



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

La Crosse Area Family YMCA School Age Care Family Handbook

YMCA Child Care Policies

The La Crosse Area Family YMCA School Age programs (unless otherwise stated) are licensed by the State of Wisconsin, Department of Children and Families and follow the licensing rules for Group Child Care Centers. The Family Handbook contains all policies regarding the operation of the School Age programs for the La Crosse Area Family YMCA. The Family Handbook is available online at laxymca.org or upon request. Instructions on how to access the handbook are given out to families at the time of enrollment. In addition, a hard copy of the Family Handbook is available to parents on-site at each program location.

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Part 1 Mission and Goals

YMCA Mission Statement

Strengthening the foundations of our community through youth development, healthy living, and social responsibility.

YMCA Childcare Philosophy

At the Y, strengthening the 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. We believe that all kids deserve the opportunity to discover who they are and what they can achieve. We believe in providing a safe, nurturing environment for children to grow and develop.

Therefore, the goals of YMCA School Age programs are:

- To help children develop to their fullest potential
- To support and strengthen the family unit
- Deliver childcare in a safe and positive environment
- To teach, model, celebrate, practice, praise, and reinforce the four values of character development: caring, honesty, respect, and responsibility;
- To foster health and well-being for children and families

Non-Discrimination

The YMCA is committed to provide equal opportunities and does not discriminate by race, color, sex, age, national origin, religion, creed or special needs.

Americans with Disabilities Act

The YMCA complies with all aspects of the Americans with Disabilities Act and state handicap laws, and will, therefore, afford any reasonable accommodations to children with known disabilities, unless such accommodations would cause an undue hardship to the YMCA. Children with special needs will be integrated into YMCA programs. Staff will meet individually with parents to develop a program that works for the child and classroom.

It is essential that all pertinent information about the child's needs be available to staff from the outset of enrollment and that a continuing bond of trust and mutual partnership exists for the benefit of the child. Therefore, we ask that parents disclose significant medical, physical or behavioral issues at the time of the child's enrollment and on an ongoing basis.

YMCA Membership and Program Flexible Pricing

The La Crosse Area Family YMCA believes in providing membership and program services to all who desire to participate. The YMCA's Flexible Pricing Program, supported in part through contributions to the Y's Annual Campaign, provides membership and program assistance for those in need, within our available resources. Families with children enrolled in the School Age program during the School Year can receive a 25% discount on a family membership when presenting their enrollment confirmation coupon.

Part 2 Program Structure

Licensing

The La Crosse Area Family YMCA School Age programs are licensed (unless otherwise stated) by the State of Wisconsin, Department of Children and Families and follow the licensing rules for Group Child Care Centers. A full listing of DCF 251 Licensing Rules for Group Child Care Centers is available online and at each program location. All programs will display the group childcare license on a bulletin board near the entrance for parent review. This license will reflect days, hours and months of operation, ages of children to be served as well as the maximum number of children to be served at any given time. The most recent licensing inspection report will be posted next to the license including any non-compliance or enforcement actions. Ages served vary by location and program. The YMCA will comply with all laws governing facilities and operations.

Program Sessions

The La Crosse Area Family YMCA is dedicated to offering a quality childcare experience for children age 5 through 11 years old. Programs vary between sites and may include full-time and part-time care, before and after school care and summer care. Unlike traditional childcare centers that offer year-round care, the La Crosse YMCA offers **three distinct sessions of programming** – school year, summer, and Kids’ Day Off. Each session is considered separate from the other and thus will have policies that are different or conflicting to that of another session. Throughout this Family Handbook, any policies that are applicable to certain sessions versus others will be made explicit.

School Year Program List – all programs serve children 5 years through 11 years or (K-5)

- | | |
|-------------------------------------|---|
| • YMCA School Age - Eagle Bluff | 200 Eagle Bluff Court, Onalaska, WI, 54650 |
| • YMCA School Age – Emerson | 2101 Campbell Road, La Crosse, WI, 54601 |
| • YMCA School Age – Evergreen | 510 Long Coulee Road, Holmen, WI, 54636 |
| • YMCA School Age – Harry Spence | 2150 Bennett St, La Crosse, WI, 54601 |
| • YMCA School Age – Hintgen | 3505 S. 28 th Street, La Crosse, WI, 54601 |
| • YMCA School Age- Irving Pertzsch | 524 Main St, Onalaska, WI 54650 |
| • YMCA School Age – Northern Hills | 511 Spruce St, Onalaska, WI, 54650 |
| • YMCA School Age – Northside | 1611 Kane St. La Crosse, WI, 54603 |
| • YMCA School Age – North Woods | 2541 Sablewood Rd., La Crosse, WI 54603 |
| • YMCA School Age – Prairie View | 1201 Newport Lane, Holmen, WI, 54636 |
| • YMCA School Age – Sand Lake | 3600 Sandlake Rd., Holmen, WI, 54636 |
| • YMCA School Age – Southern Bluffs | 4010 Sunnyside Dr., La Crosse, WI, 54601 |
| • YMCA School Age – State Road | 2350 Hagen Rd., La Crosse, WI, 54601 |
| • YMCA School Age – Summit | 1800 Lake Shore Dr., La Crosse, WI, 54603 |
| • YMCA School Age – Viking | 511 4 th Ave. E., Holmen, WI, 54636 |

Summer School Age Program List (locations will vary based on building availability)– all programs serve children 5 years through 11 years or (K-5)

- | | |
|-------------------------------------|--|
| • YMCA School Age - Eagle Bluff | 200 Eagle Bluff Court, Onalaska, WI, 54650 |
| • YMCA School Age – Emerson | 2101 Campbell Road, La Crosse, WI, 54601 |
| • YMCA School Age – Evergreen | 510 Long Coulee Road, Holmen, WI, 54636 |
| • YMCA School Age – Harry Spence | 2150 Bennett St, La Crosse, WI, 54601 |
| • YMCA School Age - Irving Pertzsch | 524 Main St, Onalaska, WI 54650 |
| • YMCA School Age- Northside | 1611 Kane St. La Crosse, WI, 54603 |
| • YMCA School Age – Prairie View | 1201 Newport Lane, Holmen, WI 54636 |
| • YMCA School Age – Sand Lake | 3600 Sandlake Rd., Holmen, WI, 54636 |
| • YMCA School Age – Viking | 511 4 th Ave. E., Holmen, WI, 54636 |

Program List (Kids’ Days Off)

Due to the nature of Kids’ Day Off programs, there is no set location for each day offered. Instead, the locations for each day of care are determined annually in collaboration with the local school districts. Once determined, the locations are then communicated to families.

Administrative Structure

The Director of Community Outreach oversees all childcare programs at the YMCA and reports directly to the YMCA Executive Director, who reports to the Board of Directors. Parents may contact the Director of Community Outreach with questions or concerns related to the program structure.

The Senior School Age Director oversees two School Age Directors and a School Age Coordinator who oversee the school year, summer, and Kids’ Day Off programs. Each director is responsible for certain locations and may step in to assist in the supervision of other locations in the absence of a director. Each School Age site has a site lead and teachers who assist in the daily operations of a site.

Dates and Hours of Operation

School Year

School Age programs will only operate on days when school is in-session. In order to have sufficient time to transition between school year and summer programming, no School Age program will operate on the last day of school unless otherwise communicated by the Director. The start and end times of before school care vary between program locations and may change each school year. All start times will be published in the annual School Year brochure located on the School Year website. Afternoon care will begin as soon as the school day ends. Afternoon care ends at 6:00pm.

Early Release

Extended hours of care will not be available to accommodate for scheduled early release days during the school year, therefore, there will be no after school programming offered on early release days.

Summer Day Camp

During the summer, School Age programs will operate on the days as published on the Summer School Age website. Summer Program details to include program start times by location will be available on the website in February of each year. All summer programs end at 6:00pm.

Kids' Day Off

Kids' Day Off programs are full-day programs that provide care to families on some days during the school year where school is not in-session. Examples include parent-teacher conferences, teacher in-service days, and winter break. Due to high demand for the program and limited availability, only children actively registered in before and/or after school care may enroll in Kids' Day Off programs. A full list of the dates offered are determined on an annual basis. Once determined, all available dates, locations, and daily start times of programming will be communicated via email and on the registration form in early August.

Cancellation of Program

There will be no programming on days caused by inclement weather. If the school day were to start late or end early due to inclement weather, the respective period of care (morning and/or afternoon) will be cancelled due to an inability to operate the program for those extended hours on short notice.

Facility Emergency

In the event of an emergency related to the facility, fire or structure, parents will be notified as far in advance as possible. In the event of an emergency during the day, parents or emergency contacts will be notified and asked to pick up their children. Should the facility become unusable due to fire, plumbing, electrical, etc. during the day, the children may be transported to the closest YMCA facility until all children have been picked up.

Closure of a Program

If the YMCA should have to close its services for an indefinite period of time, parents would be notified of the closing with as much advance notice as possible and any fees paid for services not rendered would be evaluated for a possible refund.

Part 3 Enrollment and Fees

Enrollment

Parents may enroll their children by completing and submitting the necessary electronic registration forms to include payment of registration fees. Registration dates and fees due at the time of enrollment will change based on the session (School Year, Summer, or Kids' Day Off) and the status of the family (current versus new). Each session is a separate program registration. Therefore, being actively enrolled in one session does not mean that a family is or can be guaranteed active enrollment in another session. Communication to families regarding the process for enrollment for each session will be done on an annual basis using a variety of communication mediums.

Registration Forms

The following is a list of required registration forms that must be completed in order to enroll. The YMCA may withhold registering a family if all forms and paperwork are not satisfactorily completed. It is the responsibility of the family to keep all information on file current in order to ensure effective communication and the overall safety of the child.

- Enrollment Form
- Payment Method Form
- Child Enrollment and Health History Form (2 sided),
- Child's Record of Immunizations (Immunizations on file with the School are non-transferrable to the Y care program)
- School Year Only: Registration fee for all families is due at the time of enrollment. First month's payment is due on the 1st of September.
- Summer Only: A \$10.00 fee will be charged per week that is canceled. This fee will be charged at the time of cancellation.
- Additional forms may be required as needed – including Alternate Arrival/Release and Authorization to Administer Medication.

Annual Re-Enrollment Process

All "current families" must re-enroll their child prior to every summer and school year. The definition of "current families" changes from summer to school year and is outlined below.

The YMCA will communicate registration dates to families through various mediums - including emails, newsletters, on-site displays, websites, and brochures. However, families are ultimately responsible for knowing the re-enrollment dates and register as needed. Current family registration forms submitted after the current family priority registration deadline will be processed as new families. Current families may re-enroll for any program and are not limited to re-enrolling only for the program their child is actively enrolled. Additionally, the siblings of an actively enrolled child may also be enrolled during this time frame.

School Year

Current Families will be offered a period of priority registration to re-enroll for the next school year. For school year re-enrollment, current families are defined as those families who have at least one child actively

enrolled – at the time of re-enrollment - in either a School Age program (morning and/or afternoon care) or a child graduating from the YMCA Child Care Center.

While there is typically no issue re-enrolling families who submit registration forms during the priority registration period, a limited capacity at each location does mean that the YMCA is unable to guarantee registration in all circumstances. If a conflict arises when the number of children being enrolled from current families is higher than an individual program's capacity, the YMCA will prioritize children based on the following priority list:

- Children already actively enrolled at the desired program location and care period (AM/PM)
- Children of Full-Time YMCA Employees
- Sibling(s) of children currently enrolled
- Children already actively enrolled at the desired program location but not actively enrolled in the desired care period (AM/PM)
- Children transferring from the Child Care Center
- Children transferring from another School Age program

If a site is at capacity, a family may add their child to the wait list and/or choose to enroll their child in a different School Age program. Any transportation necessary is the responsibility of parents to provide or coordinate. The School Age Director must provide approval if a child wants to be transported from another location.

At the time of re-enrollment, all registration materials and fees (as outlined above) are due – unless the YMCA already has the requisite and up-to-date form on file.

Summer

Current Families will be offered a period of priority registration to enroll for summer programs. For the summer, current families are defined as those families who have – at the time of registration - either (1) at least one child actively enrolled in a School Age program (morning and/or afternoon care), (2) a child graduating from the YMCA Child Care Center, or (3) a child who was enrolled in summer programming the previous year.

Unlike school year re-enrollment, the summer priority registration period utilizes a first-come first serve.

Children may enroll part time (2-3 days per week) or full time (4-5 days per week). Enrollment and fees are on a weekly basis for the duration of the summer. Families may register at multiple sites from week to week throughout the summer. However, families may not enroll one child at more than one program location within the same week of care.

Registration will open up to new families after the priority registration day and will be published on the YMCA's website and the annual Summer School Age program guide. Registrations must be completed electronically via the Summer Care website.

If the desired site is at capacity, a family may add their child to the wait list and/or choose to enroll their child in a different School Age program location – so long as transportation and other logistics are approved by the YMCA Director.

Kids' Day Off

Registration for Kids' Day Off is done on an annual basis and will cover dates throughout the traditional Fall through Spring school year calendar. Registration is limited to those families actively enrolled in before and/or after school care for the respective school year. The date for registration will be communicated to families at least one month in advance of the date of registration.

Wait List

If there is not enough room to provide childcare services to all who wish to participate, parents may fill out a registration form to ensure their child's name is put on the wait list. The Childcare Accounts Specialist manages the wait list.

To be on the waitlist, a child must be eligible to attend and the family must be ready to take a spot as soon as one becomes available. Once a spot becomes available, the YMCA will contact the parents via email to offer the spot. Parents have until the end of the following business day to respond before the YMCA offers the spot to the next family in line. If a family declines the offered care spot, their child will be removed from the waitlist.

Children on the waitlist are prioritized based on the date and time they were added. To ensure full-time employees of the YMCA have the reliable childcare needed to perform their professional work, the YMCA will prioritize the families of full-time staff and directors above all others. Additionally, other instances may arise that would provide a compelling interest for the YMCA to provide an exception to the waitlist or priority policies. The YMCA reserves the right to make exceptions on a case-by-case basis.

Initial Assessment Period

In order to ensure that each child's individual needs can be met within the scope of School Age programs, all families who register do so with the understanding that during the first two weeks of attendance each child will be assessed to determine if they can successfully function within the parameters of the YMCA School Age programs.

If any questions arise during this initial assessment period regarding the likelihood that a child's individual needs and safety can be met in YMCA School Age programs, a conference will be set with the parent/guardian to further assess the situation.

If a child requires special accommodations or has additional medical conditions requiring attention, these should be communicated at the time of enrollment to the appropriate School Age Director and indicated on the Health History section of each program's respective registration packets.

Part-time vs. Full-time Schedules

The YMCA provides full and/or part-time care for Summer Care. Full-time care for summer is considered 4-5 days per week. Anything below the threshold to be considered full-time care is thus considered part-time

care. The amount of time a child spends in care on any given day is not considered when determining full or part-time status. Certain locations restrict part-time care as an option due to high demand for the program. Availability for full and part-time care at each location will be communicated to families on an annual basis through each session's respective program guide. Since Kids' Day Off programs are registered on a day-to-day basis, there is no full or part time option. Parents should consult the Childcare Accounts Specialist, Senior School Age Director, or the School Age Director if there are any questions when completing the enrollment forms.

Required Notice for Schedule Change

School Year

If you wish to change the enrollment status, you must give a 2-week notice via email before the 1st of the month the change request is needed. Requests to make changes must be in writing via email to the Childcare Accounts Specialist.

Summer

All schedule changes, from full time to part time or vice versa or cancelations, require at least a 2-week notice before the Monday of the week of care the change request is needed. Requests to make changes must be in writing via email to the Childcare Accounts Specialist. Changes can be requested for one or more weeks at a time.

Kids' Day Off

Since Kids' Day Off programs are registered on a day-to-day basis, there is no full or part time option.

Late Pick-Up Policy

Late pick-up is not allowed as the centers are open and licensed until 6:00pm. A \$10.00 late fee will be charged per child for every 15 minute increment after 6:00pm until the child is picked up. Chronic late pick-ups will be grounds for dismissal. If a child is not picked up by 6:30pm and the parent/guardian cannot be reached, the YMCA will contact non-emergency police to help locate the parents.

Absence/Vacation/School Closing

No refund or credit will be given for days of care missed due to student illness, family vacation, or school closings.

Children's Records

Updating all information, including additional immunizations, changes in address, telephone number, or family situation, is the responsibility of the parent. All paperwork is due prior to a child's start date unless otherwise indicated below. Paperwork must be updated and/or reviewed annually.

Each child participating in a YMCA Child Care program will have a file which includes:

- Child Enrollment and Health History Form (2 sided)
 - Every child must have an emergency contact on file with the YMCA. This must be another adult available if the parent is not

- Child's Record of Immunizations
- Additional forms may be required as need – including Alternate Arrival/Release and Authorization to Administer Medication.
- In addition to the above paperwork, any accident, incident, or other reports will be kept in a child's file.

Children's Personal Supplies

Please do not send any toys, pets, candies, gum, or other personal belongings to School Age programs as they are easily broken, lost, or difficult to share with other children. The Y will not be responsible for broken or lost items brought from home.

School Year and Kids' Day Off

Parents must provide the appropriate clothing to allow for outdoor play. Our program is required to provide children at least 30 minutes of outdoor play time as long as there is not inclement weather (rain, storms, or temperatures below 0 degrees with wind chill or above 96 degrees with heat index). For all Kids' Day Off programs, parents must supply a cold lunch for their child.

Summer

Parents will need to provide swimsuit, towel, sunscreen and/or bug spray. At certain locations, free lunches will be available to the students. At all other locations, parents need to provide a sack lunch each day. Free lunch locations are published in the annual Summer School Age program guide.

Parent Involvement and Communication

Parents are invited to visit the programs anytime unannounced to observe their child, unless access is denied by a court order. Program administration will publish monthly newsletters to keep parents informed on program operations. Teachers will post lesson plans with tentative timelines on the parent board to insure parents are informed of program activities.

Parent Board

To ensure transparency, each program has a parent board which displays important documentation for parents to review. These documents include the program's license, results of the most recent licensing inspection, any notice of enforcement action, stipulations, conditions, exceptions and/or exemptions. A copy of the State Licensing Rules and this Family Handbook are also available near the parent board.

Parent Involvement

The La Crosse Area Family YMCA believes that parent involvement is vital to a child's success and development. The relationship between staff and parents must be an integral part of providing an appropriate program for children. Staff demonstrates the value of this relationship by acknowledging:

- The influence of the parent on the developing child as the child's first teacher
- The importance of the family's goals for the child
- The lifestyle of each family and the unique styles of child rearing
- The unique beliefs and value system of each family
- The family's ethnic, cultural and religious background
- The desire of parents to learn about their children
- The pride parents take in their children and their children's accomplishments
- The value of the parental input and contribution to the program

Parent/Site Communication

Communication forms the basis of any relationship. Our partnership with families is dependent on a sharing of information.

What the YMCA does to keep families informed:

- Meet and greet families at arrival and departure
- Post monthly plans, menus, newsletter, parenting tips, schedule, field trip/party notices, etc.
- Make available notices, tuition letters/receipts, accident reports, or completed projects
- Have an open door policy – parents of registered children are welcome to visit anytime
- Develop individual behavior/learning plans collaboratively with parents when necessary
- Place and return phone calls

School Age programs are designed for parents to interact with staff on a daily basis in order to inquire on the child's experience in the program and their individual growth and development.

How parents keep us informed and stay involved:

- Keep emergency information and phone numbers up to date
- Greet teachers at drop off and pickup; Ask questions and share thoughts
- Call, text, or leave a voicemail to the site phone
- Spend time with your child at the program
- Request meetings or attend meetings requested by the program
- Requests for changes in procedures involving the health or safety of children must be in writing

Annual Parent Survey

Parent surveys are used to evaluate program components to ensure they are meeting or exceeding expectations as well as to make annual recommendations.

Cancellation Policy

School Year

Written notice is required to cancel an enrollment and must be submitted via email to the Child Care Accounts Specialist, childcarebilling@laxymca.org, a minimum of two weeks before the 1st of the month the cancellation is to be effective. If the required notice is not provided by the deadline, the parent will be responsible for payment of that month in full. If the child's enrollment is canceled, it is canceled for the full school year.

Once a parent cancels care indefinitely for a child, the child's "spot" in the program will be forfeited and offered to another family wishing to become enrolled in care. If a cancelled family wishes to re-enroll a

previously enrolled child, an open spot must be available. If there is not a spot available, the child can be placed on the waiting list. The family will not receive priority above other families on the waitlist. The YMCA does reserve the right to make exceptions based on special circumstances.

Summer

Written notice is required to cancel an enrollment and must be via email to the Child Care Accounts Specialist, childcarebilling@laxymca.org, a minimum of two weeks before the Monday of the week being cancelled. If the required notice is not provided by the deadline, the parent will be responsible for payment of that week in full. A \$10.00 per week cancellation fee will be charged at the time of cancellation for all canceled weeks. If proper notice is given, the weekly fee is not due.

Withdrawal from the Center at the Center's Request

The YMCA reserves the right to withdraw a child from the program for any of the following reasons:

- Parents/guardians and the staff are unable to come to a mutually satisfying course of action after identifying and processing a concern
- Non-payment of fees
- Repeated failure of parents to pick up the child on time
- Failure to provide the State-mandated medical information or forms per Licensing Rules
- Chronic or disruptive behavior as discussed under the guidance policy
- The program is not contributing to the child's emotional/physical development
- Hostility by parent towards YMCA staff or volunteers
- Serious guidance problems as discussed under the guidance policy

The decision to remove a child from care is a committee process between the School Age Director, the Accounts Billing Specialist (if appropriate), and the Senior School Age Director. If a parent disagrees with the decision made, they may appeal the decision by contacting the Director of Community Outreach.

Fee and Payment Policy

School Year

- There is a one time, per family, non-refundable \$30.00 registration fee due at the time a registration is processed. The first month's payment will be due on September 1st.
- Fees are due by the 1st of the month prior to service of care and are computed on a full month basis. Fees are established based on registration request, not attendance.
- Legal holidays, sick days, or absences which shorten the month are computed into the monthly fees and will not be credited.
- Payment methods currently accepted:
 - Cash or check dropped off at the front desk of either YMCA facility or mailed to: 1140 Main Street, La Crosse, WI 54601, Attn: Childcare Accounts Specialist
 - Bank draft from checking account
 - Credit Card/Debit Card draft
 - Payments will not be accepted at the School Age Care sites.

****It is the payee's responsibility to notify the YMCA, with at least 5 days' notice of the draft, with any updated bank account or credit card information, including updated expiration dates.**

- Any family with past due fees must pay in full before the child can return. Care can be canceled and spots may be given to other children if payment is not received.
- Parents with more than one child enrolled in the School Age program may receive a discount on the second and subsequent children.
- Additional fees may be charged for field trips. Parents will receive advanced notice and registration materials for any of these services.
- Any outstanding balances must be paid in full prior to registering and attending other sessions.
- Split payments can be set up upon request to bill two parties separately for split custody families.

Summer

- Fees are due by Monday of the week of service of care and are computed on a full week basis. Ex: Payment is due on Monday for care that week Monday-Friday.
- Fees are established based on the registration request, not attendance.
- Parents can choose to register for part-time (3 or less days/week) or full-time (4-5 days/week).
- Legal holidays, sick days, or absences which shorten the week are computed into the weekly fees and will not be credited.
- Payment methods currently accepted:
 - Cash or check dropped off at the front desk of either YMCA facility or mailed to: 1140 Main Street, La Crosse, WI 54601, Attn: Childcare Accounts Specialist
 - Bank draft from checking account
 - Credit Card/Debit Card draft
 - Payments will not be accepted at the School Age Care sites.

****It is the payee's responsibility to notify the YMCA, with at least 5 days' notice of the draft, with any updated bank account or credit card information, including updated expiration dates.**

- Any family with past due fees must pay in full before the child can return. Care can be canceled and spots may be given to other children if payment is not received.
- Parents with more than one child enrolled in the School Age program may receive a discount on the second and subsequent children.
- Additional fees may be charged for field trips and specialty lessons including, but not limited to swim lessons or youth sports. Parents will receive advanced notice and registration materials for any of these services.
- Any outstanding balances must be paid in full prior to registering and attending other sessions.
- Split payments can be set up upon request to bill two parties separately for split custody families.

State Assistance

The La Crosse Area Family YMCA accepts payments and assistance from the state of Wisconsin that is administered through La Crosse County Economic Support. Parents are responsible for securing this assistance and keeping their authorizations up to date. Families will receive an EBT card in the mail from the state and funds will be loaded onto the card on the first of every month for that month's care. We ask that these funds be transferred to us no later than the 5th of every month by either calling the number or going to the website

provided by the state. Co-payments are the responsibility of the parents and are due by the 10th of each month for School Year and are due the Friday before care for Summer. If families receive state assistance and also qualify for flexible pricing, then the flexible pricing will be applied to the remaining parent co-payment, after the state reimbursement has been applied.

Flexible Pricing

The La Crosse Area Family YMCA believes in providing membership and program services to all who desire to participate. The YMCA's Flexible Pricing Program, supported in part through contributions to the Y's Annual Campaign, provides membership and program assistance for those in need, within our available resources. Families in need of flexible pricing can request an application at the Member Service Desk or find it online at the La Crosse Area Family YMCA website. This application needs to be completed and tax documents provided for income verification prior to the beginning of care and will be approved by the Member Services Lead. An email will be sent from Member Services with the approved percentage discount.

Multiple Child Discounts

Families with more than one child enrolled in childcare may receive a discount on second and subsequent children. This discount will vary based on program rate structure. Multi-child discounts are not given to anyone under the age of two.

Past Due Accounts

Families with past due balances will have their YMCA childcare put on suspension until paid in full. Any balance 30 days past due can result in childcare cancellation and restriction of future childcare registrations until balances are paid in full. Past due balances are also subject to be turned over to a collection agency. Families will be notified in advance of past due accounts and possible limitations and handling of accounts.

Statements and Tax Letters

Statements and Tax Letters of childcare fees paid can be accessed upon request. Contact childcarebilling@laxymca.org to make request.

Vacation Policy

Refunds or credits are not given in the event of a vacation as these programs are based on a flat monthly or weekly rate. No credit is given when school is closed. These closings have been considered in the overall fee structure.

Access to Records

Parents may request access to child's file, attendance or billing for their child through the Childcare Accounts Specialist or the respective School Age Director.

Media Release

The YMCA occasionally uses photos and/or video of its participants for marketing purposes. Parents or guardians may submit a written request to the Director if they prefer their child not be photographed or videotaped. Families can choose to opt in/opt out for photo release on the registration form.

Confidentiality

All child records will be maintained by staff to ensure confidentiality of all personal information. Parents or persons authorized in writing by parents may access children's records and reports upon request. Only other agencies legally authorized access will be allowed to review records. Staff and volunteers will maintain all information on a confidential basis. The Director of Culture and Youth Development, School Age Directors, School Age Administrator, or the Early Childhood Administrator will share needed information about a child's special needs with teachers responsible for the child as appropriate.

Part 4 ACTIVITIES AND CURRICULUM

Education and Development

The Mission of the YMCA is used as a guide to all education and teaching components. We believe in using Christian principles as a guide. We do not incorporate specific religious teachings into our curriculum. The Christian values of caring, honesty, respect and responsibility are used as a guide for staff and referenced and taught to the children.

Holiday Celebrations

All centers will program and celebrate most holidays. These celebrations will help children understand and appreciate various cultures and beliefs. We encourage families to share their holiday traditions with us so that we can learn about other cultures and beliefs. Parents with concerns may address these issues with the teachers or directors.

Early Morning and Late Afternoon Care

Children enrolled in early or late afternoon programs will be provided a program which provides a change from the daily routine. This will include quiet areas, recreation outdoors, or active play and opportunities to choose activities.

Outdoor Play

School Age programs will utilize outside playgrounds and/or sports equipment for large muscle development and physical activities. All children will take advantage of outdoor activities weather permitting daily.

Outdoor play is a regular daily activity in which all children are expected to participate. If your child is not feeling well enough to play outdoors, please consider keeping the child home. All staff are expected to be outdoors when the group is participating in outdoor activities. The staff will determine the length of time spent outdoors based on the weather conditions and children's interest. The National Weather Service temperature and wind-chill chart will be used to determine whether the exposure risks are too great. Children will have opportunities to play outdoors when the temperature is no higher than 97 degrees Fahrenheit and no less than 0 degrees Fahrenheit.

Program Activities

YMCA program activities will provide each child with experiences to encourage several areas of development, including large/small motor, creative, social, intellectual and cognitive opportunities.

Self-Esteem/Social Emotional L and Positive Self-Image Development

- Maintain staff and child interactions which are warm, nurturing and compassionate.
- Provide materials which help the child's progress and challenge the child's developmental level.
- Encourage each child to develop his/her own independence and problem-solving skills through the use of classroom materials and experience.
- Maintain a daily routine which is consistent and predictable.

- Plan activities that are consistent with the child's development, interests, experiences, ethnicity and cultural backgrounds. Cultural diversity will be evident in programs, supplies, and meals.
- Use positive communication between adult and child, and child and child.
- Stress importance of process, not product, and that each child is valued for individual achievements.
- Allow children time to transition from activity to activity. Children will not be required to wait long in lines between activities. When possible staff will give warnings when switching to a new activity to allow for children to finish the activity they are involved with.

Social Interaction

- Through creative play experiences.
- Through group time.
- Through interaction at the meal table.
- Through community field trips set up to provide social interaction with outside sources
- Through planned family activities
- Through teacher-directed planned activities.
- Through music and song.

Self-Expression and Communication Skills

- Group story time where children participate.
- Acting out stories and plays.
- Readily available tapes and books.
- Show and Tell.
- Creative play experiences.
- Teacher-directed activities.

Creative Expression

- Readily available access to creative art materials and creative play equipment.
- Opportunities to use constructive toys.
- Exposure to the fine arts.
- Use of community resources.

Large/Small Muscle Development

- Large muscle development is enhanced through using climbing apparatus and playground equipment, and through participation in group activities.
- Children will receive the opportunity to participate in a mix of aerobic, muscle strengthening, and bone strengthening activities for at least 30 minutes in part day programs, and 60 minutes in full day programs.
- Small muscle development is enhanced through the use of puzzles, beads, finger plays, etc.

Character Development

- Children will be exposed to a variety of activities, projects and role modeling that reinforce positive values. The YMCA will implement a character development program that emphasizes caring, respect, responsibility and honesty.

Program Schedule

School Age program schedules are planned and may include a variety of the following activities. The schedule of activities will be posted on the parent board

Large Group Activities

Children are encouraged to interact in a large group, take turns, participate themselves and allow others to participate with them.

Small Group Activities

Children are assisted in developing particular skills such as cutting, tracing, balancing, hand-eye coordination, color identification, etc.

Physical Activity

All children are encouraged to be physically active every day. The School Age Programs will offer at least 30 minutes of physical activity during half-day programs and 60 minutes of instructor led physical activity during all-day programs.

Quiet Homework/Reading Time

Children are exposed to age-appropriate literature and are encouraged to use their imagination, to build vocabulary and to develop listening skills.

Meal Time

Children will be encouraged to learn group cooperation, language development, social interaction and good nutrition and to try a variety of different foods. School Age practices “family-style” dining for all meals served by the program. Meal times vary from location to location and will be communicated to parents through multiple forms of communication.

Rest

Since our programs are for children 5 and older, School Age does not offer specific time for naps or rest. Children are encouraged to use quiet/homework reading time as an opportunity to rest and engage in a low-intensity activity. Special accommodations can be made for any child who feels the need to rest on any given day.

Clean Up

As a way to foster social responsibility, children are encouraged to participate in the care and clean-up of their environment.

Field Trips

Parents will be given a field trip permission slip identifying mode of transportation, date, times and locations of field trips with at least one week notice. All staff attend field trips. Therefore, all children attending program on the day of a scheduled field trip day will need to attend the field trip or the parent will need to make alternate arrangements.

By Bus

The YMCA contracts out all transportation to local bus companies. Prior to vending from any company, the YMCA requires that potential vendors confirm through the bidding process that their vehicles, drivers, and company in general meets the requirements of State Licensing for Group Child Care Centers. If necessary, the YMCA will provide an accessible bus for any student.

By Walking

Blanket permission slips may be used when the program will take walking field trips. Some sites are in locations where it is easy to take a walking field trip to a park or the library. A permission form still needs to be filled out for walking trips. However, a blanket permission slip can be filled out to cover any date the staff chooses to walk the children to the specified location. When taking a walking trip, we will leave a sign for parents with directions to the location and follow the transportation procedures. Sight and sound supervision will be maintained at all times.

Outside of Center Activities

Children may go to and from outside activities including, but not limited to, summer school, sports programs and swim lessons. An Outside Activities sign up is available at each site. This sheet indicates the dates, times, activity that the child will attend. If the parent would like the child to be escorted to the activity by a staff, it must be a reasonable request (to be determined by School Age Director) in distance and of time away from the program by the staff. This request needs to be indicated on the form. Any additional fees for these field trips, programs and lessons are to be covered by the family.

Wading Pools and Swimming Pools

Children will be allowed to swim recreationally during the Summer and Kids Day Off programming. Parents will be notified of dates and times. The accountability procedure as described under the guidance policy will be used at the swimming pool.

- All children will be supervised within sight and sound supervision while swimming and on the pool premises. Staff will be placed so that they are swimming with the children and on the pool deck overseeing the group in and out of the pool.
- Swim ratios per licensing must be: 1:6 for 5 year olds and 1:12 for 6-12 year olds
- Per area pools, children age 5 must be within arms-length of a staff person and a 1:2 staff to child ratio needs to be kept for 5 year olds when swimming
- Each child will be swim tested by the corresponding pool's staff. A green bracelet will be given to those that are allowed to swim in the deep end per testing and a red bracelet to those that need to stay in the shallow end. When swimming at the Houser YMCA, a yellow bracelet will be given to those allowed to use the slide.

- During the summer, a swim test is administered at the beginning of the summer (or first day of child swimming) at each pool and a bracelet will be given at this time. Children can test later to swim in the deep end if they wish.
- During the school year children are tested each time they swim.

Curriculum

The YMCA has adopted a child-based or child-driven curriculum. Programs will vary to meet the individual needs of the respective children and to reflect the creativity of our teachers. On-site program staff are ultimately responsible for the curriculum and may draw from a number of child-based curricula to ensure that programs are developmentally appropriate.

Daily opportunities to play and interact to develop social skills, self-control, and confidence, will be provided. Children learn best through play. By choosing their own play materials, children learn how to make decisions and take responsibility. Teachers support this by setting up the classroom environment and providing materials and activities to foster learning in all areas of development. The day is a blend of “child choice” and “teacher led” experiences.

The YMCA puts an emphasis on health and well-being by promoting physical activity and good nutrition. The Y uses a Food and Fun Curriculum developed by the Prevention Research Center at the Harvard School of Public Health in collaboration with YMCA of the USA as a guide for programming. It also uses the CATCH Kids Club Curriculum that promotes physical activity and healthy eating.

School Age programs put an emphasis on offering activities that are in line with the mission of the YMCA and stress the importance of an active, healthy lifestyle.

Curriculum is designed by site staff in collaboration with the School Age Directors. Age appropriate activities are provided to promote growth and learning in all areas. Summer curriculum is thematic based. Literacy and STEM activities are encouraged at every site.

Nutrition

The La Crosse Area Family YMCA has a general commitment to providing healthy nutritious meals. We kindly ask that outside food is not brought into the program space. If your child needs an exception for any reason, the Director will make exceptions on a case-by-case basis.

Schedule of Meals

Snacks and/or meals will be provided according to the following schedule:

School Year

All school year programs serve an afternoon snack that is prepared on-site by program staff. Since each school building provides a morning breakfast option, the YMCA does not serve a morning breakfast.

Summer

Depending on census demographics of a particular school building, YMCA summer programs may provide meals from a variety of meal sponsors. Some schools will provide children in YMCA care with a free breakfast and lunch. In this instance, the YMCA program provides and prepares on-site an afternoon snack. In other programs, the YMCA provides and prepares on-site morning breakfast and an afternoon snack. In this instance, parents are responsible for providing a cold lunch each day. Information on meals at each summer program is communicated to families in the annual Summer Program Guide.

Kids' Day Off

The YMCA program provides a morning breakfast and an afternoon snack. Parents are responsible for providing a cold lunch each day.

Menu Planning

Menus are planned in advance by the Food Access Director and served by the on-site staff. Items served are recorded and available for parent review on the Production Sheet. This sheet is posted on the parent board at each program location.

Meal Routines

- Children's food will be served individually at tables and chairs appropriate for children's ages.
- Meals will be served individually plated for each child
- Food will not be withheld or force-fed
- Food will not be used as a reward
- Staff are encouraged to sit and eat with children during meal times whenever possible
- All children will wash their hands before and after eating.
- Children will eat with the group they are with throughout the day. Maximum group size will not exceed licensing ratio guidelines
- If parents receive permission by the Director to provide additional or different meal choices, the child should eat these during the designated meal time. Parents are encouraged to provide a nutritious snack that meets the requirements of the USDA Food Program. These requirements are available from the Food Access Director.

Meals Provided by the Programs

All programs participate in the Child and Adult Care Food Program (CACFP) which is a federally funded program administered by the United States Department of Agriculture (USDA). The program provides reimbursements, which helps the center provide children with nutritious well balanced meals. Menus are prepared under the guidelines set forth by the USDA food program.

All meals comply with the USDA CACFP guidelines for serving sizes, food preparation, storage, and services. All fruit and vegetable servings are $\frac{1}{4}$ and $\frac{1}{2}$ cup.

Drinking Water

Water will be made available throughout the day. Staff will encourage students to take frequent water breaks. At times, programs may require that parents provide their child with a water bottle for daily use.

Special Diet Needs and Allergies

- Children's specific needs and allergies are listed on the Health History and Emergency Care Plan form. Forms are accessible to the staff and are reviewed and updated annually by the parents.
- Parents may provide meals and snacks for children requiring specialty menus such as vegetarian or kosher if the center menu is not meeting the needs of the family
- Due to USDA regulations a signed dietary statement provided by the child's physician is required if children have a food allergy for which menu substitutions are necessary. Food allergies are posted for staff. With a medical statement on file, the YMCA will provide the meal substitutions.
- We ask that all parent refrain from packing or bringing fried foods, and foods or drinks (sodas, juices or energy drinks) high in sugar and saturated fats (such as chips, cookies, etc.)

USDA Nondiscrimination Statement with Complaint Filing Procedure

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) Mail: U.S. Department of Agriculture

Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW

Washington, D.C. 20250-9410;

(2) Fax: (202) 690-7442; or (3) Email: program.intake@usda.gov

This institution is an equal opportunity provider.

Pets

Besides fish kept in an aquarium, no program has pets located within the program. If an animal would make a visit to the classroom, parents will be asked to sign a notice. Pets will be treated and kept in a manner that protects the well-being of the child and animal.

Part 5 POSITIVE CHILD GUIDANCE

The goal of the YMCA is to guide children in becoming cooperative, happy and responsible participants through positive, non-threatening teaching techniques involving problem solving, communication and negotiation skills. Guidance shall be ongoing throughout the day in all activities in which children participate. In order to create a kind and nurturing environment, childcare staff are given the following guidelines during training.

Components of Positive Guidance

Modeling by Caregivers

Demonstrate calm demeanor, politeness and gentleness with children through actions and tone of voice.

Classroom Environment

Environmental room arrangements and setting of limits shall be carried out to help each child learn self-control, make correct choices, identify feelings and develop a healthy understanding and respect of feelings for others. Children's safety will be a component of room arrangement.

Meeting with Parents or Other Professionals

Parents and other professionals may be aware of a child's needs and behaviors. To offer the best care it is important to collaborate to offer consistency and education to teacher's about a child.

Planned Activities

Staff will provide optimal amount of activities to keep each child involved at his/her developmental level. Daily schedules and weekly lesson plans will be posted and followed to provide consistency and to help children thrive and build their bond of trust with caregivers.

Related Curriculum

Involve interpersonal relationships of children and siblings, identifying feelings and developing a positive self-image along with self-control, politeness, respect and safety.

Redirection

Awareness of the classroom climate indicating potential misbehavior. Be informed of family situations, talking privately with children and families involved, and provide guidance. Give choices, and encourage communication and negotiation skills between children.

Setting Clear Limits

Discussion with children on what is expected and what is considered appropriate behavior. Safety and respect for others are the main concerns.

Conflict Resolution

Children will use the art of communication and negotiation in settling any dispute that arise between them. Caregivers will be in close proximity to encourage children, and to use active listening to help facilitate negotiation skills.

Transitions

Transitions between activities –specifically ones that require the group to move to a different location – will be done in such a manner as to limit the amount of time children are idle, standing in line. Typically, this involves transitioning the group in smaller groups of children – departing as each group is ready.

Development of Children's Self-Image

Guidance shall not damage the child's self-image or embarrass the children involved. Whenever possible, limits will be displayed and reinforced through active listening, giving information, contingencies, making choices and natural consequences. In order to make guidance a learning experience and enhance the child's self-esteem, the caregivers will:

- Allow children to express their feelings by providing acceptable avenues: physical activities, discussion and group activities, and communication.
- Allow children to express their feelings by learning words to identify feelings, increasing their vocabulary and showing that all people have emotions and must use self-control.

Ongoing Evaluation

Program staff will examine the daily routine and evaluate transitional activities with the intent of accommodating the needs of all children.

Positive Ways to Guide a Child's Behavior

- Communicate to the child what needs to be done at that moment
- Redirect the child's attention or activity by using positive language
- Give a reason for your rule
- Give limited tasks and be specific in your request
- Acknowledge children's feelings, but set limits
- Help children see how their actions affect others
- Help children to use words to communicate their feelings
- Acknowledge positive behaviors

Supporting Crying or Distraught Children

School age children may often become upset or emotional over an experience that they have had within the program. Staff will demonstrate kindness and remind the child of their role as a caregiver. Staff will work with the child in a nurturing manner to identify the child's needs.

TAKE A BREAK VS. TIME OUT

"Time out" is not a first choice, but a last resort technique for a child who is harming another or in danger of harming herself. At the YMCA we try not to use the term "time out". We "take a break" from a situation until a child is ready to return to the activity. Children taking a break should not be on a break for more than 5 minutes unless they choose to stay longer. After a child has taken a break the teacher will positively guide them in why their behavior is not appropriate.

Shaken Baby Prevention Training

All staff working directly with children under 5 will complete a Shaken Baby Prevention Training.

Prohibited Treatment

Caregivers who punish children in a manner prohibited by licensing will be counseled, which may lead to suspension or discharge without benefits. Children shall not be subjected to the following treatment:

- Spanking, hitting or other corporal punishment.
- Verbal abuse or derogatory remarks.
- Tying, binding, or confining.
- Withholding or forcing food or naps.
- Punishment for lapses in toilet training.

Serious Guidance Problems

A serious guidance problem is defined as one in which a child is continually hampering the flow of the program in one of the following manners:

- Requiring constant one-on-one attention.
- Inflicting physical or emotional harm on other children.
- Physically abusing caregivers or using profane language.
- Inability to conform to the guidelines of the program.

Chronic and Disruptive Behavior

A child's attendance in the program becomes problematic when his/her behavior becomes chronic and disruptive. Behavior difficulties usually become manageable with cooperative effort between staff, parents and the child. In the event that the parents and staff are unable to come to a mutually satisfying course of action, the School Age Director reserve the right to dismiss your child from the program. The staff will work with the parents through:

1. Observation and documentation of behavioral problems.
2. Parents/staff conferences to identify possible behavior modification programs.
3. Possible communication with school professionals.
4. Referrals to outside resources such as doctors or counselors.
5. Withdrawal from the center (see discharge policy).

Part 6 SAFETY

The YMCA believes that providing a safe environment is the foundation of a quality childcare program. The following policies outline the core procedures and processes that are put into place to ensure that the safety of each child enrolled in the program is given top priority.

Daily Attendance

Maintaining a high level of safety and accountability requires that there be an explicit transition in the care of a child from the parent to the childcare employee and vice versa. As such, the YMCA requires that all children must be signed in and out of the program by a parent, guardian, or other authorized individual. Parents must physically enter the program space to sign children in and out of the program. Any exceptions to this rule are at the discretion of the School Age Director overseeing the program location.

School Year

Program staff record the expected afternoon attendance of each individual child to ensure safety and accountability. Parents are required to communicate any changes to a child's afternoon attendance by directly contacting the School Age program. This communication can be done in person at the program location or over the phone via the program's cell phone number. The site cell phone numbers are communicated to parents at the beginning of each school year and on a monthly basis. If a child is scheduled to attend but is absent without prior notification, program staff are responsible for identifying the whereabouts of the child and communicating effectively with parents and guardians. Due to the short amount of time care is provided in the morning, this procedure does not apply to morning attendance. The program assumes that any child that does not arrive to the program is with a parent.

Summer and Kids' Day Off

Days scheduled are determined at time of enrollment. Parents should contact the program location directly via the site cell phone to indicate if a child will be absent. Program staff will follow the same procedure used during the School Year to identify the whereabouts of children absent from the program without prior notification. During an all-day summer program, a child is absent from the program if they have not arrived by 10:00 am.

Outside Activities

If children participate in activities outside of care during operation hours OR arrives/departs the program other than being signed out by a parent/guardian, a School Age release or outside activities form must be completed by the parent. This form may include the following if a child will be arriving by bus to an afternoon program, leaving a morning program by bus, or walking to or from another non-YMCA School Age activity. If prior arrangements are made for the child to arrive to the program without a parent/guardian, the program and family will designate a specific time at which the child will regularly arrive. If the child does not arrive by that specified time, the School Age program will contact that parents to identify the whereabouts of the child.

Absence Policy

It is imperative that we are notified if your child will not be attending the program on a normally scheduled day. Parents cannot assume that the school will communicate with YMCA staff and thus should contact the program location directly via the program's listed cell phone. When calling please state your first and last name and your child's first and last name. Please notify the staff of any communicable illness your child may have so that the YMCA may take the necessary steps to prevent the spread of that illness. In the case of certain communicable illnesses, it is mandated that our program communicate to families that their child may have been exposed to any specific illness.

Supervision

The responsibility of the childcare provider is to see that every child signed into the program is safely supervised. On-site staff are trained to provide "sight and sound supervision" at all times. This requires that all students be within eyesight of at least one staff and within such a distance as staff and child can hear one another. Sight and sound supervision is the primary tool to ensure that all students remain within the boundaries of the program while also refraining from engaging in any unsafe behaviors.

As a tool to help staff maintain sight and sound supervision, each child in the program has an "accountability card". When staff hold a child's accountability card, they are reminded that they are responsible for that child's well-being and safety. Staff are trained to use the accountability cards they have in their possession to conduct head counts at least every 15 minutes and during every transition period. This provides a mechanism for staff to confirm that all children signed into the program are still with the group. This procedure is used at all times including field trips and during transportation.

Releasing Children

At enrollment, the person completing registration will indicate on the enrollment form any persons allowed to pick up their child. At pick up, staff will ask for identification when the person picking up is not familiar to the staff. Anyone picking up a child should be prepared to show identification at the request of the YMCA staff at any time.

Releasing Children in Situations of Divorce

If there is shared custody by parents, the center is legally bound to respect the wishes of the parent with legal custody. Directors may request a certified copy of the most recent court order to be kept on file. As the child's caregiver, it should be available. If there is no court order, the center will not accept responsibility for deciding which parent has legal custody. The parent completing the registration materials will be responsible. The center may tell the enrolling parent that the center will not be able to care for the child unless both parents are in agreement as to who is allowed to pick the child up and at what times.

Adult Suspected to be Under the Influence

If the child care provider feels the adult in question is not in a condition to be driving, the following options are available:

- Tell the adult you are not comfortable releasing the child to them.
- Call another authorized adult to pick the child up.
- Call for a cab to take the parent home. Parent pays for the cab.

- Call 911 if the adult is aggressive or threatening.
- Discontinue care of the child if the situation happens repeatedly

Releasing a Child to an Unauthorized Person

- If an unauthorized person attempts to pick up a child, the staff will call the custodial parent.
- If parent authorizes pick up the child may be released and the incident should be documented and kept in the child's file.
- If the parent does not authorize pick up then the staff should notify the adult of this.
- If adult is aggressive, threatening, or takes the child, call 911.
- If a person attempting to pick up a child is not on the authorization list, unfamiliar to the staff, and the parents cannot be contacted, staff cannot release the child until receiving confirmation.
- Staff must follow any court orders on file that dictate legal custody of a child.

Sharing information on a child's special health needs

In order to provide a safe and inclusive space that welcomes all children, parents must make YMCA staff aware of any special health needs of children at the time of enrollment. Parents are encouraged to take any or all of the following actions to ensure program staff can best support a child:

- Meetings between parents and program staff
- Meetings authorized by parents with other professionals
- Completion of the Health History and Emergency Care Plan upon initial enrollment

Once information is made available, the School Age Director will ensure that all program staff working with a child are properly trained to provide the necessary supports. A list of all known allergies and special needs of children in the program will be kept in a binder made available only to staff.

Accidents and Injuries

Each School Age program has at least one Emergency Backpack. These kits are stocked and checked monthly by School Age employees. The Emergency Backpacks contain basic first aid supplies, including bandages, antiseptic wipes, ice packs, gauze, and tweezers. The Emergency Backpack will always be taken by program staff to travel with the group (e.g. outside playground, field trips). If an injury should occur, a staff member will administer first aid. All procedures related to responding to accidents and injuries apply to those occurring both on and off-site. All staff working in a YMCA School Age program must have active first aid and CPR certification within 6 months of hire.

Injuries that may require Professional Medical Attention

Examples but not limited to: Broken arms, stitches, concussions, burns, ingestion of poison, etc.

1. On-site staff administers first aid and determines whether to call 911.
2. Staff notifies parent or emergency contact.
3. Staff completes an accident report and has parent sign when the child is picked up.
4. Accident report is turned into the School Age Director. If the staff are unsure if medical attention will be sought, then the accident report should be turned in immediately anyways and inform the people named above if the parent informs them of any professional medical attention.
5. If a parent notifies staff that they sought professional medical attention, staff will notify the School Age Director immediately

6. The School Age Director will email the accident report to the State Licensors within 48 hours of notification that additional medical attention was sought following an injury.
7. The original accident report is given to the Director of Culture and Youth Development for review with the Executive Director and possibly the YMCA's insurance company.
8. The School Age Director is responsible for making copies for the site and for the file at the YMCA. An additional copy of any report is available to parents upon request.

Concussions and Head Injuries

Should a child sustain a bump or blow to the head, staff will follow the procedures below:

1. Immediately notify parents of the accident
2. Discuss the signs and symptoms of a concussion with parents
3. Notify your supervisor.
4. Complete an accident report.

If the child is NOT displaying signs or symptoms of a concussion, they can return to program as normal. However, staff will monitor the child watching for signs or symptoms of a concussion to develop.

If signs or symptoms of a concussion ARE PRESENT at the time of the accident or BECOME VISIBLE upon re-admittance to class, practice or game:

1. The child will be removed from play immediately.
2. Notify the parent/s to make them aware of the signs and symptoms being displayed and recommend that the child be taken to a hospital/clinic for evaluation.
3. Notify your supervisor immediately.
4. Complete a YMCA accident report.

The School Age Director will follow up with parent/s to inquire how the child is doing and to inform the parent that we will need a doctor's note before the child can return to care. If signs or symptoms of a concussion become present after a child has left the YMCA, while at home it is the parent's responsibility to notify the YMCA that their child was displaying signs and/or symptoms of a concussion at home.

Injuries that are Life-threatening

If the injury is life threatening, a staff member will:

- Contact 911 and the child will be transported by ambulance
- The child's file will be obtained before transporting, and the child will be accompanied to the hospital/clinic with a staff member.
- A staff member will contact the parent/guardian or emergency contact person.
- A staff member will contact the School Age Director.
- A staff person will stay with the child at the clinic/hospital until the parent/guardian arrives.
- An accident report form will be completed for parent's signature.

When emergency medical care is required, if there is no preference on the child's paperwork of a medical facility, the ambulance will be directed to the nearest available emergency care facility that is capable of providing sufficient care.

Documentation

Any accident no matter how minor or major is documented. Staff follow the procedures below to ensure communication with the parents and to prevent accusations of staff neglect.

1. If an injury is witnessed or reported, staff immediately administer first aid.
2. If an injury is serious and/or above the shoulders, a report will be immediately made to a parent.
3. Staff then complete an accident report. This needs to be presented to and signed by the parent.
4. The accident should then be documented in the medical log book located at each program.
5. If an accident occurs before school, the staff should call the parent to report. A report is still completed and will need to be signed the next time the parent arrives at the program.
6. If the accident happens when a parent is present then an accident report must still be completed. Indicate that the parent was present at time of accident and have them sign the report.
7. If it is possible in any way that the injury could result in professional medical attention, staff follow the procedures for injuries that may require professional medical attention.
8. After reports are turned into the main branch building, two copies will be returned to the site. One copy goes to the parent, and one is filed in the child paperwork file.

Emergency Procedures

The following are brief descriptions of emergency responses. Complete instructions can be found in the Emergency Response Procedure – School Age Addendum which is available at each School Age location.

Fire

In the event of a fire emergency, staff will immediately exit the building with ALL children. Staff will escort the group to the pre-determined meeting location and conduct a head count to ensure all students signed into the program are accounted for. Each program location will have evacuation routes posted on each parent board. Fire drills are conducted monthly and will be documented on the parent board. In order to ensure that students are properly prepared, staff do not allow the group time to put on outdoor clothing prior to evacuating.

Tornado and Severe Weather

Program staff will monitor weather conditions in order to anticipate the potential for severe weather. In case of danger and/or a tornado warning, staff and children will seek shelter in the designated area. Children will be positioned with backs against the wall, head down and hands over their heads. We will remain in the designated area until the threat has passed and the all-clear sign is given. Drills are performed monthly from April-October and will be documented on the parent board.

Missing Child

A child is considered missing if the child was signed into care and their location is no longer known to program staff. If this occurs, program staff will take the following steps:

- Form a search party using any available YMCA or building staff
- Begin searching the inside and outside of the physical property
- Contact the School Age Director
- If the child is not found within 15 minutes both non-emergency police and parents will be called.
- The incident will be reported to the Department of Children and Families within 24 hours.

Winter Storm

When a program is open and weather situations appear serious, the School Age Director or School Age Administrator will monitor weather conditions. If a program needs to close early in order to ensure the safety of all children and YMCA employees, the staff will notify parents.

Building Evacuation

In the event that the building would need to be evacuated, the staff will escort all children to a pre-determined location. This location is indicated on the individual Emergency Response Floor Plan posted on the parent board at each location. Once evacuated, the program staff will conduct a head count to ensure all students are accounted for. Staff will only re-enter the building once given permission by the appropriate authoritative body (e.g. the fire department in the event of a fire alarm being pulled). If necessary, program staff will begin contacting parents to indicate that a building evacuation took place.

Ingestion of Poison

In the event that a child ingests a poison, staff will immediately call the Wisconsin Poison Center (800-815-8855) or (911) and follow their recommendations for action. The Director will immediately be contacted along with the parent/guardian.

Child Stops Breathing

In the event that a child stops breathing, staff will: (1) Initiate life-saving CPR procedures, (2) Call 911 for emergency care and (3) Continue CPR until medical help arrives and takes over

Emergency Contact

The emergency contact for each program will be the respective School Age Director. The cell phone number for each Director is available in the program's cell phone and is given out to every program employee. At each location, there will always be a second person available in the building or within 5 minutes when only one childcare staff is on-site. This may include school personnel, building personnel and/or other YMCA. Documentation of this person's agreement to act as the emergency contact will be posted on the parent board.

Emergency Contact Numbers

A list of emergency contacts is posted at each location to be used should a situation necessitate it. This list will include numbers for each community's non-emergency police, local poison control, local child protective services, the County Health Department, electric and gas companies.

Part 7 HEALTH AND WELL-BEING

Observation for Illness or Injury

- Each child upon arrival shall be greeted by the teacher and shall be observed for symptoms of illness. If the child is found to have any signs of an illness-fever of 101° or higher, vomiting, etc.-the child shall be sent home immediately with the parent. If the parent has already left the program, staff shall notify the parents, or, if they are unavailable, the emergency contact person.
- If a child becomes ill at the center, a parent will be contacted and asked to take the child home. The child will be isolated within sight and hearing of the adult and provided with a mat and sleeping bag for comfort until the parent arrives. If the parent cannot be reached, the staff will call the emergency contact person listed on the child's enrollment form.
- If a child has no fever or other overt symptoms of illness, but displays significant behavior changes and is clearly uncomfortable and unable to participate in the activities, the child will be sent home. The School Age Director reserves the right to make the final decision.
- Any evidence of unusual bruises, contusions, lacerations, or burns found during the informal health check shall be noted on the child's record and reported immediately to the Director. A report will be filled out by the staff member observing the child. Should there be a reasonable cause to suspect child abuse or neglect, the center would follow the procedures listed under the section for reporting of child abuse.

Exclusions for Illness

In order to keep outbreaks of illness to a minimum, all School Age programs follow La Crosse County Health department guidelines when determining when to exclude a sick child from the program. Certain symptoms in children may suggest the presence of a communicable disease. Children who have symptoms listed below will be excluded from the child care setting until:

1. A health care provider notes the child can return to the program without danger to himself or other children and staff.
2. The symptoms have been gone for 24 hours.
3. The child is well enough to participate fully in the childcare's daily routine.

Signs and Symptoms warranting exclusion from the program:

- Appearance/Behavior- Child looks or acts differently than usual: unusually tired, pale, loss of appetite, confused, irritable, difficult to awaken
- Diarrhea - An increased number and/or abnormally loose stools in the previous 24 hours.
- Eye/Nose Drainage - Red or pink appearing eyes/thick mucus or puss draining from the eye/nose.
- Fever - Any child with a temperature of 101 degrees F or above is considered to have a significant fever. Children should not return to childcare until they have been fever free for 24 hours.
- Respiratory Symptoms - Difficult or rapid breathing, severe cough, high-pitched croupy, wheezing or whooping sound after cough.
- Skin Problems - Undiagnosed skin rashes are possibly contagious. Be alert to rashes or sores with crusty, yellow or green drainage. Rashes with fevers can be serious and need to be discussed with the child's health care provider.

- Sore Throat/Earache - Sore throat and/or difficulty swallowing, especially when fever or swollen glands in the neck are present.
- Unusual color
 - Eyes or skin – yellow (jaundice)
 - Stool – gray or white
 - Urine – dark, tea colored
- Nausea/vomiting - Vomiting within the previous 24 hours.

If the symptoms are severe or persist, parents should contact their private source of medical care.

Parents will be notified when a child has a sign or symptom requiring exclusion from the facility as described below:

- The illness prevents the child from participating comfortably in facility activities
- The illness requires more care than the child care staff can provide without compromising the health and safety of the other children or
- Identified disease that requires exclusion.

If parents cannot be reached, the emergency contact will be called. A parent/legal guardian or authorized designee should pick up the child within an hour. If the child's condition warrants immediate medical attention, 911 will be called.

When a child is sent home, he/she should remain at home for at least 24 hours or submit a written statement from the health care provider approving the return to the program. It is recommended that parents be proactive in preparing an alternative care arrangement.

The director cannot re-admit a child to the center after an absence of four or more days due to illness, without first receiving a written statement from the parent or physician stating that the child may return to a regular schedule. If a child sustains a serious illness or injury or is hospitalized for any reason, a doctor's note approving readmission to the program is required.

Communicable Disease

- When a child is suspected of having a reportable, communicable disease, the parent or emergency contact will be called.
- When a diagnosis of a communicable disease is made, parents and staff are notified. Staff will post a notice for other parents at the program location.
- An effected child shall remain out of the center until all symptoms are gone. The child's doctor will provide incubation period recommendations.
- The Wisconsin Communicable Disease Chart is used to determine appropriate incubation period.
- The YMCA will make reports to the Health Department as required.

Medical Log

- Staff will maintain a medical log indicating all injuries, accidents and medications administered.
- The medical log will be reviewed every 6 months by the program directors.

Medication

Upon request, program staff are able to administer any medications so long as the following guidelines are met:

- The medication is in the original container and clearly labeled with the child's name.
- Prescription medicines must have the following information on the container: child's name, name of drug, dosage, directions for administering, date prescribed, and the physician's name.
- Parents must fill out and sign a Medication Authorization form, which gives staff permission and full instructions for administering the medicine. The form must include specific dates during which the medication shall be administered. "As needed" is not an appropriate or acceptable time frame.
- Bug spray/wipes, sunscreen, and diaper cream are defined as medications. Parents shall indicate when these items should be used and can have a medication form on file for no longer than 6 months. Parents must indicate the brand and ingredient strength. These items do not need to be recorded in the medical log book. These authorizations need to be reviewed every six months.
- All medications are given directly to a staff member.
- Medications will be placed in a secure location out of the reach of the children. Medication that requires refrigeration will be kept in a separate, labeled container within the refrigerator.
- Tylenol and other over-the-counter drugs will be administered only at the written request of the parent and only when the authorization form is completed. These medications must be taken home after the medication authorization dates expire.
- Medications must be taken home after the medication authorization dates expire.
- Authorizations for medications such as inhalers, epi-pens, and/or nebulizers must indicate the conditions or symptoms a child must have in order to administer these items. The time frame of these authorizations should be determined based on how often the child's physician re-evaluates the condition.
- All medications administered will be recorded in the medical log. Missed medicine dosages or other problems related to administering medication will be communicated to the parents immediately.

Personal Cleanliness

- Children's hands will be washed with soap and water before eating and after toileting.
- Everyone working with children will wash their hands with soap and warm, running water before and after assisting with toileting or diapering changing.
- Everyone working with children will wash their hands with soap and warm running water before and after handling food. Gloves will be worn when staff are serving food and/or when direct contact with food is made.
- If individual comb or toothbrushes are kept at the center, they will be stored in a sanitary condition. They will not be shared.
- Cups and eating utensils will not be shared without proper washing between uses.
- Wet or soiled clothing shall be changed promptly. If extra clothing is not readily available parents will be notified to bring extra clothes or to pick up their child.
- Staff will wear gloves when changing diapers and will dispose these gloves in foot-activated garbage containers also used for disposing of diapers.

Toileting

While most students are independent in using the toilet by the time they are old enough to attend a School Age program, the YMCA ensures inclusivity by working with the parents to provide any additional support necessary to ensure individual student success.

Establishing Procedures

In order to ensure that safety and the proper supports are in place, parents must indicate any special accommodations their child requires in the area of hygiene and toileting on the Health History form. This must be completed prior to enrollment in the program. Requiring special accommodations does not exclude a child from participating in the program so long as the YMCA can reasonably provide the supports needed and that doing so does not fundamentally alter the nature of the program.

Once notified of the need for special accommodations, the School Age Director will set up a meeting with the parent to identify and document the specific process and manner in which the accommodations are provided. The Director will then train all necessary personnel to follow the child's individual accommodations plan. The plan will include:

- Necessary personal supplies including diapers, wipes, ointment. It is responsibility of the parent to ensure that these supplies are purchased and supplied to the program as needed. Any ointment or topical is considered medication and requires the completion of Authorization form.
- Time frames for the checking of diapers or initiating toileting.
- Goals toward toileting independence. A cooperative effort between home and the program is most effective in supporting students to toilet independently.

Developing Positive Attitudes

In order to promote inclusivity among the group and respect each child's right to privacy, staff will provide accommodations discretely and sensitively, with patience, praise and positive reinforcement. In keeping with our educational goals for the development of positive self-concept, center staff will help supply children with the correct anatomical names of all body parts. Questions are answered in an age-appropriate and matter-of-fact way.

Sanitation

All cleaning chemicals and supplies will be kept out of the reach of children. Toilet rooms and fixtures will be in sanitary condition at all times. Soaps, toilet paper, disposable towels, and waste paper containers are available at each location. Furnishings, toys, and mats shall be washed or cleaned when they become soiled. Eating surfaces will be washed and sanitized before and after each use.

Safe Food Practices

Primary food sources for School Age programs are:

- Local food distributors
- Grocery stores
- School meal programs

Food Source Transportation

- Most meals served in School Age programs are sponsored by the YMCA. These meals are vended from a local food distributor and delivered to Dahl Family YMCA branch location.
- Trained food service staff sort, count, and organize the different components to be ready for delivery out to the individual program locations.
- The Food Program Staff then transports all food out to the individual program locations. All foods are maintained at safe temperatures of 40° F or below or 150°F or above (whichever is appropriate per food safety standards) throughout transportation.

Storage of Perishable Foods

- Continuously maintained at safety temperatures of 40° F or below or 150°F or above except during necessary periods of preparation and service.
- Cold storage shall be maintained at 40° F or lower if a refrigerator or 0°F for a freezer
- Each cold storage facility shall be equipped with a clearly visible accurate thermometer.
- Food shall be covered during storage under refrigeration.

Storage of Non-Perishable Foods

- Foods will be stored in clean, dry, ventilated and in lighted storerooms or areas.
- Foods shall be stored in metal, glass or food grade plastic containers with tight fitting covers and shall be labeled.
- Food shall be stored at least eight inches above the floor in basement storage areas and above the floor in other than basement areas in order to provide air circulation and facilitate cleaning.
- Food shall be stored in such a manner as to prevent contamination by sewage, waste water backflow, condensation, leakage, or vermin.

Sanitation

- YMCA Staff and school maintenance staff are responsible for carrying out sanitation practices.
- Eating surfaces will be washed before and after each use.
- All cleaning chemicals and supplies will be kept out of the reach of children.
- Any dishes or utensils used for food service will be cleaned after each meal according to the specifications of State Licensing standards.

Information on Nutritional Education

- Children's programs may include information from state agencies, films, puppet shows, visiting professionals, parents or neighbors.
- In-service training programs will contain nutritional education for staff.
- Suggestions for nutritional snacks and meals will be communicated from time to time to parents by newsletters and exchange of recipes.

Parent Communication

- Each program location will post the weekly menu for any center provided meals.

Reporting Procedures for Child Abuse and Neglect

(Meets requirements of Chapter 48.981, Wis Stats, The Child Abuse and Neglect Act)

When there is suspicion of child abuse or neglect, Child Protective Services must be notified immediately. Prior to working with children, all staff and volunteers will receive training on child abuse and neglect law, how to identify abuse and neglect and procedures for reporting prior to working with children. This training will be reinforced a minimum of once per year.

All School Age programs will follow these reporting procedures:

1. Fill out an incident report with the facts and record it in the Medical Log.
2. Notify the School Age Administrator, School Age Director and/or the Director of Culture and Youth Development
3. As a mandated reporter, the employee suspecting child abuse and/or neglect is responsible for notifying Child Protective Services, as outlined in the Employee Handbook. This agency will conduct the investigation and give further instructions.
4. School Age Administrator, School Age Director and/or the Director of Culture and Youth Development will notify the YMCA Executive Director.

When the child has been suspected to have been abused or neglected and the parent/guardian is not involved, a decision will be made by the School Age Director and Administrator as to how the child's parents/guardian will be notified of the report, A report will always be discussed personally with the parents by the School Age Administrator, School Age Director and/or the Director of Culture and Youth Development.

In the event the reported incident involves an employed YMCA staff person or program volunteer, the responsible Director, after consulting the YMCA Executive Director will suspend the person from all activities involving the supervision of children. Reassignment to administrative functions may be appropriate. When this is not desirable or possible, the employed staff will be suspended without pay until the person is cleared or allegations are proven. Once an employee is suspended, the issue will be discussed with and approved by the Human Resources department. If a staff person or volunteer is directly involved in a suspected child abuse or neglect incident then the center will report the incident to the Department of Children and Families

Regardless of where or under what circumstances the alleged incident took place, if an employed staff person is involved, it will be considered as job related and affecting job performance. Reinstatement of a staff person or program volunteer will occur only after all allegations have been cleared to the satisfaction of the responsible executive and the investigating agency. All staff and volunteers will be sensitive to the need for confidentiality in the handling of information on this area and will be instructed to discuss matters pertaining to abuse or suspected abuse only with the appropriate YMCA director. Staff and volunteers may not contact children or parents involved in an alleged child abuse incident without the permission of the appropriate YMCA executive.

Prevention of Child Abuse and Neglect

We take the following steps to prevent abuse in our program:

- Parents are invited and encouraged to visit the program sites at any time and do not need to ask permission or make an appointment to do so.
- Parents will be informed on a regular basis about their child's experience in the program.
- Staff and volunteers providing direct care for children will be identified by a uniform, and/or badge/name tag that is familiar to the children.
- On-site visits to each program will be the responsibility of the administrative staff to insure that the program quality, standards and policies are being maintained.
- All staff and volunteers will receive an orientation which includes written materials explaining YMCA policies, procedures and regulations prior to their first day of work.
- All staff and volunteers will receive training on child abuse and neglect law, how to identify abuse and neglect and procedures for reporting prior to working with children. This training will be reinforced a minimum of once per year.
- Staff and volunteers are alert to the physical and emotional state of all children at each of the YMCA programs. When a sign of suspected child abuse or neglect is detected, Protective Services and the center or program director will be notified immediately.
- The YMCA will offer information on child abuse and neglect assistance to parents and staff through workshops, counseling and use of printed and audiovisual resources as requested.
- Under no circumstances will YMCA staff release a child to anyone other than the authorized parents, guardians, or to an individual authorized by the parents in writing (including relatives of children.) Sign-in and sign-out logs will be maintained on a daily basis and kept on file at the YMCA-La Crosse. We will respect all court orders. We must have a copy of a court order on file in order to deny a parent the right to pick up or visit their child in the YMCA Child Care Programs.
- YMCA staff and volunteers will not verbally or emotionally abuse or punish children.
- YMCA staff and volunteers will not discipline children by use of physical punishment or by failing to provide the necessities of care, such as food and shelter.
- Staff training will include information about the signs of possible child abuse and neglect and the approved procedures for reporting the suspicion of abuse and neglect.

Policy Prohibiting Registered Sex Offenders

Any person who supports the purpose of the YMCA may become a member of this organization in accordance with such supervision as may be established by the Board of Directors, and shall so continue to be a member unless the Board or its authorized agent concludes, in its sole discretion, that a member had failed to live up to the standards and commitments of being a member of the YMCA. Since it is contrary to the mission of the YMCA to be a sex offender, the YMCA will deny or revoke a membership to such a person. A no-tolerance stance will be taken on all sex offenders. Sex offenders are not allowed on the YMCA property including the child care center.

Part 8 EMPLOYEE TRAINING

Orientation of New Staff and Volunteers

To become a School Age employee, all candidates must go through the following process:

- Phone screen, interview, and references check
- Qualifications are reviewed to ensure licensing standards are met. As part a requirement of employment, all School Age employees are required to have or to obtain their First Aid/CPR certification within the first 6 months of employment.
- Candidate is offered the position.
- Employee is scheduled to attend YMCA New Employee Orientation and School Age Orientation

YMCA New Employee Orientation includes the following three components.

1. Initial Human Resource Hiring Orientation general to the YMCA where employee completes legally required and YMCA required paperwork. At this time, the La Crosse Area Family YMCA Employee and Volunteer Handbook is reviewed and signed off on.
2. Safety Training introduces the employee to the general safety policies of the organization. The safety manual is reviewed. This training also includes a Child Abuse prevention component.
3. Strengthening Our Cause training introduces the employee to the YMCA, its cause and beliefs and how they can carry these out in their day to day work.

School Age Orientation is a combination of in-office and on-site orientations. Employees will receive training in all areas below within the first week of their first scheduled day in-ratio at the program.

1. Review of Licensing Rules
2. Review of Program Policies
3. Review of Emergency Procedures
4. First Aid Procedures (covered in initial safety training)
5. Job Description
6. Training on childhood illnesses and other universal health care policies
7. Schedule of program activities
8. Review of child abuse and neglect laws and mandated reporter training
9. Supervision expectations
10. Child management techniques
11. Sharing information about children's needs including any children with disabilities
12. Procedure for children who are absent without prior notification
13. Information on any an child with special needs and the plan to meet those needs
14. Confidentiality
15. Transportation
16. Prevention of Bloodborne Pathogens.

Caregiver Background Checks

All employees are required to be finger-printed within the first 30-days of hire. The fingerprints are then used to conduct a caregiver background check