto:Hannah.Onesto@parkersburgymca.org)  
(304) 485-5595 ext. 224

## BASIC INFORMATION

### HOURS OF OPERATION

Services are provided Monday through Friday 6:30AM to 6:00PM

### CLOSINGS/DELAYS

Observed Holidays

The YMCA of Parkersburg Early Learning Center & School Aged Care will be closed on the following days:

- New Year's Day
- Memorial Day
- Independence Day (4<sup>th</sup> of July)
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve
- Other days deemed necessary by administration.

### AVAILABLE PROGRAMS

Advanced notice will be given in the event of an unscheduled holiday or closing. Tuition and fees will be prorated only if the center is closed for three (3) or more days in a one (1) week period due to holidays.

The YMCA of Parkersburg offers several programs to promote youth development and assist families. These include:

- Early Learning (Ages 2-4)
- After-school Care (Ages 4-12)
- Out-of-school Care (Ages 4-12)
- Summer Day Camp (Ages 5-12)

All programs are state licensed and therefore required to meet all standards set forth by the State of WV, including State Fire Marshall, State Health Department, and the Department of Education's Child Nutrition Program. Hours of operation will vary depending on the program. The YMCA does not discriminate on the bases of race, sex, age, gender, religion, sexual orientation, ability, or national origin. We have an open-door policy and parent drop-ins are always welcome.

### EMERGENCY CLOSURES

If the public school system closes due to severe weather, the YMCA program located at a school will have to do the same.

#### **Notification Procedures:**

In the event of an emergency closing and/or inclement weather, families will be notified of the closing on the YMCA of Parkersburg Facebook page and/or by phone if possible. Should the center need to close in the middle of the day, the center staff will attempt to reach the child's parents/guardians first to arrange for pick up. Should the staff be unable to reach the parents/guardians, the persons listed on the

emergency contact form will be called until pick up arrangements can be made. Children are required to be picked up immediately in the event of an emergency closing. In the event Wood County Schools are closed due to inclement weather, if the YMCA is open we will open childcare and accept drop offs beginning at 8:30 a.m. instead of our typical business hours of 6:30 a.m. If severe weather necessitates closing, we will alert families via our Facebook page.

### **Disaster or Severe Emergency Procedures:**

Should the children need to be evacuated from the childcare center for a disaster or severe emergency, staff will notify the parents/guardians or emergency contact person of the pick-up location. Parents/guardians or emergency contact persons should report directly to the relocation site if one is indicated.

### **Power Outage Procedures:**

In the event of a power outage, the center will remain open if we can ensure sufficient lighting as outlined by DHHR Childcare Licensing Regulations and maintain a temperature not less than sixty-eight (68) degrees Fahrenheit at floor level and not higher than eighty-five (85) degrees Fahrenheit in all rooms occupied by a child. Families will be notified of the power outage on the YMCA of Parkersburg Facebook page. Should the center need to close for a power outage, the above Notification Procedures will be followed.

### **Water Outage Procedures:**

In the event of a water outage, the center will remain open only if the outage is scheduled to last less than four (4) hours. Any time greater than four (4) hours will result in closing the facility until the water is restored. While operating during a water outage, the center will provide handwashing stations and drinking water for all children and staff. Families will be notified of the water outage on the YMCA of Parkersburg Facebook page. Should the center need to close for a water outage, the above Notification Procedures will be followed.

### **Tuition Refund Policy:**

Should the center need to close for any reason out of the YMCA of Parkersburg's control, tuition will not be refunded or reduced for closures of less than ten (10) operating days. If the closure extends beyond ten (10) operating days, parents/guardians will not be billed until the center reopens.

### **Emergency Relocation Sites:**

#### **NEARBY**

Stout Memorial UMC  
3329 Broad Street  
Parkersburg, WV 26104  
(304) 305 - 0054

#### **DISTANT**

Emanuel Baptist Church  
1710 23<sup>rd</sup> Street  
Parkersburg, WV 26101

## CIVIL RIGHTS/NON-DISCRIMINATION

The YMCA of Parkersburg does not discriminate in its employment practices, educational programs, or activities. The Y is made up of people of all ages, from all walks of life, working side-by-side to strengthen communities. Together, we strive to ensure that everyone, regardless of ability, age, cultural background, ethnicity, faith, gender, gender expression, gender identity, ideology, income, national origin, race, or sexual orientation has the opportunity to reach their full potential with dignity. Our core values are caring, honesty, respect, and responsibility - they guide everything we do.

## STAFFING

YMCA of Parkersburg Childcare staff must complete and maintain the following requirements:

### ALL STAFF:

- Federal Background Check and Fingerprinting through WV CARES
- Protective Services Record Check
- Federal Sex Offender Registry Check
- First Aid/CPR Certification
- Annual Child Abuse and Neglect Prevention Training
- Tuberculosis Risk Assessment
- Current Health Assessment
- Annual Food Handlers Training
- WV STARS Career Pathway Credential
- Eighteen (18) Annual Continuing Education Hours in Early Childhood Education
- Forty (40) Hours of Infant/Toddler Specific Training for all Infant/Toddler Staff

### STAFF & CHILD RATIO

Classroom/Program	Ages	Child to Staff Ratio	Capacity
Early Learning	2 years old	1:7	16
Early Learning	3 years old	1:10	20
Early Learning	4 years old	1:12	24
Pre-K	4-5 years old	1:12	24
After-School/Out-of-School	Pre-k to 12 years old	1:12	32
Camp Navigator	Kindergarten to 12 years old	1:16	200
Junior Navigator	Children Entering Kindergarten	1:12	24

The YMCA of Parkersburg is licensed to care for 200 children ages 2-12 years of age.

## PROGRAMS

### EARLY LEARNING (AGE 2)

The second year of life is an exciting time of rapid growth and development. Toddlers begin to recognize appropriate and inappropriate behaviors, explore independence, and will experience huge thinking, learning, social, and emotional changes that will help them to explore their new world. Toddlers are encouraged to use new words to express their needs and feelings. Children at this age can demonstrate many skills, and we support the abilities of each individual child. Through play, exploration, and observation, toddlers learn how the world works. Our toddler teachers will be consistently trying to reinforce and develop these skills in a developmentally appropriate and nurturing learning environment.

### EARLY LEARNING (AGE 3)

This classroom is designed to prepare for Preschool. Our focus is to promote independence through child centered and teacher directed activities throughout the day. Self-help skills such as eating skills, tooth brushing, potty training, hand washing, and independently cleaning up are among the skills taught in this room. The Little Learner classroom introduces students to circle time activities including calendar, weather, counting, story time, and songs. The age-appropriate activities in this classroom promote taking turns, cooperating, sharing, and expressing feelings in appropriate manner.

### EARLY LEARNING (AGE 4)

A child's feeling of independence and social interaction with others as well as developing the necessary skills for Pre-K is what this classroom is all about. Our classroom revolves around the children learning to help themselves and getting along with others. We know that children learn by doing, and the teachers are their facilitators and guides. Our teachers work hard to prepare a learning environment that provides stimulating, challenging materials, and activities for the children. During the day, children are encouraged to make choices for themselves, cooperate with others, as well as listen and follow directions. Classroom teachers lead the children in small and large group activities, such as movement, read-a-loud stories, circle time, and art activities. The children are encouraged to make friends, share, and communicate with their classmates. The children are also encouraged to use the restroom on their own, although assistance is given if necessary.

## SCHOOL AGE PROGRAMS

### After School:

After school care begins directly after school and operates until 6:00 p.m. Monday through Friday. We provide after-school care at the following Wood County Schools: Blennerhasset, Gihon, Greenmont, Kanawha, Mineral Wells, Neale & Williamstown. The following elementary schools are bused to the YMCA of Parkersburg: Criss, Emerson, Jefferson & Madison. Fairplains, Franklin & Martin elementary schools are bused to Gihon elementary. Lubeck is bused to Blennerhasset elementary. Vienna is bused to Greenmont elementary. Those bused to the YMCA of Parkersburg are transported via an authorized YMCA vehicle. Other sites are transported via Wood County Schools bus system. The YMCA offers all children a nutritious snack followed by activities including homework help, arts and crafts, games, socializing, and more.



### **Out-of-School:**

We also offer care on out-of-school days including faculty senate days, many school holidays and bad weather days at an additional cost. This applies to children enrolled in our After School programs.

### **SUMMER CAMPS**

#### **Junior Navigator:**

Designed for children entering kindergarten in the Fall, Junior Navigator offers campers the opportunity to make new friends, try new activities, and gain self-confidence. Kindergarten readiness is incorporated into the weekly themes and activities which include arts and crafts, music, games, story time, water play, outdoor fun, and even a few local field trips.

#### **Camp Navigator:**

Designed for children 5-12 years old, our Summer Day Camp, Camp Navigator, provides an exciting and safe environment for campers to have an unforgettable summer of fun. Campers participate in various activities each day including field trips, swimming, arts and crafts, science and nature, sports and recreation, guest speakers, and more! Campers will learn new skills, develop character, build friendships, and create memories to last a lifetime.

### **TUITION & FEES**

<b>Classroom/Program</b>	<b>Member Tuition</b>	<b>Non-Member Tuition</b>
Early Learning	\$130 per week	\$160 per week
Fridays Only Full Day(Pre-k)	\$24 per day	\$32 per day
After-School	\$14 per day	\$20 per day
Out-of-School	\$24 per day	\$32 per day
Camp Navigator	\$30 per day	\$37.50 per day
Junior Navigator	\$30 per day	\$37.50 per day

### **MISSION INVESTMENT FEE**

Each time a child is registered for a YMCA program, a \$25 Mission Investment Fee is charged to the account. The Mission Investment Fee is then used to provide Financial Assistance. This allows the YMCA community to help support families and children who need our services.

### **FINANCIAL ASSISTANCE**

YMCAs are charitable organizations here to serve people of all ages, backgrounds, abilities, and incomes. The YMCA is community-based and believes that its programs and services should be available to everyone. That's why we offer financial assistance and scholarships, which results in a sliding fee scale designed to fit everyone's financial situation. Charitable contributions to the YMCA enable us to provide financial assistance on a sliding scale. We promise that everyone who qualifies will receive assistance to the greatest extent possible based on the availability of funds. It is the parent's responsibility to request financial assistance.

***To apply for financial assistance please visit our membership desk.***

# FINANCIAL AGREEMENT

## REGISTRATION

- A valid credit card or banking account must be provided at the time of enrollment. This information will be securely stored on the account and used for tuition purposes only. Credit card and banking information will not be shared with any other parties.
- A \$25 mission investment fee per child is due at time of registration or when registering for a new program. The mission investment fee does not apply to weekly tuition.
- All mission investment fees and deposits are non-refundable and non-transferable.
- A service fee of \$30 will be charged for all returned checks and returned bank drafts.

## PRIVATE PAY TUITION – EARLY LEARNING

- Weekly tuition will not be waived for any reason.
- Weekly tuition is due in full regardless of the number of days your child attends. This reserves your child's place in our program. Refunds or adjustments will not be given for missed days.
- Weekly tuition is due in full each Tuesday for the following week of care.
- A fee of \$10 per week will be charged if tuition is not paid by Tuesday at 6:00PM
- Your child's registration may be discontinued if your account becomes past due.
- Credits will not be given for emergency closure days such as, but not limited to severe weather, power outages, water outages etc.
- Families receive two (2) weeks of vacation per calendar year. Other requests for emergency time out of care will be reviewed case by case. For example, time out of care needed for a death in the family.

## PRIVATE PAY TUITION – SCHOOL AGE PROGRAMS & SUMMER CAMPS

- Weekly tuition will not be waived for any reason.
- Weekly tuition is due in full regardless of the number of days your child attends. This reserves your child's place in our program. Refunds or adjustments will not be given for missed days.
- Weekly tuition is due in full each Tuesday for the following week of care.
- A fee of \$10 per week will be charged if tuition is not paid by Tuesday at 6:00PM
- Your child's registration may be discontinued if your account becomes past due.
- Credits will not be given for emergency closure days such as, but not limited to severe weather, power outages, water outages etc.

## **SUBSIDIZED TUITION (CHOICES)**

- We accept WV Choices
- Parents/Guardians are billed monthly, first week of the month for the prior month of childcare services.
- Tuition is due one (1) week from the date billed. Failure to pay may result in dismissal from the subsidy program.
- If a child attend childcare outside of the contracted subsidized hours, parents/guardians will be billed for the difference at the private pay tuition rate.
- Parents/Guardians of subsidized children are responsible for the payment of tuition if they become ineligible to receive childcare subsidy.
- Children receiving subsidy must attend 13 or more full days per month. If a child attends less than 13 full days, there is a risk of the child's registration being discontinued. Full days are defined as four (4) or more hours per day.
- Your child's registration will be discontinued if your child does not attend for two (2) or more consecutive weeks, without notification.

## **WITHDRAWALS FROM EARLY LEARNING PROGRAM**

- 1-month prior notice or 1-month tuition is payable upon a child's withdrawal from the program.
- The 1-month prior notice is to be in written form and must be received by the Director.
- Parents are responsible for removal of all personal items within ten (10) days of withdrawal. After ten (10) days, items will be donated to a local charity.

## **PAST DUE BALANCES & FEES FOR EARLY LEARNING**

- Past due balances will be automatically deducted on a bi-weekly basis, using the credit card on the account.
- A fee of \$1 per minute past closure will be applied to your tuition.
- Fees will be added to your tuition and are due by the next billing week.
- Your child's registration may be discontinued for consistent past due balances or late pick-ups.

## **PAST DUE BALANCES & FEES FOR SCHOOL AGE PROGRAMS/SUMMER CAMP**

- A fee of \$1 per minute past closure will be applied to your tuition.
- Fees will be added to your tuition and are due by the next billing week.
- Your child's registration may be discontinued for consistent past due balances or late pick-ups.

## **PAST DUE BALANCES & FEES FOR SUBSIDIZED PARTICIPANTS (CHOICES)**

- A fee of \$1 per minute past closure will be applied to your tuition.
- Fees will be added to your tuition and are due by the next billing week.
- Your child's registration may be discontinued for consistent past due balances or late pick-ups.

## **POLICIES & PROCEDURES**

### **ENROLLMENT**

Before enrollment, families are encouraged to tour the center and meet with a director and/or Coordinator. During the tour, a director or coordinator will answer any questions that the family may have and distribute the appropriate enrollment documentation.

The following must be completed at enrollment:

- Complete, sign, and return all forms in the enrollment packet.
- Submit a current Child Health Assessment that has been completed and signed by a physician for children over the age of two (2) years.
- Submit a current copy of your child's immunization records and health assessment. Health assessments and immunization records must be updated every two (2) years for children over the age of two (2) years old.
- Submit a copy of your child's birth certificate.
- Complete and sign the Free and Reduced Meals Application.
- This form is required for all families, qualifying and non-qualifying, for the YMCA to receive reimbursement for meals served and help maintain compliance with the Child and Adult Care Food Program (CACFP).
- Submit a copy of your insurance information with carrier and policy number. You may enter this information into the attached Medical Information form or attach a copy of your insurance card to your enrollment packet.
- Read the Parent Handbook and sign the Agreement Page at the end after discussing with the Director any questions you may have regarding policies and procedures.
- Pay a \$25 non-refundable mission investment fee.

Enrollment will not be completed until all the requirements have been met.

### **WAITING LIST**

When classes are full, the YMCA of Parkersburg will maintain a waiting list to fill any future openings. The date of the waiting list application and age of the child determines a child's position on the waiting list. Openings for enrollment are determined by the following criteria in priority order:

- Internal movement of a child from one age group to another based on the child's age, readiness, and available openings in the next classroom.
- Sibling of a child currently enrolled in the program.
- Child of an existing employee

Enrollment from the waiting list will occur as openings become available. If you are advised of an immediate opening and decline the enrollment opportunity in any of the programs, another child may be enrolled.

## ARRIVAL & DEPARTURE

Parents/guardians must escort their children into the Center and release them to the appropriate staff member. Children must be signed in and out by an authorized adult. Children will not be released to unauthorized persons for any reason.

Parents/guardians must indicate on the application anyone authorized to pick up a child. Any change should be indicated in writing. In cases of separation or divorce, **WE MUST HAVE A COURT ORDER** stating who the child will be permitted to leave with-otherwise, either parent/guardian may take the child.

To prevent unnecessary accidents, we ask that you take your child directly to his/her classroom or designated area upon entering the building. Children leaving the building must be accompanied by a parent/guardian or authorized adult. Do not allow your child to run or roam the building, classrooms, or hallways freely. Children may not enter any classrooms that they are not enrolled in.

The YMCA will not be held liable for accidents, incidents, or injuries that may occur to children who are not under the care of YMCA staff. When children are released from the class to the parents/guardians, they are no longer under the care of YMCA staff.

The safety of our children and families is our primary concern. Therefore, staff members are reluctant to release a child to an adult who appears to be under the influence of drugs or alcohol. Although we cannot stop you from taking your child, we may have no recourse but to involve the authorities.

## LATE PICK-UP

We also ask that you respect our closing time, which is 6 p.m. Please arrange to have an authorized person pick up your child on time if you are unable to. Failure to do so will result in a late charge of \$1 per minute after 6:00 p.m. The fee will be added to your bill. Consistently arriving after 6 p.m. may result in loss of enrollment.

When an authorized person fails to pick up by closing without giving notice, the parent/guardian will be called. If the parent/guardian cannot be contacted or fails to respond, emergency contacts on the registration form will be called. Staff will continue to make telephone calls to the designated contacts for up to one hour. If, at this point in time, authorized parties listed on the registration form cannot be reached, the following procedure will be followed: The police will be contacted to see if there has been an incident, and if no problems are found, the police and Child Protection Services will be notified of an abandoned child.

## ABSENCES

Planned absences, such as vacations, must be scheduled with the Director in advance. You will receive two (2) weeks per calendar year that may be used for planned absences from the childcare center. You will not be charged your weekly tuition for these weeks. All vacation requests should be submitted to the Director in writing.

## WITHDRAWAL POLICY FROM EARLY LEARNING PROGRAM

- 1-month prior notice or 1-month tuition is payable upon a child's withdrawal from the program.
- The 1-month prior notice is to be in written form and must be received by the Director.
- Parents are responsible for removal of all personal items within ten (10) days of withdrawal. After ten (10) days, items will be donated to a local charity.

## PARENT PARTICIPATION

Parents/Guardians are always welcome and encouraged to visit the Center. The Cross lanes YMCA Child Development Center has an Open-Door policy, meaning that you have the right to enter the Center at any time your child is present. Staff will take every opportunity to share information about your child at the beginning or end of each day, over the phone, and during parent-teacher conferences. Staff will also communicate through daily information sheets (*My Day Reports*), monthly calendars, and parent newsletters.

## PARENT-TEACHER CONFERENCES

Teachers hope they will be able to chat informally with parents for a few minutes each day. However, because they are supervising other children, this may not always be possible. Therefore, conferences will be held two times per year. However, if at any time, you need to speak to your child's teacher for more than a moment, please call the Director to schedule a conference. Conferences will be scheduled so that a child's progress or difficulties are not discussed in front of other children or families.

## PARENT CODE OF CONDUCT

- **Cursing, Swearing, and Adult Conduct:** Families and visitors must understand young children are present in our building. Profane language and adult content is not appropriate, and its use is not tolerated on our premises. Please also be mindful of music that may be heard from your vehicle when in our parking lot.
- **Threats and Confrontations:** The YMCA of Parkersburg promotes honest and respectful communication and discussion, and we expect families and visitors to handle disagreements and situations in respectful manner. Threatening staff, children, or other parents will not be tolerated. YMCA of Parkersburg has the right to terminate care in the event of disruptive or disrespectful behavior from any parent, guardian, or visitor.
- **Safety Practices:** The YMCA of Parkersburg has policies and procedures in place to maintain a safe environment for all. We ask that families and visitors be always mindful of safety practices. This includes, but is not limited to, allowing children to enter or exit the building unsupervised, allowing children to run in the hallways, opening the secured front door for individuals, and being mindful of personal belongings brought into the center during drop off and pick up time.
- **Appropriate Dress:** All visitors should be mindful of appropriate dress attire when on our premises. Young children and families have different values on what is appropriate or offensive. We want all families and visitors to feel comfortable, so adults wearing offensive or inappropriate clothing, or lack of clothing, will be asked to leave the property until appropriately dressed.

- Confidentiality: YMCA of Parkersburg takes the responsibility of maintaining the confidentiality of all persons associated with our programs very seriously. Please be aware of and respect the confidentiality of all children, families, and employees. Any person who shares information considered to be confidential or who pressures employees or others for confidential information will be dismissed from the program.

## CURRICULUM

### CREATIVE CURRICULUM FOR TWOS

Those who provide care and education for 2-year-olds have an awesome responsibility. Research tells us that more growth and development takes place during the first three years of life than at any other time. During this age span, children are finding out who they are, whether they are worthy of being loved, and if they are competent. They are also learning how to relate to others, how others respond to them, and what it means to express their feelings. Their brains are being "wired" for lifelong learning, thus establishing patterns for emotional, social, physical, and cognitive development. The Creative Curriculum for Twos provides a comprehensive, yet easy-to-use framework emphasizing that relationships between caregivers/teachers, children and their families form the basis of curriculum for very young children. Based on The Creative Curriculum, the YMCA staff members will:

- Build relationships with the children as well as their families.
- Create a warm, comfortable environment that responds to the changing needs of babies and toddlers.
- Make the environment inviting to families and inclusive for children functioning on different development levels.
- Balance concerns for children's safety with the need for children to explore their environment and take risks.
- Help children develop inner control and positive social skills.
- Focus learning on five very important routines:
  1. Hellos and Good-byes
  2. Diapering and Toileting
  3. Eating and Mealtimes
  4. Sleeping and Naptime
  5. Getting Dressed

Expand the children's interests to gain greater abilities to interact with their environment using the following eight activities:

1. Playing with Toys
2. Dabbling in Art
3. Imitating and Pretending
4. Enjoying Stories and Books
5. Tasting and Preparing Food
6. Exploring Sand and Water
7. Having Fun with Music and Movement
8. Going Outdoors

Since 2-year-olds cannot communicate their daily happenings, the teachers will fill out a daily report for each child. The report will include such information as: time of feedings, what was eaten, the amount eaten, time of diaper checks, potty breaks and results, times of naps, any medication given, and various comments about the child's day.

## **CREATIVE CURRICULUM FOR THREES & FOURS**

For children ages three to four years, real learning requires active thinking and experimenting to find out how things work. The Creative Curriculum puts into place the best teaching practices to make the most of children's natural inclination to play. Important research in the last 10 years has expanded our understanding of how children develop and learn. The Creative Curriculum for threes and fours emphasizes the development of social competence, learning through play, fostering independence, self-confidence, and self-esteem. The Creative Curriculum explains how to teach content in ways that respect the developmental stages of young children, defines the body of knowledge included in each content area, and the process skills children use to learn that content.

- Literacy - vocabulary and language, phonological awareness, letters, words, print, comprehension, books, and other texts
- Mathematics - numbers, patterns and relationships, geometry and spatial awareness, measurement, and data collection, organization, and representation
- Science - the physical properties of objects, living things, the earth, and the environment.
- Social Studies - how people live, work, get along with others, shape, and are shaped by their surroundings.
- The Arts - dance, music, dramatic play, drawing and painting.
- Technology - tools and their basic operations and uses.
- Process Skills - observing and exploring; problem solving; and connecting, organizing, communicating, and representing information.

With an understanding of content and how children learn it, teachers can expand the opportunities they offer children to acquire knowledge and understand concepts. A direct link between can be made between the preschool curriculum and what children will learn in elementary school. When the content of the curriculum is taught with children's developmental stages in mind, children are more likely to be successful learners who feel excited about and challenged by what they are learning.

## **CHILD OBSERVATIONS & ASSESSMENTS**

The YMCA of Parkersburg uses the Birth to Five assessment tool for our Early Learning Program as well as Creative Curriculum assessment for Preschool. Our KCS Collaborative Pre-K Program uses Brigance and the Early Learning Reporting System (ELRS). The purpose of child assessment is to track the progress of children and effectively plan for their instruction individually or in groups. Teachers will assess children by observing them, especially during their play. Anecdotal notes will be used to record what the children do as well as when,



where, why, and how they do it. In some cases, assessment from outside professionals such as speech therapists, psychologists, specialists, or behavior consultants may be necessary to determine whether a child requires special services. If specialized services are needed, the assessments will be reviewed by parents, staff, and the professionals involved to determine the best placement for the child.

## **PROGRAM ASSESSMENTS**

A Family Satisfaction Survey is distributed annually to evaluate the quality and effectiveness of our programs. Family input is needed to help the YMCA of Parkersburg further meet the needs of children and their families. The Infant Toddler Environmental Rating Scale# (ITERS-R) and the "Early Childhood Environmental Rating Scale# (ECERS-R) will be administered annually as a self-assessment of our programs as well.

## **HEALTH & SAFETY POLICIES**

### **HEALTH POLICY**

YMCA programs are equipped to care only for children who are well. We have no facilities or staff for the care of sick children. If your child is suffering from any of the symptoms listed below, he/she will not be permitted to attend our childcare facility. Families are encouraged to make alternative plans for care of a sick child in advance of need. Children may return to the program once they are symptom free, without medication, for at least 24 hours, or when a health care provider determines (in writing) that they are no longer contagious.

Our facility must exclude a sick from care:

- Immediately when a child has a serious communicable illness.
- When the illness prevents a child from participating in routine activities
- When a child's illness results in a greater need for care than staff members can provide without compromising the health and safety of the other children
- When a child appears to have any of the following symptoms, unless a licensed health care provider determines that they do not indicate a communicable disease:
  - A temperature of 100.5 with stiff neck, lethargy, irritability, persistent crying, behavior change or other signs or illness (i.e., sore throat, rash, vomiting, diarrhea)
  - A temperature of 102
  - Diarrhea in addition to signs of dehydration, such as a decrease in urination as indicated by a reduction in the number of wet diapers, no tears when crying or a decrease in activity, or blood or mucus in the stool.
  - Diarrhea that is causing "accidents" in toilet trained children or diarrhea that is not contained in the diaper for diapered children.
  - Vomiting two or more times, or with signs of dehydration Undiagnosed rash that is accompanied by a behavior change, difficulty in breathing or joint pain, or that is characterized by open sores, blood, red or

purple pin-head spots, or bruises not associated with an injury, or lasts more than one day.

- Skin sores that are weeping fluid and are on an exposed body surface that cannot be covered with a waterproof dressing.
- Mouth sores with drooling that the child cannot control.
- Infestation, such as scabies, bed bugs, or head lice
- Abdominal pain that is persistent, or intermittent with other signs such as a fever
- Difficulty breathing
- Lethargy such that the child does not play.
- When a child has any of the following diagnosed conditions:
  - Diarrhea and blood or mucus in the stool
  - Contagious signs of pertussis, measles, mumps, chicken pox, rubella, or diphtheria
  - Streptococcal infection (Strep Throat) until treated with antibiotics for 24 hours.
  - Pinkeye with yellow or white discharge
  - Untreated tuberculosis
  - Other conditions as determined by a licensed health care provider.

We reserve the right to ask for a note from the child's health care provider depending on the illness/disease.

Because the facility is reserving a spot for your child in the Early Learning Program, the normal weekly rate will be charged in the event of an illness, even though your child is not in attendance.

*A current copy of your child's immunization records, and health assessment must be on file. Health assessments and immunization records must be updated every two (2) years for children over the age of two (2) years old.*

Your child can return to the program when:

- temperature is steadily below 100 degrees for 24 hours without medication
- an infection has been diagnosed and child has been on antibiotics for 24 hours
- it has been 24 hours since the last episode of vomiting or diarrhea
- nasal discharge is not thick yellow or green
- rash has subsided, or a physician has determined that it is not contagious
- head lice/nits have been treated and there is no sign of live bugs
- ring worm has been treated and covered.

## **MEDICATION POLICY**

If your child is taking medication that needs to be administered while he/she is at the YMCA of Parkersburg, the following guidelines will be observed:

- No medications will be given on an as needed basis.
- The first dose of any new medication must be given at home to ensure that there are no allergic reactions.
- Parents/Guardians must fill out the appropriate paperwork.

Prescription medications will only be given if the following information is provided:

- Written authorization from the parent (signed medication log)
- Medication in its original container with proper label
- Written authorization from the physician

Oral over-the-counter medications will only be given for 3 consecutive days within a 30-day period. After that, written authorization from a physician is required.

Topical medications such as eye, ear, and nose drops, as well as skin products - ointments, creams, and lotions may only be given for 5 consecutive days per 30-day period without written authorization from the physician. However, any topical product containing Benadryl must be accompanied with written authorization from a physician.

Children with recurring or ongoing health needs must have an individualized health plan with written instructions from the physician for the administration of specific medications based on need. This includes Epi-pens, asthma medication/inhalers, nebulizers, and diabetic medications.

Medication will be stored in a locked container and/or refrigerated, according to instructions. If medications are not picked up at the end of the given week, the Director will discard.

The Director can refuse to administer medication if:

- Written consent from the parent or guardian is not provided (signed medication log)
- The medication is not in its original container.
- The desired dosage is more than the suggested dosage on the label.
- The child is younger than the suggested age on the label.

## **ALLERGIES**

Allergies are common among young children. The YMCA of Parkersburg must be made aware of all known allergies your child has by completing the appropriate paperwork and speaking with your child's caregiver and an administrator.

## **SUNSCREEN/INSECT REPELLANT (SUMMER CAMPS/EARLY LEARNING)**

When the weather permits, the children will be participating in outdoor activities. The YMCA understands the importance of protecting children against the sun and insects. The YMCA childcare staff will assist with applying a child-safe sunscreen and insect repellent as needed, with written permission from the parent/guardian. Families must provide aerosolized sunscreen and insect repellent for school aged participants. Please label sunscreen and/or insect repellent with your child's name.

## **INJURY PROCEDURES**

Staff will utilize basic first aid and complete an Accident/Incident report to give to the parent. In all cases of serious illness or accident, the staff will contact the parent or guardian. In the event he/she cannot be reached, the signed authorization on the child's emergency card will allow the YMCA to secure prompt treatment. Injuries requiring ambulance service and medical attention are the financial responsibility of the parent or guardian. In these instances, a 'Serious

Occurrence Report' will be completed. A copy will be provided to the parent and another copy sent to the DHHR state licensing specialist.

### **EMERGENCY PROCEDURES**

The YMCA uses an EAP (Emergency Action Plan) to prepare for any emergency situation. This includes fire, weather, lost child, shelter in place, etc. The YMCA of Parkersburg must ensure the health and safety of children by sanitizing areas and equipment used by children. Indoor and outdoor equipment must be clean, safe, well maintained, and age appropriate. Local health, building, and fire inspectors visit licensed programs to make sure standards are met. There must be monthly fire drills, with safe evacuations of children, practiced. The shelter-in place and evacuation procedures, along with building floor plans, are posted by the door of each classroom.

### **VIDEO SURVEILLANCE**

To ensure the safety and security of all those in our facility, the YMCA of Parkersburg equipped with a 24-hour video surveillance system. Security cameras have been installed in most of our rooms and hallways with the only exception being private areas of restrooms. Because we respect privacy, only the senior management team is allowed to view security footage. Video surveillance footage may be supplied to authorities via subpoena in compliance with a potential investigation.

### **EMERGENCY COMMUNICATION & CONTACTS**

Parents are required to provide the YMCA of Parkersburg with all contact information that may be used to reach them in the event of illness or emergency. This includes home, work, cell phone numbers, as well as email addresses. When changes occur, new information should be given to the Director in writing so that files may be updated. This includes any information given for those authorized to pick-up your child as well.

### **SWIMMING**

The YMCA of Parkersburg offers many programs where swimming is part of the experience. We abide by YMCA of the USA swimming standards and ensure the highest standard of safety. We do require every child to take a swim test, even if they are an excellent swimmer. According to the results of the test, your child will wear a color-coded wrist band. This allows the staff and lifeguards to acknowledge the different swim levels of each child. Personal flotation devices are available.

## MEALS

The YMCA participates in federally funded food programs. Parents have the option of having their child participate in our food program or providing food for their children. Meals and snacks are provided to children in accordance with the WV Department of Education, Office of Child Nutrition. The following meals/snacks are provided with each program below:

<u>Program</u>	<u>Breakfast</u>	<u>Lunch</u>	<u>Snack</u>
Toddler/Preschool	Yes	Yes	Yes
After-school	No	No	Yes
Out-of-school	Yes	Yes	Yes
Summer Camp	Yes	Yes	Yes

## SPECIAL DIETARY NEEDS

If your child suffers from a food intolerance or allergy, food substitutions may be made based upon a recommendation by the child's health care provider. Please see Director for the appropriate forms to be completed by the health care provider.

## UNIVERSAL PRECAUTIONS

Universal precautions are steps we should take to protect ourselves when we come into contact with the blood or bodily fluids of other people. Universal precautions are intended to stop the spread of germs.

## HAND WASHING

The YMCA of Parkersburg follows the Hand Washing Procedure 3.2.2.2 as stated in Caring for Our Children. Hand washing is the single best way to prevent the spread of germs from one person to another. The YMCA staff will wash hands thoroughly with soap and water for at least 20 seconds. Staff and children should wash hands frequently including before and after meals, after diapering or using the restroom, and upon returning from indoor or outdoor activities.

## GLOVES

The YMCA staff will wear vinyl disposable gloves when administering medication, handling blood or bodily fluids, changing diapers, or when cleaning cuts, scrapes, or wounds. Staff will wash their hands after removing gloves and will dispose of the gloves in a plastic bag. Food serving gloves will be worn when preparing and serving food.

## DIAPERING

The Center follows the Diaper Changing Procedure 3.2. 1.4 as stated in Caring for Our Children. This procedure is used to reduce contamination and is posted in all diaper changing areas to help caregivers maintain the routine. The following diaper changing procedure will be posted in the changing area and will be followed for all diaper changes. Caregivers should never leave a child unattended on a table or countertop. A safety strap or harness should not be used on the diaper changing table. If an emergency arises, caregivers should bring any child on an elevated surface to the floor or take the child with them.

**Step 1:** Get organized. Before bringing the child to the diaper changing area, perform hand hygiene, gather and

bring supplies to the diaper changing area:

- a) Nonabsorbent paper liner large enough to cover the changing surface from the child's shoulders to beyond the child's feet.
- b) Unused diaper, clean clothes (if you need them)
- c) Wipes, dampened cloths, or wet paper towels for cleaning the child's genitalia and buttocks readily available.
- d) A plastic bag for any soiled clothes or cloth diapers
- e) Disposable gloves, if you plan to use them (put gloves on before handling soiled clothing or diapers) and remove them before handling clean diapers and clothing.
- f) A thick application of any diaper cream (e.g., zinc oxide ointment), when appropriate, removed from the container to a piece of disposable material such as facial or toilet tissue.

**Step 2:** Carry the child to the changing table, keeping soiled clothing away from you and any surfaces you cannot easily clean and sanitize after the change.

- a) Always keep a hand on the child
- b) If the child's feet cannot be kept out of the diaper or from contact with soiled skin during the changing process, remove the child's shoes and socks so the child does not contaminate these surfaces with stool or urine during the diaper changing.

**Step 3:** Clean the child's diaper area.

- a) Place the child on the diaper change surface and unfasten the diaper but leave the soiled diaper under the child.
- b) If safety pins are used, close each pin immediately once it is removed and keep pins out of the child's reach (never hold pins in your mouth)
- c) Lift the child's legs as needed to use disposable wipes, or a dampened cloth or wet paper towel to clean the skin on the child's genitalia and buttocks and prevent recontamination from a soiled diaper. Remove stool and urine from front to back and use a fresh wipe, or a dampened cloth or wet paper towel each time you swipe. Put the soiled wipes or paper towels into the soiled diaper or directly into a plastic-lined, hands-free covered can. Reusable cloths should be stored in a washable, plastic lined, tightly covered receptacle (within arm's reach of diaper changing tables) until they can be laundered. The cover should not require touching with contaminated hands or objects.

**Step 4:** Remove the soiled diaper and clothing without contaminating any, surface not already in contact with stool or urine.

- a) Fold the soiled surface of the diaper inward
- b) Put soiled disposable diapers in a covered, plastic-lined, hands-free covered can. If reusable cloth diapers are used, put the soiled cloth diaper and its contents (without emptying or rinsing) in a plastic bag or into a plastic-lined, hands-free covered can, to give to parents/guardians or laundry service.

- c) Put soiled clothes in a plastic-lined, hands-free plastic bag.
- d) Check for spills under the child. If there are any, use the corner of the paper to fold the paper that extends under the child's feet over the soiled area, so a fresh, unsoiled paper surface is now under the child's buttocks.
- e) If gloves were used, remove them using the proper technique (see Appendix D) and put them into a plastic-lined, hands-free covered can.
- f) Whether or not gloves were used, use a fresh wipe to wipe the hands of the caregiver/teacher and another fresh wipe to wipe the child's hands. Put the wipes into the plastic-lined, hands-free covered can.

**Step 5:** Put on a clean diaper and dress the child.

- a) Slide a fresh diaper under the child.
- b) Use a facial or toilet tissue or wear clean disposable glove to apply any necessary diaper creams, discarding the tissue or glove in a covered, plastic-lined, hands-free covered can.
- c) Note and plan to report any skin problems such as redness, skin cracks, or bleeding.
- d) Fasten the diaper; if pins are used, place your hand between the child and the diaper when inserting the pin.

**Step 6:** Wash the child's hands and return the child to a supervised area.

- a) Use soap and warm water, between 60°F and 120°F, at a sink to wash the child's hands, if you can.

**Step 7:** Clean and disinfect the diaper-changing surface.

- b) Dispose of the disposable paper liner used on the diaper changing surface in a plastic-lined, hands-free covered can.
- c) If clothing was soiled, securely tie the plastic bag used to store the clothing and send home.
- d) Remove any visible soil from the changing surface with a disposable paper towel saturated with water and detergent, rinse.
- e) Wet the entire changing surface with a disinfectant that is appropriate for the surface material you are treating. Follow the manufacturer's instructions for use.
- f) Put away the disinfectant. Some types of disinfectants may require rinsing the change table surface with fresh water afterwards.

**Step 8:** Perform hand hygiene according to the procedure in Standard 3.2.2.2 and record the diaper change in the child's daily log.

- a) In the daily log, record what was in the diaper and any problems (such as a loose stool, an unusual odor, blood in the stool, or any skin irritation), and report as necessary.

Diapers are changed as needed and are checked at least every two (2) hours based on individual schedules. Parents/Guardians are responsible for supplying all diapers and/or pull-ups, creams, and ointments. It is your responsibility to keep track of

your child's diaper needs. Diapers must be available for your child each day. If your child runs out of diapers, you will be asked to either bring some in immediately or have the child picked up. We do not borrow diapers from other children, and we do not keep extra diapers on hand.

## **TOILET TRAINING**

For children who have not yet learned to use the toilet, we defer toilet training until the child's family is ready to support this learning at home and in the program. As stated in *Caring for Our Children*, the child should be able to demonstrate the following:

- An understanding of the concept of cause and effect
- An ability to communicate, including sign language.
- The physical ability to remain dry for up to two hours.
- An ability to sit on the toilet, to feel/understand the sense of elimination.
- A demonstrated interest in autonomous behavior

When you feel your child is ready for toilet training, we ask that you begin this teaching at home. Please communicate with us when you would like us to begin the process, and we will follow through and encourage your child. Please keep in mind that the activity level at the YMCA can distract your child from responding to an urge to use the potty. Therefore, we will continue to use diapers or pullups until your child can and will announce to us that he/she must use the restroom and can control his/her bladder and bowels for a few minutes beyond that announcement.

During toilet training, parents/guardians will need to supply:

- Multiple diapers and/or pull-ups
- Multiple complete changes of clothing including socks and underwear.
- An extra pair of shoes

Please do not bring your child in underwear until he/she has naptime and bedtime control established. Please be considerate of the type of bottoms your child wears during training. We ask that during toilet training, your child be dressed in "kid-friendly" clothing as much as possible. Clothes should be easy to remove by the child and teacher. The best items are shorts and pants with elastic waists. Try to avoid tight clothing, pants with snaps and zippers, and overalls as often as you can. Clothing with too many "gadgets" makes it more difficult to get the child on the potty in time.

## **ADAPTING TO CHANGE**

There are several changes that children will encounter within their early years. Change and transitions can be unsettling and upsetting to children when in unfamiliar surroundings. We recognize children learn best when they feel safe, nurtured, and have positive experiences with their caregivers and peers, and we aim to develop a caring, professional, and respectful relationship with our children and families.

## **WHAT TO WEAR**

Children should arrive dressed for play. Our day involves outdoor play and lots of messy, hands-on activities. Please be sure your child is dressed appropriately. Clothes may get stained, so please do not dress your child in nice clothing. Clothing should be comfortable and seasonally appropriate. For safe play on larger toys and



equipment, we strongly recommend rubber-soled shoes or sneakers. Hard-soled shoes do not provide adequate grip, and sandals and flip flops are not appropriate for active play. Also, make sure to include hats, mittens, boots, and coats for cold weather. As always, label all personal items with your child's first and last name.

### **INDOOR PLAY**

Indoor play constitutes most of our play time. The YMCA provides a variety of age-appropriate toys for the children to play with throughout the day. Teachers will arrange the classrooms so that children will have choices in what they do. Activity and learning centers will be positioned in the room to create an inviting, yet structured environment for learning. Each classroom has daily schedules and/or lesson plans posted in the classroom. Each class schedule reflects the amount of time that is appropriate for that age group.

### **OUTDOOR PLAY**

Outdoor play is a very important activity for the children. It allows children to improve their gross motor skills as well as burn off excess energy. When weather and circumstances permit, the Center will provide a minimum of 1 hour of outdoor activity daily. We follow the Heat Index Chart and Childcare Weather Watch to gauge conditions.

### **PERSONAL BELONGINGS/TOYS**

Families are asked to bring an extra set of seasonal clothing for your child to be left in their cubby. The extra clothes should include outer clothes, socks, and underclothes. Please label all of your child's personal items with his/her name or initials. Please do not bring toys or other personal items to the YMCA without permission from the Director. They can be lost, broken, or swallowed. The YMCA will not be held responsible for lost or broken personal items a child brings from home. The toys and equipment at the Center have been specifically selected to be stimulating, educational, fun, and safe for children.

### **BABYSITTING POLICY**

The YMCA of Parkersburg prohibits interactions between staff and youth, outside of regularly scheduled program activities, including babysitting.

## **GUIDANCE & DISCIPLINE**

The YMCA of Parkersburg believes that adults should handle children's behavior by assessing each situation to determine if the behavior is appropriate in relation to the child's development level and individual personality. "Discipline/ therefore, is handled on an individual basis unique to the child.

The staff of the YMCA of Parkersburg will use a variety of methods for preventing and managing inappropriate or undesirable behavior in the classroom, including:

- Recognizing positive behavior in young children
- Redirecting a child to appropriate behavior or to an appropriate activity
- Offering choices to children to help them be successful in their behavior.
- Ignoring negative behavior
- Offering help to the child in problematic situations
- Limiting space and materials
- Losing privileges / Time-Out

Children playing in a group need help and guidance to play successfully together. Some children have had little opportunity to play with others. We see learning how to play with others as a crucial skill that needs to be learned. Sharing toys, taking turns, learning to negotiate conflicts, and practicing cooperative skills are all part of the development process children experience in group care settings.

To help children learn self-control, we implement the following actions when working with children:

- Speaking in a low, pleasant but firm voice
- Moving close to a child to gain his or her attention.
- Making positive suggestions
- Giving real reasons as to why rules are in place.
- Offering choices whenever possible
- Making expectations and classroom rules clear and simple
- Respecting children's feelings
- Giving children as much help as they need and want.
- Helping children share materials and take turns.
- Accepting children for who they are and where they are at developmentally.

We will communicate with parents/guardians directly when possible. Notes will also be left if teachers are not able to talk with the parents/guardians, and conferences will be arranged if warranted. A log of consistent disruptive behavior will be kept. Please check your child's classroom cubby. YMCA staff will not administer corporal punishment. Parents/guardians may not discipline their child(ren) by means of corporal punishment while on YMCA premises.

Time out is a very effective discipline technique and will be used with children ages 3 and up. By using this method of discipline, the teacher is giving your child time out from positive reinforcement after he/she misbehaves. Time out is a discipline technique that we feel is appropriate when your child is in our care. If a child is displaying inappropriate behavior in the classroom, the teacher will handle the problem with the following steps:

- When the behavior is observed, a verbal warning will be given to tell the child how they can correct their actions.
- After the second occurrence, the teacher will redirect the child and remind them how they can correct their actions.
- After the third occurrence, the teacher will sit the child away from the group in time out (one minute for each year of their age.)
- If the behavior persists, or several time outs are given in one day, a parent/guardian will be notified.

Early Learning participants will receive daily *My Day Reports* to document their day. Any aggressive behaviors will result in a behavior report.

School Aged participants will receive behavior logs to document their day. If any inappropriate behaviors are displayed, they will be documented in the behavior log. Any aggressive behaviors will result in a behavior report.

Multiple behavioral reports will result in the following actions:

- Two (2) behavioral reports will result in parent/guardian conference with Family Services Director and Family Services Coordinator.
- If a child receives two (2) additional behavioral reports within two (2) weeks from the first conference this will result in another conference and a one (1) day suspension.

## **BITING**

Due to their lack of communication skills, it is not uncommon for young children to bite. This is especially common with young children in group settings. When biting occurs, it can be disturbing for both families and staff. Teachers should intervene immediately when a child's behavior endangers the safety of others. The teacher should use age-appropriate interventions. The teacher should remain calm and make eye contact with the child telling him/her the behavior is unacceptable. If a child establishes a pattern of biting, staff will work with parents/guardians to develop an action plan. The YMCA may also reach out to outside resources such as Behavior Consultants and Birth to Three. Our goal is to help identify what is causing the biting and resolve these issues. If the issue cannot be resolved, this policy serves to protect the children that are bitten.

- If a biting incident occurs, state regulations require that the parent of the child biting and the parent of the child who was bitten be contacted. Names of the children are not shared with either parent.
- When Biting Does Occur: The staff's job is to keep the children safe and help a child that bites learn different, more appropriate behavior. We do not use techniques to alarm, hurt, or frighten children such as biting back or washing a child's mouth out with soap.
- For the child who was bitten:
  - First aid is given to the bite. It is cleaned with soap and water. If the skin is broken, the bite is covered with a bandage.
  - Parents are notified.
  - The incident form is filled out documenting the incident.
- For the child who is biting:
  - The teacher will firmly tell the child -No, do not bite.
  - Depending on age, the child will either be redirected or placed in time out for no longer than the child's age.
  - The parents are notified.
  - The parent communication form is filled out documenting the incident.
- When Biting Continues:
  - The child will be shadowed to help prevent any biting incidents.
  - The child will be observed by the classroom staff to determine what is causing the child to bite (teething, communication, frustration, etc.) The administrative staff may also observe the child if the classroom staff is unable to determine the cause.
  - The child will be given positive attention and approval for positive behavior.
- When biting becomes excessive in children aged three (3) and older:
  - If a child inflicts 3 bites in a one-week period (5 weekdays) in which the skin of another child or staff member is broken or bruised or the bite leaves a significant mark, a conference will be held with the parents to discuss the child's behavior and how the behavior may be modified.

- If the child again inflicts 3 bites in a one-week period (5 weekdays) in which the skin of another child or staff member is broken or bruised or the bite leaves a significant mark, the child will be suspended for 2 business days.
- If a child once again inflicts 3 bites in a one-week period (5 weekdays) in which the skin of another child or staff member is broken or bruised or the bite leaves a significant mark, the parents may be asked to make other childcare arrangements.
- If a child, who has been through steps 1 and/or 2, goes 3 weeks (15 business days) without biting, we will go back to step one if the child bites again.
- If a child bites twice in a 4-hour period, the child will be required to be picked up from childcare for the remainder of the day. This will not count towards the 2-day suspension.
- All final decisions will be approved by the Director.

### **AGGRESSIVE BEHAVIOR**

Aggressive behavior by a child is considered unacceptable. YMCA of Parkersburg staff will intervene immediately to protect all children and staff and encourage more acceptable behavior. If a child becomes physically aggressive, the child will be given positive alternatives to improve their behavior. If behavior does not improve, a parent/guardian will be contacted to pick up the child.

Continuous and/or serious hurtful behaviors are not compatible with group care. We must protect the safety and well-being of the other children and staff members. This type of behavior also requires a significant amount of one-on-one attention from the classroom's primary teachers, and effectively puts the classroom out of ratio. The YMCA of Parkersburg must always follow state ratios. If a child's behavior demands one-on-one care, then that child is not compatible with the group care programs offered. In these cases, the YMCA will notify parents/guardians that for the child to continue in the program, a one-on-one aide must be provided. Since the YMCA does not provide one-on-one care, the parents/guardians are responsible for providing the aide. All private aides must go through the YMCA training program and submit to and pass background checks.

The YMCA of Parkersburg has the right to dismiss a child who is outwardly aggressive and/or poses harm to him/herself, other children, or staff members. Prior to dismissal from the program, all efforts will be made to devise a guidance plan with the child's family. This plan is designed on an individual basis and may allow up to thirty days for improvement. However, the YMCA reserves the right to limit the number of days for improvement to less than thirty.

It is our goal to work with each individual child and family on discipline and guidance issues. Staff and parents/guardians will meet to resolve concerns and efforts will be made with individual families to maintain participation in the program.

Together, parents/guardians and staff members will decide with outside professionals for observation and/or referrals if appropriate. At that time, a plan to resolve concerns will be sought. After the plan is implemented, the situation will be reassessed, and the plan adjusted as necessary. If the plan is not working after

reasonable efforts have been made, the YMCA will ask for the child to be unenrolled, according to the above information. The YMCA will attempt to assist parents with referrals for alternate arrangements where the child can ultimately have a successful learning experience.

## ABUSE & NEGLECT POLICY

The YMCA of Parkersburg is committed to providing all youth with a safe environment. Our organization has zero tolerance for abuse of any kind and will not tolerate the mistreatment or abuse of youth in our programs.



**CHILD ABUSE HOTLINE**  
**1-800-352-6513**

As required by mandated reporting laws, YMCA staff and volunteers must report any suspected abuse or neglect of a youth, whether on or off organization property or whether perpetrated by staff, volunteers, or others, to state authorities. Reports may be made confidentially or anonymously. A person who mistakenly reports suspected abuse is immune from civil or criminal liability if the report was made in good faith and without malice.

In addition to reporting to state authorities, YMCA staff and volunteers are required to report any suspected or know abuse of youths perpetrated by YMCA staff of volunteers directly to leadership so that immediate and proper steps may be taken to ensure the safety of alleged victims and others who may be at risk. Reports of suspected or known abuse may be made confidentially to the following:

- Immediate Supervisor
- Directors
- Association Administration

Definition of Child Abuse and Neglect:

Child abuse means that a child's health and well-being is being harmed or threatened. Under West Virginia law (W.Va. Code § 49-1-201), a child's health and well-being can be threatened in a few ways:

- Actual or attempted intentional infliction of physical or mental injury upon the child or any child in the home.
- Sexual abuse or exploitation of the child
- The sale or attempted sale of the child
- Domestic violence

Neglect means that a child's physical or mental health is harmed or threatened by a parent's failure, refusal, or inability to provide:

- Food
- Clothing
- Shelter
- Supervision
- Medical care
- Education

Neglect can also be a result of the child being without these necessities because of the absence of the parent (W.Va. Code 49-1-201).

Guidelines for Staff and Volunteer Response to Incidents or Allegations of Abuse:

- If you witness abuse, interrupt the behavior immediately.
- If abuse is disclosed to you, assure the individual disclosing that he or she was correct to tell you.
- Protect the alleged victim from intimidation, retribution, or further abuse.
- Immediately report the allegation or incident to a supervisor and Child Protective Services by calling the Child Abuse Hotline at 1-800-352-6513.
- Be sure to document the incident, disclosure, or any circumstances causing your suspicion of abuse. State only the facts.
- It is not your job to investigate the incident, but it IS your job to report the incident to your supervisor and Child Protective Services within 24 hours of the incident.
- Check back to make sure appropriate steps were taken. If not, report again to your supervisor or the designated organization authority.

Guidelines for Supervisor and Administrators Response to Incidents or Allegations of Abuse:

- First, determine if the youth is still in danger and if so, take immediate steps to prevent any further harm.
- Gather as much information about the allegation as you can. For example, who made the report, who was allegedly abused, who was the alleged abuser, what was the nature of the alleged abuse, where and when did the alleged abuse occur, etc.
- Accurately record everything you learn in as much detail as you can. Remember your notes may be read by others. Stick to the facts.
- Contact Child Protective Services by calling the Child Abuse Hotline at 1-800-352-6513.
- Contact Praesidium's Y Helpline at 1-800-743-6354 for advice and guidance.

**Our Abuse Prevention Policies & Procedures can be provided in full upon request.**

## GRIEVANCES

The purpose of the Grievance Procedure is to ensure that participants, responsible party of participants, or employees can express concerns or make formal complaints without fear of retaliation of any kind.

## PROCEDURE

Participants, responsible party of participants, and/or employees must report to the immediate supervisor and/or Director any complaint within 5 days of occurrence. The complaint must be submitted in writing, including date and time of occurrence, and signature of person submitting the concern or complaint.

## CHANGES IN POLICIES

The YMCA of Parkersburg reserves the right to make changes in the fees, policies, and procedures listed in this handbook. When changes are made, families will be notified in writing.

## CHILDCARE CHECKLIST

Families must provide the following before the child's first day, and as needed, thereafter:

- Enrollment packet, including, immunization records, health assessment, birth certificate, and insurance.
- Diapers & wipes, if needed, one week supply
- Extra clothing, multiple sets (Early Learning)
- Blanket, for rest time (Early Learning)
- Sunscreen, when seasonally appropriate (Early Learning & Camps)

## WHAT TO EXPECT

### SUMMER DAY CAMP

**Meal/Snack Program:** We will be offering breakfast, lunch, and an afternoon snack. Lunches usually consist of some type of protein, fruit, vegetable, and milk. This may not fill your child up, so your camper may want to bring additional snacks and drinks. Your child may choose to bring in their own healthy lunch, snacks and drinks from home. Your child will be responsible for bringing in their own morning snacks. If you have any questions, please feel free to inquire at the sign in and out table.

**Water Bottle:** Campers should bring a clearly labeled water bottle or sports drink.

**Appropriate Clothing:** Campers should dress to get messy. Sandals or open-toed shoes are not recommended. Tennis shoes and socks must be worn. Campers should NOT wear good clothes. Camp is held indoors and out. A raincoat or poncho may be needed on rainy days. Athletic apparel and clean gym shoes may be required for sports camps.

**Swimsuit & Towel:** Campers should pack a swimsuit, towel and a plastic bag for their wet swimsuit every day in a backpack clearly labeled with their name. Youth should wear a one-piece bathing suit.

**Sunscreens:** We strongly encourage you to apply sunscreen to your child prior to coming to camp. We also recommend you send sunscreen to camp with your child. Please make sure it is labeled with your child's name. Our staff will assist your child in applying sunscreen as necessary.

**Bug Spray:** We also encourage you to send bug spray if your child suffers from bug bites. Our summer day camp includes time playing in the wooded area behind the YMCA. Our staff will assist your child in applying bug spray as necessary.

**Great Attitude:** Campers need to be prepared to have an active day outdoors. A

good night's sleep is essential for a healthy camper. Swimming, sports, games, songs, arts & crafts and much more may be offered during a regular camp day. Our goal is to keep everyone active and engaged throughout the day.

**Don't Bring:** The following items are not allowed in YMCA programs: knives or weapons of any kind (including chains); alcohol, drugs or tobacco products; cell phones; personal video games, toys or card games; iPods, iPads or Kindles; money (unless it is specifically allowed for field trips or special events. Please help us maintain a safe environment by not allowing your child to bring any of these items to the program. The YMCA of Parkersburg is not responsible for lost, stolen or broken items.

**Lost and Found:** To ensure your camper goes home with everything, please make sure you are labeling everything your camper brings. We have a lost and found that is emptied out weekly and any items remaining will be donated to a shelter. The lost and found will be located outside under the canopy.

**Rainy Days:** Camp is held rain or shine. In cases of light rain, we will be outside (providing that there is no lightning). Please dress your child accordingly. Don't forget a raincoat or poncho.

**Extreme Heat Days:** If it is determined that the campers are in a heat emergency, the staff will take all precautions to protect campers from the effects of the heat throughout their day at camp. Children will be provided plenty of water breaks and rest periods in a cool place. If necessary, camp will move indoors.

## **AFTER-SCHOOL PROGRAM**

**Snack Program:** We will be offering an afternoon snack at all our After-school sites. Your child may bring their own snacks and drinks from home. If you have any questions, please feel free to inquire with our staff when signing your child out.

**Water Bottle:** After-school participants may bring a clearly labeled water bottle.

**Great Attitude:** Our goal is to keep kids engaged and active during After-school time. They will be assisted with their homework and have time for reading. They will have time be active in the gym, cafeteria, or outside (weather permitting).

**Don't Bring:** The following items are not allowed in YMCA programs: knives or weapons of any kind (including chains); alcohol, drugs or tobacco products; cell phones; electronic devices; card games. Please help us maintain a safe environment by not allowing your child to bring any of these items to the program. The YMCA of Parkersburg is not responsible for lost, stolen or broken items.

**Lost and Found:** To ensure your child goes home with everything, please make sure you are labeling everything your child brings. If your child leaves an item at the After-school program, it will be kept in the YMCA cabinet at the site for one week. If items are not claimed after one week, they will be sent to the school lost and found area.



## OUT-OF-SCHOOL PROGRAM

**Meal/Snack Program:** We will be offering breakfast, lunch, and an afternoon snack. The lunches usually consist of some type of protein, a fruit and a vegetable, and milk. This may not fill your child up, so your child may want to bring additional snacks and drinks. Your child may choose to bring in their own healthy lunch, snacks and drinks from home. Your child will be responsible for bringing in their own morning snacks. If you have any questions, please feel free to inquire at the sign in and out table.

**Water Bottle:** Out-of-school participants may bring a clearly labeled water bottle or sports drink.

**Appropriate Clothing:** Sandals or open-toed shoes are not recommended. Tennis shoes and socks must be worn. Out-of-school is held indoors and out.

**Swimsuit & Towel:** Children should pack a swimsuit, towel and a plastic bag for their wet swimsuit every day in a backpack clearly labeled with their name. Youth must wear a one-piece bathing suit.

**Great Attitude:** Children need to be prepared to have an active day. A good night's sleep is essential. Swimming, sports, games, songs, arts & crafts and much more will be offered during Out-of-school. Our goal is to keep everyone active and engaged throughout the day.

**Don't Bring:** The following items are not allowed in YMCA programs: knives or weapons of any kind (including chains); alcohol, drugs or tobacco products; cell phones; personal video games, toys or card games; iPods, iPads or Kindles. Please help us maintain a safe environment by not allowing your child to bring any of these items to the program. The YMCA of Parkersburg is not responsible for lost, stolen or broken items.

**Lost and Found:** To ensure your child goes home with everything, please make sure you are labeling everything your child brings. We have a lost and found that is emptied out weekly and any items remaining will be donated to a shelter. The lost and found will be located at the sign in/sign out table.

## EARLY LEARNING PROGRAM

**Meal/Snack Program:** We will be offering breakfast, lunch, and an afternoon snack. Lunches usually consist of some type of protein, fruit, vegetable, and milk. Your child may choose to bring in their own healthy lunch, snacks and drinks from home. Your child will be responsible for bringing in their own morning snacks. If you have any questions, please feel free to inquire at the sign in and out table.

**Appropriate Clothing:** Sandals or open-toed shoes are not recommended. Tennis shoes and socks should be worn.

**Bring:** a change of clothing per day, blanket & pillow, diapers and wipes, and a jacket (weather permitting, toddlers may go outside to play).

**Don't Bring:**

The following items are not allowed in YMCA programs: knives or weapons of any kind (including chains); alcohol, drugs or tobacco products; cell phones; personal video games, toys or card games; iPods, iPads or Kindles; money (unless it is specifically allowed for field trips or special events. Please help us maintain a safe environment by not allowing your child to bring any of these items to the program. The YMCA of Parkersburg is not responsible for lost, stolen or broken items.

**Lost and Found:** To ensure your child goes home with everything, please make sure you are labeling everything your child brings. We have a lost and found that is emptied out weekly and any items remaining will be donated to a shelter. The lost and found will be in the classroom.

**I have received the YMCA of Parkersburg Family Handbook and agree to abide by the policies and procedures as stated. I understand that I can request a conference with the Director and/or classroom teachers to discuss any questions or concerns regarding these policies.**

\_\_\_\_\_  
Name of Parent/Guardian

\_\_\_\_\_  
Signature of Parent/Guardian

\_\_\_\_\_  
Date

**I have read and agree to the Diaper Changing Policy.**

\_\_\_\_\_  
Signature of Parent/Guardian

\_\_\_\_\_  
Date

Name(s) of Child(ren) Enrolled in Programs:

\_\_\_\_\_  
\_\_\_\_\_

For Office Use Only:

I have given the above parent/guardian an opportunity to ask questions and discuss the policies of the Cross Lanes YMCA Child Development Center, the WV DHHR Childcare Licensing, and any other items of concern during a conference with myself and/or classroom teachers.

\_\_\_\_\_  
Directors Signature

\_\_\_\_\_  
Date

A COPY OF THIS PAGE MUST BE PLACED IN THE CHILD'S FILE.

CHILD'S NAME \_\_\_\_\_

DATE OF ENTRY \_\_\_\_\_