



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

PEACE OF MIND

PARENT HANDBOOK



OSHKOSH COMMUNITY YMCA CHILD DEVELOPMENT CENTER

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Philosophy

The Oshkosh YMCA child care center is a non-profit child care program. The primary purpose of the Center is to provide high quality child care services for children in the Oshkosh Area. The program emphasizes the social, intellectual, emotional, physical, and ethical development of children.

The family unit is the most important influence in the life of a child. The Y strives to maintain the role of a family support agency by providing a program sensitive to parents needs for child care and parenting concerns, and children's need for a loving, consistent environment that enhances the growth and development to the fullest potential.

Mission

The YMCA Child Care Center exists to provide for the emotional growth, well-being, and development of children. We maintain a learning nurturing, and safe environment for children to grow to their fullest potential.

How we accomplish our Mission is as important as the mission itself. Every action we take will be guided by these values:

- *Individualism*- We believe that each child is unique. We recognize that each child needs to be nurtured and accepted for the skills and talents that they will offer to society.
- *Caring*- We believe that a child can excel only when they feel safe and loved. We foster an environment that embraces love and respect for each child.
- *Respect*- We believe that when children are respected for who they are, they will also respect others.
- *Learning*- We believe that our lives are a journey of lifelong learning. We guide the minds of children by creating an environment of learning and discovery.

Vision

The YMCA Child Care provides services for children 5 years old and younger. Our staff are dedicated professionals committed to the mission and values of the YMCA. We offer fair and competitive wages and benefits, and allow employees to participate in decisions that affect their work and strategic direction of the Center. The center provides education and training for our staff that leads to personal growth and development in their work. All employees work is valued and everyone is treated with dignity and respect.

YMCA Child Care programs help children develop to their fullest potential by doing the following:

1. Help children develop healthy self-esteem.
2. Allow children to learn through discovery and play.
3. Offer developmentally appropriate activities that help children develop physically, emotionally, intellectually, socially, and spiritually.
4. Provide space and appropriate equipment for each age.
5. Encourage expression of feelings and respond to those feelings.

6. Encourage children and families to become involved in other YMCA programs, such as, swimming, parent-child programs, athletic, and healthy living programs.
7. Teach children about diversity and the uniqueness of all children.

ENROLLMENT

Enrollment is open without discrimination to any child ages 6 weeks to 5 years of age. Registration is on a first come, first serve basis provided the center has not reached licensed capacity. When the Child Development Center has reached its capacity, a waiting list will be established. Parents will be notified when there is an opening. No child will be excluded from participation in the child care programs solely by reason of his or her disabilities.

In order to be fully enrolled the following forms are required:

- Enrollment Form
- Registration Form
- Health History & Emergency Care Plan
- Child Intake Form
- Health Report
- Immunization form or record from physician
- Emergency Card
- Child & Adult Food Program Forms
- Parent Agreement
- Formula/Infant Food form (if applicable)
- Tuition Express Form

HOURS OF OPERATION

We are open Monday through Friday.

20th Avenue 6:00 AM – 6:00 PM
Downtown 6:30 AM – 5:30 PM

We are closed on the following holidays:

- New Years Day
- Memorial Day
- July 4th
- Labor Day
- Thanksgiving Day and the following Friday
- Christmas Eve
- Christmas Day

If the YMCA closes due to inclement weather, the Child Care will also close. An announcement will be made on local radio stations.

CURRICULUM

Developmentally appropriate curriculum is planned by the Lead Teacher in each age group to include activities that are geared towards the individual needs and abilities of each child. Each room will be designed for the appropriate age of the children enrolled and will include some, if not all, of the following activities or spaces.

- A dramatic play area is provided to allow each child the opportunity to develop social skills and dramatic play.
- A science area is provided to promote and encourage a child to understand nature and the environment.
- A library area to encourage children to select books independently and provide a quiet area where children can be by themselves.
- Music is often a natural expression of a child's feelings. Opportunities are provided to sing, move with music or simply create their own music.
- Art is another important area which allows children to express themselves through painting, drawing, cutting, or pasting.
- Children are encouraged to use a variety of manipulative items (puzzles, legos, stringing beads, etc.) to help in the development of fine motor skills.
- Circle Time increases the ability to follow directions and increases attention span.
- Large motor activities are used to encourage children to practice climbing, running and other movement activities.
- Cultural diversity activities take place that reflect different nationalities and backgrounds.
- Children are encouraged to try a variety of different foods at meal time. Group cooperation, language skills, and social interaction are also learned at mealtime.
- Children will learn to participate in the care of their environment at clean up time.
- In order to comply with the State Department of Health and Family Services regulations, all children under age 5 will have a rest or nap period in the afternoon.

OSHKOSH AREA SCHOOL DISTRICT READY 4 LEARNING PROGRAM

The Oshkosh Community YMCA partners with the Oshkosh Area School District (OASD) providing 4 year old Kindergarten at our childcare locations. Ready 4 Learning is a play-based Kindergarten readiness program that is funded through the Oshkosh Area School District. This program is open to all children regardless if the child attends the childcare center. Children must be 4 years old by September 1st of that school year to participate.

- YMCA Childcare participants are NOT REQUIRED to participate in this program. However, priority registration is given to childcare participants because space is limited.
- Parents will have the option to enroll their child in either the AM or PM session.
- Childcare participants attending 4K will not receive a discount on childcare fees.

OUTSIDE/WEATHER

Children will be given outside play time daily, including during winter months. Please dress your child appropriately for the weather.

Children will remain inside if:

- Children 2 and above – wind chill of 0 degrees Fahrenheit or below.
- Children under 2 – wind chill of 20 degrees Fahrenheit or below.

SUPPLIES AND CLOTHING REQUIRED

The following clothing or supplies are required:

- A labeled change of clothes for all ages.
- Extra pants and underwear for potty training children.

- Bottles, diapers, diaper wipes, and pull-ups or training pants if needed.
- Children should dress in washable, comfortable, and easy to change clothes. The center is not responsible for soiled clothing from the sandbox, playground, art activities, etc.
- Comfortable shoes should be worn. **Sandals are not allowed.** Protection is needed from ground cover on the playground and proper support for running and climbing.
- The children will need socks to wear in the Family Prime Time area.
- All belongings should be labeled. (Children frequently have similar coats, etc.)

FEES, BILLING AND COLLECTIONS

Fee Policy

- Upon enrollment there will be a one time \$25.00 non-refundable registration fee.
- Tuition is paid through Tuition Express, an automatic payment system.
- Your account will be safely and securely debited on Friday prior to the week of care.
- The amount can be debited from a checking or savings account.
- Changes to account information or termination must be done a minimum of five business days in advance.
- Upon 6 months of continuous enrollment each child will receive one week of vacation the first week in June and one week of vacation the first week in December. There will be no charge for these weeks.
 - In the event an account has an outstanding balance the regular weekly fee will still be withdrawn and applied to the past due balance.
 - Families receiving scholarship assistance do not qualify for vacation weeks.
 - Families receiving W-2 assistance will only be credited the amount equal to their co-pay.
- Any returned payments for non-sufficient funds will result in a \$25.00 fee.
- Outstanding accounts will result in discontinued services and will be turned over to a collection agency.
- If your child is suspended from the program due to lack of timely payment, you will receive a one week notice via certified mail.

W-2 Families EBT Cards

- **EBT card payments will need to be made by the 15th of each month.**
- **If payment is not made on or before the 15th of each month a \$10.00 late charge will be added to your account.**
- **If payment continues to be late or not paid another late fee will be added to your account and childcare will be terminated.**

Tardy pick-up fees

Any child (including state paid) who have not been picked up by center closing time will be charged as follows:

- First 15 minutes - \$10.00 per child (from 5 to 15 minutes)
- After 15 minutes - \$10.00 per child plus \$1.00 per minute per child thereafter.
- Chronic late pick-up will be grounds for dismissal

NOTE: If any child has not been picked up by 6:30 and the YMCA has not been able to contact the parent/guardian, the child will be turned over to the proper authorities. The Oshkosh Community YMCA has the policy that both the police and the Department of Health and Family Services will be notified.

Refund Policy

- Credits will first be applied to other YMCA programs
- Refund of program fees will be given when the YMCA is properly notified by a two week notice in writing.
- Registration fees are not refundable.

Scholarships

If you are in need of assistance for child care, you may apply for the following: An application can be requested from the Director.

- Scholarship assistance based upon availability of funds.
- Payment scheduling for those who cannot pay in full, in advance.

Leave Policy

- In the event a child is unable to be in the program due to hospitalization which results in an absence of one or more weeks (Mon-Fri), payment will be waived upon presentation of a physician's note covering the period of the illness and the Child Care Director's approval.
- If your child will be absent for an extended period of time due to maternity leave, loss of job, or summer vacation a 30% holding fee per week of absence will be charged to hold the spot. During the summer months children will be required to be absent the entire 12 weeks in accordance with the Oshkosh Area School District calendar and will only be allowed to return early if space is available. There is a 12 week maximum to use any of these options.

ATTENDANCE PROCEDURES

Keyless Entry

Our center utilizes a keyless entry system to keep our center secure. Parents will be issued a PIN number upon enrollment to gain access to the center. Parents are asked to share this number only with authorized pick up persons. The PIN number will change regularly to keep the center secure.

Check In

Each child is to be brought into the facility and checked in by an adult. Parents are required to sign the children in and out each day on the Attendance Computer. Our center utilizes a fingerprint system to make check in and out secure.

Messages regarding the child's absence or change in his/her schedule must be called into the YMCA Child Care Office by 9:00 AM. In the event a child's absence is not reported by 9:00 AM, the childcare staff will contact parents to inquire about that child's attendance for the day.

Escort your child to his/her room. Please inform your child's teacher of any special needs for the day and also write any additional instructions in the Parent Communication notebook located in your child's classroom.

Check Out

Parents are required to sign the children in and out each day on the Attendance Computer.

No child may leave the center without being signed out by:

- Authorized persons on enrollment paperwork. Do not send anyone not listed on enrollment form.
- A person authorized by emergency pick-up verification. Telephone calls do not ensure release of a child to another individual and only in an emergency will be analyzed on a case-by-case basis.
- Children will not be released to siblings or other individuals under the age of 18.
- No parent may be denied access to his/her child unless a copy of the custody agreement that relinquishes such parental right is on file at the office.
- A parent wishing to pick up a child from an activity location away from the center (field trips) may only do so after the child has been signed out from the child care staff.
- When children are outside in the playground, parents may not pick them up over the fence.

The pick-up system is designed to protect your child. It is your responsibility to list each authorized person's name, address, and phone number on the enrollment form or another separate sheet. This will be kept in your child's file at the center. **No child will be released without the individual showing proper identification. For your child's protection, there is NO EXCEPTION to this policy.**

If you wish to change or add to your authorization list, please notify the Child Development Center in advance. Please notify persons on the list to bring their ID when picking up your child. ID's will be checked if the staff does not know the individual.

No YMCA Child Care staff is allowed to baby-sit for a child from our program.

No YMCA Child Care staff is allowed to transport a child to or from our program.

The YMCA staff will report to the police the following:

- Parent or anyone else picking up a child and exhibiting signs of suspected intoxication, such as slurred speech, unsteady walk, uncoordinated muscular ability, etc.

FIELD TRIPS

Children may participate in field trips as part of the YMCA Child Care programming. Parents will be given prior information regarding date, time, destination, and any fee required before the designated date of field trip.

Parents will be required to sign a field trip permission slip. Failure to sign a permission slip will result in your child not being able to participate. Parents are encouraged to volunteer and accompany children on field trips. Parents will assist the child care staff on field trips but will never be left alone in charge of groups of children. Field trips may be subject to change (example, due to inclement weather) and notifications will be given as soon as possible if changes are necessary.

VOLUNTEERS

- Volunteers are required to complete an Oshkosh YMCA Childcare Volunteer Expectations and Restrictions, Background Information Disclosure Form, and YMCA Code of Conduct.
- Complete Criminal and Caregiver Background Checks will be completed prior to the volunteer's first day.
- Occasional volunteers will receive an expectation and restriction handout prior to their first day. (For example; parents volunteering for a fieldtrip)
- Regularly scheduled volunteers and student teachers shall complete an orientation within their first week at the center.

STAFF REQUIREMENTS

Each staff person must meet the Wisconsin Department of Health and Family Services standards of education and work experiences. Each staff person is required to be First-Aid and CPR certified and attend mandatory in-service hours annually.

HEALTH POLICY

Our objective is to maintain, protect, and improve the health of all children and to reduce the risk of the spread of disease and illness in children.

Upon arrival, each child will be observed by their teacher or available staff person for symptoms of illness and injury. Symptoms shall be noted in the medical log and reported to the Director. Any evidence of unusual bruises, contusions, lacerations, and burns shall be noted in the medical log and reported immediately to the Director. If the Director is unavailable the designated person in charge shall be notified.

Parents are requested to notify the center if a child will be absent due to illness.

Parents will be called to pick up their child if he or she becomes ill at the center. Children will be isolated with a staff member until the parent or designated person arrives. Children must be picked up within one half hour. Failure to arrange for care for a child beyond one hour after contact may constitute child neglect. As a federally regulated referral agency, personnel are required to report any suspected abuse or neglect to the proper authorities.

A child will be considered ill when he or she has any of the following symptoms:

- Temperature in excess of 100 degrees taken under the arm **AND** at least one other symptom of illness such as runny nose, cough, sore throat, headache, diarrhea, vomiting, or are unable to participate in daily activities.
- Two episodes of diarrhea within 24 hours (runny, watery, or bloody stools).
- ONE episodes of vomiting within 24 hours.
- Severe coughing (red or blue in the face), high pitched whooping sound, wheezing, or difficulty breathing.
- Eye discharge.
- Yellowish skin or eyes.
- Irritability or continuous crying that requires more attention that can be given in a group setting.
- Head lice or nits (eggs).
- Communicable disease such as chicken pox, fifth disease, hand, foot, and mouth disease, impetigo, scabies, ringworm, conjunctivitis (pink eye), measles, mumps, hepatitis, scarlet fever, strep throat, or any other communicable disease.

Children may return to the childcare following an illness when they exhibit the following:

- If the illness requires antibiotic treatment the child may return to the center after 24 hours of antibiotic treatment with a physician's statement stating they are no longer contagious. (this applies to ear infections and conjunctivitis)
- Fever free for 24 hours without medication. (a fever is considered a temperature in excess of 100 degrees taken under the arm)
- No diarrhea within the last 24 hours.
- No vomiting within the last 24 hours.
- Controlled cough.
- Normal skin color.
- After the first treatment with an effective lice shampoo or lotion and no nits are present.

- Child is able to participate in normal daily activity.
- When the communicable disease is no longer contagious per Health Department requirements and a physician's statement is on file.

In case of certain epidemics and the under the direction of the Health Department, the center reserves the right to deny childcare services to ill children for a period longer than 24 hours.

Children need to be well enough to participate in normal daily activities. Children may not stay inside while other children play outdoors. We do not maintain staff for a child in this situation.

When registering children, parents give their consent on the Enrollment Form for Child Care staff to contact emergency services for medical or dental care in an emergency condition that represents a serious or imminent threat to life, health or well-being. Conscious efforts will be made to notify parents if it is necessary to provide treatment for a child in a medical facility. Conditions which might necessitate immediate medical treatment include but are not limited to:

- Head trauma associated with vomiting or altered consciousness
- Convulsions
- Marked difficulty in breathing
- Lacerations, significant in size or amount of bleeding
- Unconsciousness
- Injury to extremity with obvious deformity

It is extremely important that you leave us a telephone number where we can contact you in the case of an emergency.

MEDICATIONS

- All prescription and non-prescription medication must be in the original container and labeled with the child's name and include the dosage and directions for administration. Medications may only be administered according to a physician's recommendation.
- A Medical Authorization form must be completed by the parent before any medications can be given.
- No medication will be stored by Child Care personnel if not being administered by Child Care.
- Medication will not be given on an "as needed basis"
- Blanket authorizations that exceed the length of time specified on the label are prohibited.
- Children need to have been on a medication previously or at least 24 hours before a dose can be administered by Child Care personnel. This is to be assured there is not an allergic reaction to the medication.

FOOD SERVICE

Meals (breakfast, lunch, and snack) are provided for all children enrolled in the center and are prepared on location. Monthly menus are posted at the site and have been approved by the Food Services Division and the USDA. All meals will meet Wisconsin State Licensing requirements. Special snacks and meals are not provided.

Meal Times

- Breakfast 8:00 – 8:30 AM
- Lunch 11:00 – 11:30 AM
- Snack 2:00 – 2:30 PM

Snack donations (for special occasions) are to be arranged with the staff. Birthday treats are welcome and will be served in addition to either the children's lunch desert or afternoon snack. **All snacks/treats MUST BE STORE BOUGHT AND INCLUDE A LIST OF INGREDIANTS ON THE LABEL. There will be no exceptions to this rule and homemade snacks/treats will be sent home.**

Any special instruction regarding food allergies is to be written on the child's intake sheet by the parent, and it is posted in the health file in the room. Any change in the child's diet will be documented by the parent and/or doctor in writing and given to the child care director.

NONDISCRIMINATION STATEMENT

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. (Not all prohibited bases apply to all programs.)

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

DRESS CODE

All children must arrive at the Child Care clean and well-groomed. Children who repeatedly arrive in soiled clothing or who are unwashed may be considered possible child neglect cases and will be reported to the Department of Human Services. Please bring your child in comfortable play clothes so that he/she may feel free to participate in activities. **Thongs or sandals are not allowed for safety reasons.** Comfortable shoes and socks are required.

Proper outdoor clothing for the winter season is required. (Boots, snow pants, winter coats, mittens, and hats when needed for outdoor play.)

PERSONAL ITEMS

Please do not allow your child to bring toys and personal items except on "show and tell" days. Toys and activities are provided by the center. Personal toys and items cause confusion, sometimes upset the children if other children want to play with the item, and may be lost. Lost and found items will be held for 30 days. The child care program is not responsible for lost or stolen items.

PETS/ANIMALS

Pets may be brought in on special occasions with prior notification to the Director and staff.

CENTER DISCIPLINE POLICY

- WITHDRAWAL
- SUSPENSION
- DISMISSAL

Reasonable limits are set to maintain the health and safety of the children. Staff will discuss with the child the inappropriate choice and give an opportunity to make a new choice.

Behavior problems will be discussed with parents on a daily basis and we will document problems if behavior does not improve. Our behavior management policy stresses these core values: caring, honesty, respect, and responsibility.

Parents whose children cause physical/emotional harm to themselves or others or exhibit ongoing disruptive behavior will be called for a staff and parent conference. At this conference recommendations for professional help or consultation may be made. Parents may be requested to pick their child up for the day. If a child's behavior does not improve, the child may be released from the program at the discretion of the YMCA. Staff is required to handle disciplinary measures at the center. If your child experiences any difficulties, speak with the child's teacher and the director. Staff follow the discipline steps outlined below:

- Warning
- Redirection or elimination of choices
- Repeating choices (giving the child the opportunity to make a good choice)
- Time Out – Separation for a period of time from the rest of the group for children over age 3 years a time out will not exceed 5 minutes.
- Time-outs are not used under the age of 3.
- Removing privileges
- If problem continues, another separation period is used
- Parental contact if behavior may cause harm to others

A child may not be punished by:

- Spanking, pinching, shaking or other corporal punishment
- Isolation for long periods of time
- Confinement in small places
- Binding to restrain movement of mouth or limb
- Humiliation or verbal abuse
- Deprivation of meals, snacks, treats, and/or playtime

Our goal is to help children feel secure and cared for and to learn self-control and gain self esteem in a positive healthy environment.

Suspension Policy

Parents will be contacted and asked to remove their child if the child becomes unable to control his/her behavior. A child may be deemed to have a behavior problem if he/she is unruly, uncontrollable or if his/her conduct is such that it interferes with or harms other children (i.e., biting, scratching, and fighting) and does not respond to adult intervention. Other behaviors such as rudeness or discourteous behavior, including foul language to other children or staff, destroying or taking property of other children, staff or the center will not be tolerated. The procedure for suspension of children from the Child Care is as follows:

- Parents will be notified when picking up their child concerning any incident resulting in unacceptable behavior (injury to other children, staff or the child).
- The decision to remove a child from the program will only take place after all alternatives have been explored and tested.

- In the event of suspension, the number of days the child is required to be out of the program will be determined on a case-by-case basis.
- Removal will be determined by the YMCA.

Program Discharge Policy

Participants may be asked to withdraw from the program for any of the following reasons:

- Delinquency in the fee payment with no immediate payment coming.
- The child is unable to follow policies and procedures.
- Parents have failed to provide required records or meet the standards of the Wisconsin Department of Health and Family Services.
- Parents are consistently late in picking up the child.
- Child's needs cannot be met by our program.
- Child poses a threat to other children, staff or self.
- Parent has failed to seek additional professional help for children who have extreme behavior problems.

WITHDRAWAL FROM CHILDCARE PROGRAM

If you choose to withdraw your child from the program a two week advance notice is required. You may contact the center Director and give a written statement giving the last day of attendance.

Readmission to the program will require notification by phone. Unpaid balances need to be paid in full before readmission. At least 48 hours notice is required.

PARENTAL INVOLVEMENT – VISITATION

Although we request cooperation in not disrupting our program, parents are welcome to visit the center to observe when their child is present.

Parents are considered partners and parent involvement is a goal of our program. Through this partnership, a carry-over of routines and learning experiences occur which helps to develop a cooperative relationship between parents, staff and children. All comments and questions from parents are welcome. Parents are invited to participate in conferences at their request or the request of the staff. Parents are allowed unlimited access to the child care program at any time and are encouraged to participate in planned celebrations.

CONFIDENTIALITY OF RECORDS

All records and forms of children will remain confidential. For more detailed information on policies and procedures, refer to the YMCA Child Care Policies and Procedures handbook available at the center.

HOW CAN PARENTS HELP

- Always notify the YMCA office each day your child is absent

YMCA Child Care – 20th Ave.
Center (920) 230-8925
Director/Coordinator (920) 230-8918

YMCA Child Care – Washington Ave

Center (920) 236-3380, ext. 310

Director/Coordinator (920) 230-8954

- Licensing rules & regulations require you sign your child in and out each day and leave a phone number where we can contact you that day.
- Follow all policies and procedures for billing and collections.
- Maintain open communication with YMCA staff.
- If fees are paid by another agency, be sure to follow their requirements in attendance, reviews, etc.
- Donated toys, game, arts and craft supplies are welcome.
- Provide appropriate, positive discipline for your child .
- Seek additional professional help for your child if needed.
- Get involved in your children’s activities.
- Provide written consent to the teaching staff for administering medication, field trips forms, etc.
- Check picture permission on Parent Agreement form.
- Inform the staff if your child has had or has been exposed to a contagious illness.
- Update in-take and enrollment forms with change of address, telephone number, custody arrangements, change of people allowed to pick up, etc.
- Report, in writing, additions to immunization record.
- Keep current physical exams and return health reports.

Please feel free to call with any questions or concerns you might have!