



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY



YMCA OF GREATER WHITTIER

# PARENT-CHILDCARE HANDBOOK

PRESCHOOL, SCHOOL-AGE CHILD CARE, BEFORE/AFTER SCHOOL,  
ENRICHMENT, DISTANCE LEARNING & VACATION DAY CAMP

2022-2023 PROGRAM YEAR

**Dear YMCA Family,**

**This handbook is your guide to our programs, people and operational procedures — a blueprint, if you will, for how we help those stories unfold. We want you to be very pleased and comfortable with your decision to choose YMCA of Greater Whittier. If you have *any* questions about the policies in this handbook or if there's anything we could be doing better, please speak to a Program Director.**

**With so many demands on today's families and the increased focus on early brain development, families need all the support they can get to nurture the potential of youth.**

**At the Y, we are for Youth Development, for Healthy Living, and for Social Responsibility.**

**In focus to our Youth Development, we have committed to the children's development and healthy living by adopting a set of Healthy Eating and Physical Activity (HEPA) standards. Our program creates a curriculum based on healthy eating, physical activity, safety, homework support, recreation, and enrichment for your children. Through the Y values of Caring, Honesty, Respect, and Responsibility, we also focus on developing our staff to have a healthy and trusting relationship with our families.**

**We look forward to helping your child grow into their full potential and to building a lasting relationship with you and your family.**

**Sincerely,**

**The YMCA of Greater Whittier Youth Development Team.**

## Center Management

We're here to answer any questions, discuss concerns, and help you with your child's educational and developmental needs — at any time. Each center and program is also supported by a Youth Services Director, who helps oversee operations of the center. If you have any questions or concerns you're not able to successfully resolve with the on-site management team, please feel free to contact your Youth Services Director. Their contact information is available at your center.

## Our Teachers and Program Leaders

Every one of our teachers goes through the same rigorous hiring process to ensure their dedication and passion — and their ability to meet the developmental and emotional needs of your child. We confirm all Professional references and conduct national criminal background screenings. Each member of our staff meets or exceeds the qualification requirements set by state law. Staff also complete a full orientation and attend a comprehensive training program.

## Mission Statement

The YMCA of Greater Whittier is an association of all people united in a common effort to put Judeo-Christian principles into daily practice and to enrich the quality of spiritual, mental, physical, and social life of their families, their community and themselves.

## Philosophy

The YMCA of Greater Whittier feels that each child is a unique human being. Our programs strive to provide a safe, secure, and supportive environment that gives families peace of mind when you cannot be there yourself.

## Goal

Our goal is the achievement of personal growth in body, mind, and spirit in every child.

## Healthy Eating and Physical Activity (HEPA)

In response to a call by First Lady Michelle Obama and the Partnership for a Healthier America, the Y has expanded its longtime commitment to supporting healthy living by adopting a set of Healthy Eating and Physical Activity (HEPA) standards. Based, in part, on years of research with key partners, the H.E.P.A. standards will build a healthier future for our nation's children by creating environments rich in opportunities for healthy eating and physical activity.

# The YMCA's Healthy Eating and Physical Activity (HEPA)

## Standards for Early Learning and After School Programs

### **To foster children's nutritional well-being, we will offer only healthy options for snacks and meals.**

Our HEPA-compliant food options call for: a fruit or vegetable at all meals and snacks, whole grains when grain products are offered, no trans fats, no fried or pre-fried foods, and low- to no-added-sugar options. Our healthy beverage options are water, unflavored low-fat (1%) (for children age 2 or older), and 100% Fruit Juice. We make sure water and fruit is accessible and available at all times.

### **To foster children's physical well-being, we will offer physical activities daily.**

Our daily physical activities include moderate to vigorous physical activities for 30 minutes in half-day programs and 60 minutes in full-day programs.

Weather permitting, outdoor time is provided daily, as part of, or in addition to, the daily moderate to vigorous physical activity time.

### **To foster children's healthy habits, we will model healthy eating and physical activity.**

Our Y staff model healthy behaviors at all times by consuming the same foods and beverages as children during meals and snacks (if possible), and avoiding consuming foods or beverages during program time that are inconsistent with the HEPA standards. Staff promote healthy options positively and energetically, and model active living by participating in physical activities with the children.

### **To ensure the health and safety of everyone in our centers, we will provide all meals cafeteria-style.**

Our cafeteria-style serving at meals and snacks means that staff will serve all food to children. Our staff sit with children during snacks and meals to model healthy eating, table manners, and facilitate discussions that create a positive atmosphere.

### **To foster children's health, we will provide purposeful opportunities for engagement.**

We invite you to be an active participant in our commitment by joining us for events or using the materials provided to support your family's adoption of healthy habits.

We encourage you to provide feedback as we implement these standards.



## INFANTS(6 Weeks - 24 Months)

Infants need a safe, secure “home away from home” where they can learn, play, and grow. That’s why we’ve designed a nurturing, creative world for infants six weeks and older that helps their minds and bodies develop.

Our Center Directors and teachers work with you to make a smooth transition from your home to our center — one that leaves smiles on your child’s face and on your own. We’re committed to creating a strong bond with your child to ensure their best start in life.

With that, we understand that the first five years of a child’s life are an amazing time of growth and learning that serves as the foundation for future stages of development.

Our Infant program provides a rich environment and a variety of experiences to meet your child’s rapidly developing skills.

Our program emphasizes the importance of positive, supportive interactions between teacher and child. Our teachers sing, read, and talk with your child to help him or her with this critical developmental stage. Because our classrooms and equipment are developmentally appropriate in size, infants can move, explore, and play with confidence. Age-appropriate activities are individually planned to promote your child’s specific cognitive and social development in a warm, nurturing environment.

### **Program Features Include:**

- Individual activity plans for each child
- Group interaction to spark curiosity and socialization
- A focus on cognitive and motor skills through playtime and activities
- Whole-child development through age- appropriate materials and toys
- Regular communication between teachers and families to keep you informed about your child’s day

### **Nutrition and Feeding:**

Infants and toddlers grow at a rapid pace, have small stomachs, and are new to the world of food and eating. Proper nutrition and healthy eating habits are absolutely essential.

Feeding and Meal Times are separate events from Diapering/Toileting Times. Staff members are not permitted to go back and forth between these two activities— feeding/ eating happens during a separate period from diapering/toileting.

Sinks used for rinsing out bottles and other dishes may NOT be used for handwashing.

Needs and Services: We use the needs and services form until children transition to eating table food independently and are feeding themselves rather than being fed (this often happens around 12 months of age).

*Parents update needs and services monthly, so as to provide teachers with the most current information about each child’s eating habits, preferences, allergies, new foods, etc. Using the Needs and Services helps teachers and parents to communicate clearly and provides written documentation as the child develops eating skills.*

## Breast Feeding

We support parents' decisions regarding whether to breast feed, bottle feed, or both. Comfortable spaces for nursing near the infant and toddler classrooms include rocking chairs and cozy areas. Private space is available for parents who prefer not to nurse in the classroom. We communicate closely with nursing parents about approximate feeding times, whether they want to include any bottle feedings of breast milk or formula, and deciding when to wean.

## Bottle Feeding

Parents provide information about breast milk/formula, amounts, number of feedings, etc. on the Feeding Form, so that teachers can feed each infant appropriately. Ideally, we hold infants as we feed them their bottles; if working with more than one infant at feeding time, we keep babies close in order to assist them and interact with them. Infants who have learned to hold the bottle, and/or indicate the desire to drink the bottle independently, are allowed to do so. Parents bring enough prepared bottles (ready to heat and serve) for the day. Bottles and bottle lids must be labeled with the child's first name and last initial and the time and date it was prepared; they are stored in the child's refrigerator tray, and any unused bottles go home at the end of the day. We warm bottles in a bottle warmer. The starting time for each bottle feeding is the time the bottle is taken out of the warmer, ready to serve. If the bottle is given cold, the starting time for the bottle feeding is the time at which the bottle is removed from the refrigerator. Bottles begun outside of care must either be finished with the parent before they leave, or discarded.

### Bottles and Breast Milk

- Bottles must be labeled with the child's name, the date that the milk was expressed and the date the milk was brought to school.
- All unused breast milk must be taken home at the end of the day.
- Breast milk must NEVER be shaken. Instead, it must be gently swirled to preserve the nutritional and health benefits it provides.
- Previously frozen milk is good for 24 hours if kept in the refrigerator.
- Breast milk left over from a feeding can be kept for 1 hour before being discarded.

### Bottles and Formula

- Bottles must be labeled with the child's name and the time that the formula was prepared.
- All unused formula must be taken home at the end of the day.
- Formula bottles must be prepared at home and placed in the refrigerator upon arrival.
- Prepared infant formula is only good for 1 hour after being heated for a feeding.
- Any formula left in the bottle after feeding must be thrown out.

## Diapering & Toileting Procedures

Parents provide diapers, wipes, diaper cream/ointment, extra clothing, and any other necessary supplies.

### Diapering Procedures

Diapering and toileting are handled in a matter-of-fact manner. We talk about being aware of having a wet and/or soiled diaper, let children know that it's time for a change, and encourage them to actively participate in the process as they are able. The actual procedure for diapering can be explained by your child's teacher and is posted by the changing table and in the bathroom and must be followed when changing children. The procedure includes disposing of used diapers in a specific container, cleaning and sanitizing the changing surface, and hand washing.

There are scheduled times during the day dedicated to diaper changing. In general, changes are scheduled for every two hours. However, children are always changed after napping and on an as-needed basis throughout the day.

## TODDLERS

A whole new world opens to children when they take to their feet. They walk, talk, and begin to develop relationships with one another. Our toddlers program is filled with sensory experiences that emphasize the importance of a toddler's environment and relationships. Our teachers provide a high level of interaction while individually nurturing each child.

### **Program Features Include:**

- Daily whole-group instruction promoting social skill development
- Balanced attention to nurturing, playtime, and learning
- Monthly thematic units that provide a variety of daily activities and experiences
- Development of children's confidence, self-esteem and love of learning
- Learning areas focused on dramatic play, creative arts, language, and sensory exploration
- Regular communication between teachers and families to keep you informed about your child's day

## Preschool (2 - 5 Years)

A preschooler's world opens up in new ways as he or she improves coordination, learns complex skills, and begins to interact more with peers. Our Preschool program introduces language, math, science, and social skills in a logical, appropriate sequence that encourages learning one step at a time. We provide individual attention to support your child's unique needs. Our program provides a rich classroom environment where children are encouraged to explore and challenged to learn, all while making friends and developing self-confidence. Children strengthen their cognitive skills and are provided opportunities for hands-on experiences — such as creating collages — that combine creative expression and tactile experiences.

### **Program Features Include:**

- Parent – Teacher conferences to discuss and assess your child's development
- Thematic units that encourage curiosity and self-direction and confidence
- Hands-on experiences to heighten cognition and problem-solving skills
- Daily small-group instruction that promotes skill development
- Regular communication between teachers and families to keep you informed about your child's day
- Part Time flexible enrollment option

## Nap Time

For healthy growth and development, it's essential for children of all ages to have time to rest or enjoy quiet activities during the day. At our center, your child will rest in the afternoons for one to two hours or longer, depending on their needs and individual state child care licensing regulations. Children who don't sleep are encouraged to read a book, play with puzzles, or participate in other quiet rest-area activities.

Most school-age children have typically outgrown the need to nap and are encouraged to participate in quiet activities midday to recharge and rejuvenate. School-age children are not required to nap. We provide cots and bedding time. Your Program Director will let you know about the required rest-time items and any bedding your child may need. Please label all personal rest items with your child's first and last name.

## Assessments

We use a variety of methods and tools — including observations, weekly reports and developmental checklists — to continuously monitor and support your child's development. Constant interaction with the children allows teachers to appropriately assess their skills and developmental levels.

Weekly reports help teachers observe, record, and evaluate each child's skills, knowledge, behaviors, and accomplishments. They reflect common objectives and expectations in classrooms like ours that are structured around developmentally appropriate activities. The behaviors and skills described in the checklists are those considered to be important and developmentally appropriate for children within each age group.

Our preschool teachers' maintain portfolios of each student full of photographs, anecdotal notes, and work samples. From two years of age through pre-kindergarten, your child's portfolio will illustrate their abilities at the time each item was collected — which gives you an at-a-glance way to see your child's progress over time.

## School Age (Kindergarten - 8th Grade)

Finding a safe, enriching before and after-school program is easy when you look to The YMCA of Greater Whittier to provide an engaging environment where school-age children (5 through Junior High School years of age) can spend time with friends — even during out of school days.

This program helps school-agers develop a sense of who they are and what they can do. We promote collaboration and positive group interaction, giving children a choice in daily planning while encouraging independent learning. Additionally, we offer exciting activities, hands-on exploration, and a quiet, comfortable place for your child to do their homework. To make it convenient for you, many centers also provide transportation to and from neighborhood schools. Our centers work with your school calendar to offer fun-filled programs during holidays and out-of-school days, too.

### Program Features Include:

- Homework support
- Daily fitness activities to keep your child active and healthy
- Comfortable environments to help your child build confidence, self-esteem, character, and social skills
- Daily communication to keep you informed about your child's day
- Age appropriate curriculum to keep your child engaged and learning

## Homework Support

Doing homework is an important activity, and our teachers are here to help. It's not mandatory, but help is available for school-age children whose families choose this option. Our Homework Support is equipped with materials and supplies to support your child's needs. Staff is available to provide guidance while allowing your child to complete their own assignments.

*Please note that we do not replace your role in the homework process; instead, we support it. As it's best when staff, children, and families have a clear understanding of one another's roles and expectations, we ask that you and your child discuss whether you want homework done during our program.*



Our centers offer day camps during **Spring, Summer, and Winter breaks!** They're the perfect way to give your child fun, high-quality care when public schools are closed.

## **Public School Breaks**

When public schools are out on break, many families need temporary high-quality care and activities for school-age children. Our Spring, Summer, and Winter Camps give your child a fun way to spend breaks and holidays. They also give you the peace of mind of knowing your child will be motivated by our engaging and stimulating learning activities in a safe environment. Your Program Director can provide additional details about the programs we offer when public schools aren't in session.

### **Day Camp Features Include:**

- Special programs and activities
- Flexible program options that let you plan around family events and vacations
- Earlier start/later end times than most day camp programs
- A comfortable, familiar setting with current friends and teachers
- Fun field trips, center events, and special guests
- Safe and trusted environment

## **Summer Day Camp**

We know the best kind of learning happens when children are having too much fun to notice! Our preschool and school-age Summer Day Camps will keep your child engaged with an all-day, fun filled experience. To accommodate your busy summer, we offer weekly enrollment options. By having a unique theme for each week of camp, we keep your child interested and eager to learn all summer long.

## **Winter Day Camp**

Our Winter Day Camp is the perfect way to keep children engaged over the holidays. We use a lively, hands-on approach that gets your child excited about unlocking their education. The age-appropriate activities and lessons allow preschool, prekindergarten, and school-age children to take a closer look at some common and not-so-common curriculum concepts.

## **Spring Day Camp**

Our Spring Camp gives your child a fun way to spend Spring Break — and gives you the peace of mind of knowing your child will be motivated by our engaging and stimulating learning activities in a safe environment. Our Spring Camp program is designed to keep your child learning while he or she has fun. We engage preschool, and school-age children in activities that make them want to keep learning more!

## Celebrations and Birthdays

Seasonal and cultural celebrations and birthdays are special days for children, and we understand you may want to celebrate these occasions at the center. If you'd like to provide food for the celebration, we ask that all food items be commercially packaged with ingredient statements in order to properly account for child food allergies. We encourage healthy snack options such as whole-grain items, vegetables with dip, or fresh fruit platters. Please be sure to provide enough food for every child in your child's classroom. And please, due to allergies and necessary scheduling needs, make arrangements with your Program Director prior to the special day.

## Clothing

We want to be sure your child has fun while playing and learning in our center. Because a full day can include such activities as singing, painting, playing both indoors and out, dancing, and eating, we recommend easy fitting, comfortable, washable clothes. Be sure shoes are rubber-soled and closed-toe with a closed heel or heel strap. Flip-flops, sandals, and shoes with wheels are not appropriate in our environment. Shoes are required for all children.

### For Preschoolers:

Please provide two complete sets of extra clothes, including socks, for your child. We request an extra pair of shoes and a sweater or sweatshirt be kept at the center, too. Clothing should be labeled with your child's first and last name, and reviewed periodically to make sure it fits.

### For All Children:

In hot weather, apply sunscreen to your child before arriving at the center and dress your child with hats/visors and tightly woven clothing to help prevent sunburn during outdoor play.

*Please note: We require a written authorization from you before we can apply sunscreen/sun block to your child.*

In cold weather, provide appropriately layered clothing to create insulation, including: mittens or gloves; caps, hoods, or hats; sweaters or sweatshirts; socks; and warm waterproof outerwear and footwear.

For their safety, children will not be permitted to wear any shirts, jackets, sweatshirts, jewelry or articles of clothing that tie around their necks or waists.

Please remove all drawstrings. We cannot assume responsibility for lost, stained, soiled, or torn clothing. Please be sure to label all extra clothing (e.g. jackets, sweaters and hats) with your child's first and last name.

## Personal Belongings

Your child will be provided with stimulating, educational toys every day. Because children often find comfort in special objects, your child may bring a blanket for nap time. Please do not let your child bring other toys or belongings from home, as bringing a treasured object to the center can create tension between children and each child's personal storage space is limited. It's also distressing for children and staff members when things are lost or misplaced.

***Toy guns and water pistols are not permitted in the center.***

All electronics brought to the center must be stored in the "off" position in the child's cubby. We cannot assume responsibility for loss of, or damage to, personal belongings.

## Outdoor Activities

Outdoor play occurs daily, weather permitting. In the event weather conditions prevent outdoor activities, alternate indoor gross-motor activities will be substituted.

We consider the outdoors an extension of the classroom. Our playgrounds include outdoor spaces and equipment designed for active play and exploration — which lets your child get exercise and fresh air when learning different activities.

## Positive Guidance

Part of what children are learning in their early years is how to get along with others and what behaviors are appropriate in different situations. We take a proactive and preventive approach to guidance that reinforces appropriate behaviors rather than focusing on inappropriate behaviors. To do this, our teachers are trained to use various techniques including redirection, praise, and distraction. In this positive guidance atmosphere, most inappropriate behaviors are avoided. However, in extreme situations and as a last resort, a child may be guided to an alternate activity away from the group for the benefit of the child and the rest of the children. Teachers use this strategy not as a punishment, but to help redirect the child when he or she returns to group activities. The child is allowed to return to the group activity when he or she feels ready to do so.

In accordance with our youth development policy and state child care licensing regulations, our staff never uses corporal punishment.

We welcome families as partners in teaching children about socially appropriate behaviors. As your child's most influential teacher, we may occasionally ask you to work with us to help extinguish an inappropriate behavior. We understand these issues are sensitive and many different parenting styles are reflected among our families. We also ask that, while on our grounds, you refrain from using any form of guidance that is not consistent with our center's positive guidance approach or individual state child care licensing regulations.

***Please note: Any staff member who witnesses any form of physical or corporal punishment, even if administered by a family member, is required by law to report their observations to the appropriate local authorities.***

## Allergies

If your child has allergies, please inform your Program Director at the time of enrollment and list the allergen information in your Enrollment Agreement so we can take the right precautions to protect your child's health. Your Program Director will gladly work with you and your pediatrician to accommodate your child's dietary needs to the best of our ability.

**Due to severe peanut allergies, all of our centers have adopted a "no-peanut" policy.**

If your child has severe allergies that may require a medical response (such as the use of an EpiPen), additional forms will be required prior to your child's first day.

## Hand Washing

Teaching your child, the importance of hand washing at an early age helps maintain their health; it also assists your child's ability to take an active role in staying healthy. With that in mind, your child will be required to wash their hands before eating, after bathroom visits, when returning from outside, and at all other appropriate time.

We encourage you to reinforce hand washing at home. To make the task fun, you may want to use special liquid soap (there are many child-friendly brands and scents available) or soap in your child's favorite color. If your child sees hand washing as a fun activity, he or she is more inclined to make it a habit.

## Illnesses

Children may become sick during the day or show signs or symptoms of illness prior to arrival. If you keep your child at home, please notify your Program Director by 7:15 am on school days and 9 am during all day program. If your child becomes ill while at the center, we will call and ask you to pick your child up no more than one hour later.

In the event of a serious accident or illness, an ambulance will be called. To ensure your child's safety, your Enrollment Agreement provides a record of names, and phone numbers of those people you have authorized to pick up your child. We ask you to keep this information current and supply names and phone numbers of your family doctor and preferred hospital.

## Temporary Exclusion

To reduce the spread of illness and maintain the health of all children at the center, we may temporarily exclude your child from attending the center. Please refer to the following section for information on the types of illnesses that we cannot support at the center, as well as the criteria required for return to the center. If you have any questions or need more information on a specific illness or criteria for return, please ask your Program Director.

We will ask that your child remain away from the center if they have has an illness or symptom that prevents participation in routine daily program activities including outdoor activities — or if your child has an illness that requires more individual care than our center staff members can provide without compromising the health, safety, and activities of the other children.

For their protection, children who have not been immunized against certain childhood illnesses may be subject to longer periods of temporary exclusion from the center. We may also ask you to keep your child at home if your child has any other illness that local regulations require us to exclude from a group care setting.

Unless our corporate policy is more stringent, we use individual state child care licensing regulations and health department regulations when making decisions about temporary exclusion. We may require health care provider clearance for other illnesses at our discretion.

**Medical Records**

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**Medical Exemptions**

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**Medications**

Medications will be administered in accordance with individual state child care licensing regulations and as described below. In the event the two regulations differ, the more stringent guidelines always apply.

**Parent/Guardian Responsibilities**

We recommend that you administer medications prior to arriving or after leaving our center. To help with medication scheduling, you may consider asking your physician or health care provider for prescriptions with 12-hour dosages. To authorize us to give your child prescription or nonprescription medications — or to apply topical nonprescription medications — you must complete either a Medication Authorization Form or Topical Ointment Authorization Form or other such forms as required by individual child care licensing regulations. On the form, you must note the number of days we should give your child the medication, and how often they need to receive it (the daily frequency).



Please provide us with all printed information about the medication's possible side effects.

- Bring medication in its original container in a clear bag. Clearly label the container and bag with your child's first and last name.
- Prescription medication must include a prescription label with specific dispensing instructions and a current date.
- Do not store medication in diaper bags, lunch bags, backpacks, or any other personal belongings.
- We do not mix medication with food or juice, nor will we dispense any medication in a bottle or cup.
- Unused medications must be taken home every Friday or on the child's last day of attendance each week. With the exception of emergency medication and medication needed by school age children who do not arrive with their parents or guardians on their first day of the week, our centers cannot store medications over the weekend.

## Medication Authorization Forms

### Prescription Medications

In order for a staff member to administer prescription medications to your child in accordance with the prescription label, you must complete a Medication Authorization Form. A prescription in your child's name demonstrates physician authorization.

### Nonprescription Medications

In order for a staff member to administer nonprescription medications to your child in accordance with the manufacturer's directions on the label, you must complete a Medication Authorization Form. We require written instructions from a physician any time the manufacturer's instructions require physician-directed dosage — or whenever your instructions differ from the age and weight information on the label. If your child is under the age of two, we require written instructions.

### Topical Nonprescription Medications

In order for a staff member to administer topical nonprescription medications to your child in accordance with the manufacturer's directions on the label, you must complete a Topical Ointment Authorization Form. According to your state's child care licensing regulations, we may not require written physician approval for topical nonprescription medications (e.g. sunscreen, teething medication or diaper ointment). The medication label must match the administration age of the child.

### Provision of Medical Care

We are not licensed to provide medical care, and our employees are not trained to provide medical care. Our employees do not provide invasive medical treatments (such as insulin injections), nor do they determine the dosage of medication.

## Security

Keeping your child safe and secure is our first priority. All children must be signed in and out on their sign in and out sheet, and other attendance procedures must be followed in accordance with individual state child care licensing regulations.

When you first enroll, you'll complete an Enrollment Agreement including the Primary and Emergency Contact and Release sections. These sections authorize specific individuals to pick up your child. You are responsible for maintaining accurate, complete, and current information. Written authorization must be on file at the center prior to your child's release to anyone. For the safety and security of your child, telephone requests are not encouraged. If a telephone authorization must be utilized, please contact your program director.

Please inform anyone listed on your Enrollment Agreement that they'll be asked to verify their identity. Staff members will ask for government-issued photo ID for anyone who cannot be visually verified by the staff member. We know you'll feel more secure and confident when we're aware of who may and may not pick up your child.

We will not release a child to any Emergency Contact younger than 18 years of age unless the individual is the legal parent/guardian. Please check with your Program Director for specific requirements at your center. Lastly, out of respect for other children and families, please do not post photos or videos that contain images of children other than your own on the Internet.

## Custody and Visitation

Some families have legal custodial orders that address whether an individual is permitted to pick up or visit a child. If custody orders relating to your child exist, a copy must be provided to the Program Director for inclusion in your child's file. This information is confidential and solely for the safety and well-being of your child. Families must update the Program Director *when custody orders change or expire*.

***Please note that employees cannot be responsible for supervising parenting time (visitation), and, as a result, visitation for non-custodial parents is not permitted while a child is at YMCA of Greater Whittier.***

If an individual has court-ordered legal custody, employees must release the child to that legal custodian regardless of visitation schedules. Please discuss questions about custody arrangements with your Program Director.

## Mandated Reporting Requirements

It's our mission to ensure all children in our centers are safe and well cared for at all times. The law requires everyone who works directly with children to report suspicions or evidence of child neglect or abuse to individual state child care licensing agencies or law enforcement agencies. Those who fail to report according to individual state child care licensing regulations can be held accountable under the law. The law prohibits interference with an individual's attempt to report child abuse or neglect. If you're interested in the mandatory reporting requirements of your state, please ask your Program Director for more information.

## Confidentiality and Children's Records

All information contained in your child's records, including your personal information, is confidential. Anyone who is not directly involved in the care of your child or affiliated with child care licensing, protective services, or other government agencies will not have access to the records without your written authorization or court order. As a parent or guardian, you can request access to your child's records. We are happy to provide access at reasonable times to records kept at the center, including the Enrollment Agreement, Parents Communication sheets, or progress notes.

For information about the process needed to access other documents that may be included in your child's records, please contact your Program Director. As a primary parent or legal guardian, you have the right to add and update information, comments, data, or other relevant materials to your child's records. If you withdraw your child from the center, we will maintain your child's records for the minimum period of time referenced in your individual state child care licensing regulations. If you want a copy of your child's records at the center, an administrative fee may be charged to offset copying and delivery charges.

## Arrival and Departure

We want to make sure your child begins and ends their day with us on a happy, positive note. Some centers are equipped with doors that require a code to enter. Every morning and afternoon, we require you to sign in and out with your full legal name using our paper-based form. We would like all children to arrive at our centers by 7:15am on school days and 9am on all day program days. Timely drop off will ensure your child the ability to fully participate in all planned activities, curriculum, and receive transportation if applicable.

### Late Pickup

Your child looks forward to your arrival at the end of the day. Please make every effort to pick your child up on time. If you know you can't arrive on schedule, please arrange to have your child picked up by another adult who has been authorized on your Enrollment Agreement. If a late pickup is unavoidable and you're unable to reach your designated emergency contact, please notify us immediately.

If your child is not picked up after the normal closing time and you have not contacted the center:

1. We will attempt to contact you or the person(s) authorized to pick up your child
2. If we can't reach you or another authorized person within 60 minutes after closing, the Program Director or person in charge will call Child Protective Services or the appropriate authorities should be contacted based on individual state child care licensing regulations.

***In the event of a late pickup, please note that the Program Director or person in charge can never transport your child from the center under any circumstances. Also, an additional fee for late pickup will apply to children picked up after closing time.***

## Late Pick Up Fees

All YMCA Child Care programs close at 6:30pm, and our staff is scheduled to leave to tend to their own families and personal commitments. Parents need to ensure that their child is picked up before the end of the program. Please contact the program center if you anticipate being late. If you are unable to make it, please arrange for another authorized adult to pick up your child.

### ***Late pick-up will result in \$1.00 per minute, per child***

Late fees are due immediately upon pick up and will be charged to your account. A parent who is repeatedly late (three or more times) will be notified that child care services may be terminated.

Parents who have not notified the Program Director that they will be late, can expect the following sequence of events to occur. These steps are necessary to ensure the safety of the child as well as YMCA staff members.

6:25 pm: Staff member begins calling parent phone number(s) to check for problems or miscommunications. If contact is not made, alternative contacts listed on the registration form will be called.

6:30 pm: Program closes

6:35 pm: If contact is not made with parent, alternative contacts listed on the registration form will be called.

7:30 pm: Staff member in charge contacts local authorities to determine if any problem related to the parent has been reported. Senior Youth Development Director (or closest Director available) is contacted and informed of the situation.

8:00 pm: If the child has not been picked up by this time, he or she will be turned over to the Los Angeles Sheriff's Department (or local Police) to follow the California Child Abandonment Law.

You risk dismissal from the program if:

- *You fail to pay the late pick-up fee at the time of pick up*
- *You are late in picking up your child three (3) times within a 30-day period*

Parents must keep the YMCA notified of phone number changes for work, home, and emergency contacts at all times.

## Emergency Situations and Evacuation Plans

To maintain a safe environment, we make every attempt to be prepared for potential emergency situations. We regularly schedule and practice emergency evacuations as required by individual state child care licensing regulations. In addition, an emergency plan and list of procedures are posted in each classroom. Please be aware of the procedures and evacuation location in the event of an emergency evacuation.

If an actual emergency requires evacuation, we'll notify you as soon as the children have been relocated to a safe area. If you need information regarding emergency or disaster issues for your center and are unable to reach the center directly, please contact your Senior Youth Development Director.

## Child Accidents

We take every precaution to make sure your child is safe, and that you receive communication regarding accidents or injuries. This includes a comprehensive safety-awareness program, as well as frequent inspections and maintenance of our buildings, playground, and equipment. In spite of all our efforts, accidents do happen. If your child is injured at the center, you'll receive a notification via text/call after the injury and a written notification at pickup time.

If your child needs treatment by a health care professional, we'll make every effort to contact you and/or the health care professional you have identified on your Enrollment Agreement. If we can't reach you, we'll contact one of the individuals you've listed on the Enrollment Agreement. In the event of an emergency, we'll make sure your child receives any necessary emergency treatment until we can make contact with you or an authorized individual.

## Transportation

YMCA of Greater Whittier has a fleet of licensed, insured student transportation vehicles for transporting children to and from school and on center-sponsored field trips.

All drivers initially participate in special defensive driver training and later undergo annual refresher training; as part of our driver qualification process, driving records are also reviewed annually. Additionally, student transportation drivers are tested initially, then randomly, for substance/alcohol use. Transportation is available to children who can be safely transported on a center vehicle. We transport children four years of age and older, following individual state child care licensing regulations and specific region regulations.

Children who are four years old or weigh less than 40 pounds (regardless of age) must ride in a car seat that meets Federal Motor Vehicle Safety Standards (FMVSS). These car seats are provided at no additional charge to you. FMVSS compliant integrated safety seats or booster seats are also provided by your center; family-provided car or booster seats cannot be used. We also use child safety seats when individual state child care licensing regulations require us to do so.

If your child regularly rides in one of our vehicles, you must notify us ahead of time if they will not be needing transportation on a specific day. We cannot be held responsible for transportation of children to non-YMCA of Greater Whittier program events. This is the responsibility of the parent or guardian. Our staff is prohibited from transporting children in their private vehicles.

## Center Pets

Your center may or may not allow classroom pets (such as guinea pigs, gerbils, or fish) as a teaching tool. Personal pets belonging to families or staff members are not allowed at the center. All centers with pets adhere to all state licensing and health regulations and to internal safety guidelines. Service animals are not considered to be pets, and may be allowed on the premises as a reasonable accommodation.



## Field Trips

Field trips give your child hands-on, real-world learning experiences. Trips often include visits to nearby parks, museums, and other local educational sites. In order to make field trips both meaningful and safe: children who are at least four years of age or older may be able to participate in field trips that involve transportation in a vehicle; however, eligibility is dependent on individual state child care licensing regulations and specific region regulations. Please check with your Program Director for further information.

Families are notified at least one week in advance of each field trip with the time, schedule, location, and any extra costs that may be involved with the trip. Permission slips are required for all field trips. Each trip requires a separate form describing details of the event. We must have your written permission authorizing your child to participate. Permission via a phone call or fax is not acceptable.

## Weapons and Violence

Family members, children, and guests are strictly prohibited from possessing firearms or other weapons on our property and at events sponsored by us. An exception may be made for sworn law-enforcement officers if required by law. If children are found to be in possession of weapons, center management will confiscate the weapon and notify proper authorities.

When a particular child or parent's behavior threatens the safety of others, or if a child or parent becomes abusive toward other children, parents, or staff in the center, we may disenroll the child immediately.

## Drug-Free Environment

We are committed to fostering and maintaining a healthy and safe environment for everyone. Staff, family members, and guests are prohibited from smoking in the center and its grounds. At no time shall anyone ever use, consume, sell, manufacture, or be under the influence of any alcohol or illegal drugs on center property.

## Registration and Enrollment

We create and operate our learning centers with quality and long-term stability in mind. And we welcome the chance to give your child the same high-quality care we've offered families for more than 100 years — while offering you exceptional value today. That's why we have a variety of procedures in place to help make your registration and continued enrollment with us as smooth as possible.

### Registration

A nonrefundable registration fee is due at the time of enrollment and is charged every fall.

If a child is withdrawn from the program and subsequently re-enrolls, a new registration fee is due at that time.

## **Tuition**

All tuition is due in advance of services provided. Accounts two weeks in arrears or repeated failure to pay tuition by the due date may result in the termination of services. Please refer to your Enrollment Agreement for complete details. As we continue to improve our facilities and resources, tuition and fees are reviewed annually and any changes are adjusted with a minimum 30 days notice.

Programs may require an additional Activity Fee and/or Field Trip Fee for the summer session.

## **Returned Checks**

Payments from customers with prior unpaid returned checks must be in the form of a money order or cashier's check. Accounts containing returned checks are subject to immediate termination of service; however, upon payment of returned checks and returned check fees, we may choose to reinstate your child's enrollment.

## **Family Discounts**

Family discounts apply to customers with two or more tuition charges for the week the discount is granted. The child with the lowest tuition charge for the week will receive a maximum discount of 10% off their gross tuition.

In a family with three or more children, the child with the highest tuition charge is not granted a discount; remaining children receive a maximum discount of 10% off their gross tuition.

## **Babysitting**

We discourage staff members from providing private child care or babysitting services on their own time. If a staff member does provide babysitting services, the staff member is acting in their individual capacity. If you'd like a member of our staff to provide babysitting services, both you and the staff member must sign a specific release form prior to any services rendered. We will not be responsible for the performance of babysitting services by members of our staff.

## **Nondiscrimination**

YMCA of Greater Whittier do not discriminate on the basis of a person's religion, color, race, gender, sexual orientation, age, national origin, disability, Vietnam-era status, or any other factors protected by law.

We provide care for children and families with various backgrounds and beliefs. We do not teach religious doctrine at our centers, but we have designed our learning programs to teach love, care, and respect for others, regardless of religious affiliation.

## **Solicitation**

We prohibit any distribution of literature or products at any of our centers. Please note that this includes literature or products commonly used to raise money for public school-related activities or non-profit groups.

## **Research Activities**

From time to time we receive requests from university programs or child care researchers to observe our classrooms. In such activities that suggest documentation or release of specific child information, we won't say, "yes" without first obtaining permission from parents and guardians of the children in the involved classroom(s).

## **Withdrawing Your Child**

If you need to withdraw your child, we require two weeks' written notice prior to leaving. You will receive electronic correspondence verifying your final date of care and any pending charges. Sometimes children or families may not adjust to the center environment. In these cases, we may ask a parent or guardian to withdraw their child. If we make that decision, we usually notify the family one week in advance in order to permit them to find alternative care. Certain instances may require an immediate withdrawal.

## **Termination of Services**

Because we provide child care and education in a group setting, we must be concerned for the welfare and safety of all children and staff. We take action when a particular child or parent's behavior threatens the safety of — or becomes abusive toward — the other children, parents or center staff. As a result, we may disenroll the child immediately.

We reserve the right to disenroll any child or terminate services as deemed necessary or appropriate at our sole discretion, with or without notice. It's important every child thrives here — socially, emotionally, physically, and intellectually. Together, we can do amazing things to prepare your child for what lies ahead!

## **Absences, Sick Days, and Vacations**

To maintain our high standard of quality, we budget for everyday costs related to our dedicated teachers and our educational resources. To cover these costs, we charge a full week's tuition (this applies to full-time and part-time schedules) if your child attends any portion of the week. If your child is absent for a week period (Monday-Friday) you will be charged 50% of your standard weekly childcare fee to reserve your spot in the program.

Please refer to your Enrollment Agreement, or contact your Program Director for more information.

If your child receives afternoon transportation to or from school to our center by one of our center vehicles please be sure to notify us of your child's absence at least one hour prior to the scheduled transportation time.

If your child receives morning transportation by one of our center vehicles your child must be dropped off not later than 7:15am. Morning transportation cannot be guaranteed after 7:15 am.

Center staff should also be notified in advance if your child will be out for multiple days due to illness, vacation, or other family activities.

# Family Communication and Involvement

## Family Involvement

Parents and guardians are always welcome at the center. We encourage you to visit and join in our activities. Your participation and involvement are important to us as we work as partners to provide the best care and education possible for your child. Please do not share the coded access number with anyone not listed on your Enrollment Agreement as contacts. Anyone authorized to pick up your child will be let in and escorted by center staff following ID confirmation.

## Communication

As your child's most important influence, you are a full partner in our program. Open and frequent communication between you, your child's teacher, and your Program Director will strengthen this partnership and help your child have a positive early-learning experience.

### **We promote close communication through:**

- Family/teacher communication to share ideas and discuss your child's progress
- Conversation and frequent written updates highlighting your child's development
- Recommendations for home-based learning activities that support your child's learning and enjoyment of the program
- Regular parent-teacher conferences
- Newsletters published by your center about your center's news and events
- Posted unit plans describing the planned activities for the classroom
- Access to classdojo with daily pictures and updates on activities and curriculum

Your participation and involvement are important to us as we work as partners to provide the best care and education possible for your child. We hope you have time to talk with us when you drop off or pick up your child. We also invite you to schedule an individual conference whenever necessary. Please schedule longer discussions with teachers in advance so another staff member can be available for classroom supervision.

Our center encourages communication between you and our staff on all issues related to your child and their classroom activities. Please remember, however, that staff members are expected to keep information about all other children and their families confidential.

## Satisfaction and Resolution

We are fully committed to your child's well-being and your satisfaction with our programs. Experience has taught us that open communication is the key to maintaining a positive relationship. We continually look to your input on how we can improve our programs. We want to be sure we are meeting the needs of your child — and that you are confident in the care and education we give your child.

## **Parent Program Communication**

To ensure you and your child are getting the most out of your YMCA experience, we keep the lines of communication open through a variety of ways including: newsletters, bulletin boards, parent/teacher conferences, and classdojo. You will receive frequent communications from us, both in person and in writing, so you're constantly informed of your children's progress, achievements' and daily activities.

### **Parent Information Area**

When you sign out your child each day, please check for any up-to-date information or notices at the Parent Communication Area. Please check any posters and brochures for other information pertaining to YMCA activities and opportunities to volunteer. Please clean out your child's cubby each Friday and check the lost and found for any items left in program

### **Email**

Parents can email the YMCA Directors regarding any questions about the program or the YMCA. Your director can be reached at: initial of first name + last name@ymcawhittier.org. The YMCA believes that face-to-face conversations are almost always best when dealing with sensitive issues or concerns.

## **Custodial Issues/Disputes**

The YMCA and the staff employed by the YMCA will not become involved in any custodial disputes between parent/guardian. Staff will follow court orders to the best of our ability; however we are not legal experts. All court orders submitted with the child's file must be official documents of the court. The YMCA will follow the instructions given by the enrolling parent as long as it supports the court order. Non-enrolling parents can add authorized individuals on their court appointed day (following the court orders). If custodial disputes are not handled appropriately by the parents, the child may be terminated from the program.

## **Parent and Volunteer Involvement**

### **Volunteers**

The Y welcomes program volunteers and matches them with programs that they are best suited for. All volunteers are interviewed and are required to complete a background check before working the program. Volunteers are not counted in staff to child ratios.

### **Current Support Campaign**

The YMCA of Greater Whittier commits to a yearly campaign to raise funds for families in the community who need financial assistance to enable them to participate in activities and programs here at the Y. This campaign also raises awareness of all programming and resources that the Y has to offer. We encourage all parents to help in support to our cause to helping all families in need.



## Parent Concerns

The YMCA of Greater Whittier is dedicated to developing and maintaining high levels of member service. We want to hear from you if we have not accomplished this goal. Anyone of our Y staff is available to assist you with questions or concerns and will work with you for a resolution. In the event a concern is not resolved to your satisfaction you may contact the Program Director o You have the right to share concerns without fear of retaliation. All concerns will be investigated and/or addressed with the proper parties.

## YMCA Documents

All YMCA documents, including but not limited to Registration Paperwork and Attendance Records are property of the YMCA of Greater Whittier. If YMCA documents are required, they must be requested by the court. All subpoenas should be served to the Program Director.

## Hours of Operation

### Preschool

Our preschool operates year-round, Monday through Friday except on noted Holidays. Hours of operation are 6:30am – 6:30pm.

Refrigeration and /or warming up food cannot be provided so please do not send perishable items or items that need to be cooked or heated up.

A Breakfast, Lunch and afternoon snack will be provided for your child.

#### Part-Time Schedules (Preschool ONLY)

Preschool will provide a part time schedule of morning care half day (8:00am – 12:00pm).

### School Age

Our child care program offers service Monday through Friday for morning care and afternoon care from 6:30 am – school transportation and pick up – 6:30pm. Pick up and drop offs are determined by specific school hours. On school days Breakfast, and an afternoon snack will be provided for your child.

#### All Day Program Days

On days when school is not in session, all day program is offered from 6:30am – 6:30pm. All day program schedules vary with field trips and other planned activities. Parents are notified of schedules/plans in advance. A Breakfast, Lunch and snack will be provided for your child. An afternoon snack will be provided for your children containing a vegetable or fruit and water with every snack.

# Sign in/Out Procedures

## Sign in:

Parents are required to sign in daily when arriving to the center. The staff is only responsible for children that are signed into our care. Children must be dropped off to their programs by 7:15 am on school days and 9 am on all day program days or for preschool care, unless communicated by parent to Director and approved.

## Sign Out:

For your protection, only person authorized, in writing, by the parents may pick up your child. Children are not allowed to sign themselves out. The staff will question anyone who is unfamiliar to them and ask for identification to check their authorization. Anyone without proper authorization will be stopped from taking a child. If someone other than those persons authorized on the registration form will be picking up your child, you must notify the Director in writing.

YMCA staff is not permitted to sign out children from program for the day except when leaving for school. Additionally, any restricted individual must have a restraining order or court order on file.

## Daily Absences

If your child is going to be absent, it is vital that you call on the day of the absence. Your child's safety is very important to us. Your program center is equipped with an answering machine or voice mail for your convenience. Parents will be contacted by the YMCA staff if any child is marked "unexcused" unless a message has been received stating that he/she will be tardy or absent from the program. Repeated failure to report your child's absence may result in termination from the program. If your child is absent from school for any reason, they cannot attend the YMCA that day.

We do not prorate our fees for absences for any reason, including illness or vacation.

## Extracurricular Activities

Parents are responsible for informing your YMCA Program Center in writing if your child (ren) will be participating in an after school/noon activity. We cannot guarantee accommodation of extra curricular activities.

Please include the following:

- Days of the week that your child will be attending
- Time period for the activity (start and end time)
- Time child is expected to arrive at the YMCA program center
- Type of activity (tutoring, chorus, drama, swim, etc.)
- Name of authorized person (school teacher, coach, etc.) to pick up and/or drop off your child for extracurricular activity

The YMCA will not release children from the program without the above information in writing. Your child's safety is our number one priority.

# Missing Child

## On Site:

After a thorough search of the premises if it is determined that a child is missing the Director will contact the parent and the police.

## After School Pick Up:

If a child does not meet at Y van pick up point the driver will check with the school attendance office, then will contact Director to contact the parent. The van will not leave the school without verification of the child location.

## Off Site:

The staff will notify the Director of the missing child and they will determine the appropriate steps. The parents will be contacted if the child has not been found within 30 minutes. The staff is responsible to supervise the remaining children.

# Transportation Rules

Some students may need to wait up to 15 minutes for the Y van to pick up after school dismissal. This is due to traffic or other school pickups. Most schools are staffed by the school while waiting for pick up. Times and schools served are subject to change and cancellation depending on enrollment and location.

Some schools may require staff to walk the children to school.

- Children must come to the van **directly** after school dismissal.  
(lateness can disrupt the pickup of other children)
- Children are to remain seated with a seatbelt fastened at **all times** while in the van.
- Children must stand/form a line in the designated pick up area.
- Children will load the van in an orderly manner at the instruction of the van driver.
- Children will unload the van in an orderly manner at the instruction of the van driver.
- Noise **MUST** be kept to a level as not to disturb the driver.
- No objects thrown in or outside the vehicle.
- Code of Conduct for all participants must be followed

To ensure the safety of everyone rules must be followed. Violations will be handled as follows:

- Verbal warning to student.
- Written report to parent/student
- Suspension from transportation for one trip

Should inappropriate behavior continue, the student may be not be permitted to receive transportation and/or the program dismissal from the program.

## Dismissal

The Director, Counselors, Teachers, and Parents will work personally with one another to help resolve any behavior problems that may occur. If all efforts are exhausted and the behaviors continue the child may be dismissed from the program. A parent or guardian who is disruptive to the program, does not comply with the policies of the YMCA, or whose behavior is intimidating to the children, parents of other children or the staff will be asked to remove their child from the program.

## Cancellation Procedures

If you choose to remove your child during the school year, 2-week notice is required, you may be liable for all fees. If your child is canceled out of the program due to non-payment, the full amount is still owed and is due before reinstatement into the program. Child may not be readmitted if the program is full.

## YMCA Child Abuse Prevention

The YMCA maintains a policy of Child Abuse Prevention practices, which include procedures, related to:

- Employee reference checking, hiring criteria, and fingerprinting
- Training and supervision requirements for staff
- Staff relationships with children
- These policies are enacted to protect parents, children, and YMCA staff members from actual occurrences of child abuse as well as allegations of abuse.

## Child Abuse Reporting

Section 11166 of the California Penal Code requires any Child Care Custodian, medical practitioner, or employee of a child protective agency who has knowledge of or observes a child in hi/her professional capacity or within the scope of hi/her employment who he/she knows or reasonably suspects has been the victim of child abuse, to report the known or suspected instance of child abuse to a protective agency immediately or as soon as practically possible by telephone and to prepare and send a written report thereof within 36 hours of receiving the information concerning the incident.

"Child Care Custodian" includes teachers, licensed day care workers, administrators, or community care facilities licensed to care for children, foster parents, and group home personnel

## Health & Safety

The Y is not equipped to handle ill children beyond securing their immediate comfort. If your child becomes ill, she/he will be isolated from other children and you will be contacted to pick him/her up.

If you are contacted, you need to make arrangements to pick up your child within (1) hour.

For the sake of your child and others, if a child has a temperature of one full degree over normal, is vomiting, or shows other signs of illness, they may not attend YMCA child care.

Parents must notify the Y of absence AND nature of the absence of the day of the illness. The school offices do not notify the YMCA when your child is not in school.

Child infectious diseases or any of the following symptoms, but not limited to, will not be permitted on stay in our care:

- Pink eye
- Severe cold
- Sore throat
- Earache
- Swollen glands
- Fever
- Severe cough
- Drowsy
- Headache
- Watery/discharge from eyes
- Nasal discharge
- Head lice (no nit policy dead or live)
- Chicken pox
- Covid-19

## **No Nit Policy (Lice)**

The Y has a No Nit Policy, as a health standard intended to keep children lice free, nit free, and able to attend the Y program. Head lice are one of the most common communicable childhood diseases. Parents can help prevent the spread of lice by conducting routine screening, early detection and removal of lice and nits. Should your child contract lice or nits, please inform the Y staff and school. Parents may be asked to provide a doctor's note that their child is free of lice and nits before returning to the program.

## **Injuries during Program Hours**

If your child is injured during program hours, the staff member in charge will take whatever steps may be necessary to obtain emergency medical care as warranted. These steps may include but are not limited to:

- Provide immediate first aid
- Attempt to contact a parent or guardian
- If parent or guardian cannot be reached, we will attempt to contact others listed on your registration forms
- In case of serious injury, appropriate emergency medical assistance will be contacted (911 will be called). A YMCA staff member will remain with the child until parents or another authorized adult arrives. YMCA staff may not transport program participants.



## Emergency Procedures

Fire and disaster drills are scheduled regularly to ensure that all staff is prepared in the event of an emergency. In case of actual emergency parents will be notified of their child's wellbeing as soon as possible. **All children must have an emergency/earthquake kit on site purchased by the parent.** Please see your Program Director for details.

## Snacks and Lunches

Breakfast, Lunch and Afternoon Snack will be provided. **Refrigeration and /or warming up food cannot be provided so please do not send perishable items or times that need to be cooked or heated up.** Please inform the YMCA staff of any allergies. Weekly menus calendars are posted at the center and on classdojo.

## Field Trips / Parent Chaperones

Field trips are important to the YMCA child care program because they expose the children to the community, and can be educational. Field trips are generally scheduled on full days. Parents will receive detailed information prior to the day of the trip. ***Please pay close attention to the newsletter so that you will be aware of the special departure and return time for field trips. Parents should ensure their child is at the program at least 1 hour before departure to ensure your child is here when the busses depart.***

***Due to the COVID-19 pandemic offsite field trips are not currently schedule. Please speak with your Program Director for more information.***

## Community Care Licensing

YMCA School-Age Child Care and Preschool Programs are licensed by the state of California, Department of Social Services, and Community Care Licensing. The State of California requires all parents enrolling their child in a licensed child care center to be provided with information regarding the definitions and recognition of child abuse, parent and child rights, as well as other information.

For concerns related to these or other licensing issues, contact:

**L.A. Day Care-East District Office**

**Orange County – Regional Office**

**Community Care Licensing**

**Community Care Licensing**

**(323) 981-3350**

**(714) 703-2800**

## Acknowledgement of Receipt

Please read this handbook carefully and refer any questions you may have to your Program Director.

After you have read this handbook, please complete this acknowledgement and return it to your Program Director on or before your child's first day.

*I have read and fully understand the guidelines and procedures set forth in the Family Handbook. I have a copy of this handbook for my personal reference.*

Primary Parent or Guardian Full Name (Please Print):

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Child Name(s):

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Primary Parent/Guardian Signature:

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Date: 

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