



# **OSHKOSH COMMUNITY YMCA**

## **CHILDCARE**

# **Parent Handbook**

(Updated February 2018)

## **OSHKOSH COMMUNITY YMCA MISSION**

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

## **OSHKOSH COMMUNITY YMCA AREA OF FOCUS**

- Youth Development
- Healthy Living
- Social Responsibility

## **PHILOSOPHY**

- The Oshkosh Community YMCA Childcare Center is based on a philosophy of concern for the developmentally appropriate needs of each child. We are committed to nurturing individual differences and the growth of each child physically, socially, emotionally, and cognitively. We are committed to improve communication skills with parents and their children. Parents are informed about everyday happenings at the center due to strong communication between the home and the center. We are committed to developing each child to his or her fullest potential.

## **ADMINISTRATION**

- The administrative structure of the center is as follows:
  - Childcare Director
  - Childcare Head Teacher
  - Childcare Teachers
  - Assistant Childcare Teachers
  - Volunteers and Student Teachers
- The YMCA Childcare Center does not discriminate on the basis of age, race, color, sex, creed, handicap, political persuasion, national origin, sexual orientation or ancestry against any enrolled child or family or applicant for enrollment.
- The YMCA Childcare Center does not exclude children with disabilities unless their presence would pose a direct threat to the health or safety of others or require a fundamental alteration of the program.
- The Childcare Center is licensed by the State of Wisconsin Division of Children and Families to serve children six weeks to six years of age. The State of Wisconsin Licensing Rules and Regulations and YMCA Childcare Policies are available for review and are located at the Parent Sign In/Out. Parents will also be supplied with condensed version of these policies upon enrollment. Any noncompliance statements and other parent information is also posted in this area.
  - 20<sup>th</sup> Avenue YMCA Childcare Center  
3303 W 20<sup>th</sup> Avenue  
Oshkosh, WI 54904  
(920) 230-8925  
Directors Office (920) 230-8918  
Licensed Capacity: 112  
Hours: 6:00 AM – 6:00 PM  
Days: Monday – Friday
  - Downtown YMCA Childcare Center  
324 Washington Avenue  
Oshkosh, WI 54901  
(920) 236-3380 ext. 310  
Directors Office (920) 230-8954  
Licensed Capacity: 71  
Hours: 6:30 AM – 5:30 PM

Days: Monday – Friday

- The Childcare Center is open year round except for the following days:
  - New Years Day
  - Memorial Day
  - July 4<sup>th</sup>
  - Labor Day
  - Thanksgiving Day and the following Friday
  - Christmas Eve
  - Christmas Day
- If the YMCA closes due to inclement weather the Childcare Center will also close. An announcement will be made on local radio and television stations.
- The YMCA Childcare Center is open to parental visitations at any time, and public visitation by appointment. Parents are welcome to observe and participate in the care of children in our center, both by volunteering time in the center and participating in special activities unless access is denied by a court order. Volunteers will not be used to determine staff to child ratio.
- All YMCA Childcare staff are mandated reporters and will report suspicion of any abuse or neglect of a child immediately to child protective services.
- Some preschool classrooms will have small pets such as hamsters or fish. Parents will be notified of the presence of pets in their child's classroom upon enrollment. Children's access to pets is extremely limited and supervised by staff at all times.
  - Pets may only be brought into the center on special occasions and must be approved with the Director in advance.
  - Hand washing and sanitation procedures will be followed whenever there is contact with any animal.
- The 20<sup>th</sup> Avenue Location offers full-time childcare only. There are not a minimum numbers of hours of attendance required.
- The Downtown Location offers **ONLY** full-time care. There are not a minimum number of hours of attendance required.\
- Parents are given opportunity to give their feedback to the program using comment cards and surveys.

## **ENROLLMENT**

- Parents wanting to enroll their children may inquire by phone but must come in for a personal tour and interview before enrollment begins.
- A complete file for each child will be kept in each child's classroom.
- The following forms must be completed prior to a child's first day of attendance:
  - Registration Form – Must be submitted when requesting enrollment and include a one time \$25.00 registration fee.
  - Tuition Express Enrollment Form – All childcare payments are required to be paid through Tuition Express, an automated billing system which debits a checking or savings account weekly. More information can be found in the Fee Policy section of this manual.
  - YMCA Media Release Form – We request a copy of a signed Media Release waiver to be kept on file.
  - Child Enrollment Form – Each question must be answered completely. The center must be notified of any changes in parent's home or work address, telephone numbers, emergency information, etc.
  - Health History Form – Each question must be answered completely, and the form must be updated regularly as needed. All allergies must be reported on this form. Staff will be informed and allergy information will be posted in the medical information binder.

- Child Health Report – This form must be completed and signed by a physician. Children shall have an initial health exam not more than 6 months prior to or no later than 3 months after being admitted to the center. A child under the age of two must have a new exam every six months. Children over the age of two must have a new exam every two years after admission. For each new exam a new form signed by the physician must be on file.
- Immunization Record – This form may be completed by a parent and it must have a signature. Parents are responsible for updating this form after each immunization is received. An electronic printout from the Wisconsin Immunization Registry or other registry maintained by a health care provider may be used in place of the DCF form. Immunization records should be updated as the child receives additional immunizations.
- Intake Forms – Parents should answer all questions completely. This information is used to better understand the needs of each individual child. Updates should be recorded every 3 months.
- Fieldtrip Permission Form – When a fieldtrip is planned this form must be completed by the parent authorizing the YMCA Childcare to transport their child to and from the designated location.
- Emergency Card – Includes emergency contact information as well as medical care consent.
- Child and Adult Care Food Program (CACFP Forms) – The YMCA Childcare participates in the CACFP, a Federal program that provides funds to purchase healthy meals and snacks to children receiving childcare. These forms must be updated annually.
  - Application Statement of Household Size – All families are requested to complete these portions of the form including the name of child, signature of adult, and race information.
    - If income level is at or below level listed on page 1, parent should complete all portions of “Part 2.”
    - If family receives food stamps, has W-2 cash benefits or a FDPIR Case #, parent should complete “Part 1.”
  - CACFP Enrollment Form – Form should be completed by parent for each child in attendance.
  - Infant Formula Notification – Parent should complete for any infant less than 12 months of age.
- Parent Agreement – This is a summary of the rules and policies and should be read and signed by a parent before the child’s first date of attendance.
- Parent Handbook – Upon enrollment, the parent will receive a copy of the parent handbook. This is a reader friendly version of the policy manual. This should be reviewed thoroughly and referred to if questions arise.
- A copy of each child’s file will be kept in the center director’s office and in the child’s classroom. Assigned staff in this classroom will have access to these records. The classroom file will be updated regularly in accordance with DCF 251.
- Children’s records are kept confidential at all times. Persons having access to children’s records do not discuss or disclose personal information regarding the children and facts learned about the children and their families. Only the parent or person authorized in writing by the parent may receive the information. Agencies assisting in planning for the child will have access when informed written parental consent has been given. Any agency authorized under s. 48.78 Stats. have access to records as required.
- The parent, upon request, has access to all records and reports maintained on their child.
- State of Wisconsin Licensing Representatives will have access to all records as required by DCF 251.
- Parents will provide the following for their child:
  - A labeled, weather appropriate change of clothing is required for all ages. The center is not responsible for stained dirty or stained clothing.
  - Additional sets of pants and underwear for potty training children.
  - Bottles, diapers, wipes, and pull-ups or training pants if needed.
- Parents should send their child to the center in the following:
  - Washable, comfortable, and easy to change clothing.
  - Comfortable shoes and socks – sandals are not allowed. (Protection is needed from ground cover on the playground and proper support for running and climbing. Socks must be worn in the Family Prime Time indoor climber.)

## **ATTENDANCE PROCEDURES**

- Parents are asked to contact the childcare center prior to 9:00 AM if children will be absent for any reason. Staff will make changes to a child's schedule per the parents request on the weekly attendance on their clipboard.
- If a child is not in attendance on a scheduled day by 9:00 AM the parents will be contacted immediately.
- An attendance log is maintained at the front desk to record absences.
- Check-In
  - Each child must be physically brought into the childcare center by an adult.
  - Parents are required to sign the child in and out each day at the Attendance Computer located near the entrance.
  - Child must be escorted to their room.
  - Please inform the child's teacher of any special needs for the day and also write any instructions in the parent communication notebook.
  - As children arrive staff will write in their time on the weekly attendance on their clipboard.
  - The attendance clipboard is taken with the children.
- Check-Out
  - Children are only allowed to leave with authorized persons listed on enrollment paperwork.
  - A person not listed on the enrollment paperwork but authorized by emergency pick-up verification such as a telephone call will be analyzed on a case by case basis. Telephone calls do not ensure release of a child to another individual.
  - Children will not be released to siblings or other individuals under the age of 18.
  - Children must be signed out by an adult each day on the Attendance Sheet located near the entrance.
  - Children should be escorted out of the childcare center by an adult.
  - Staff will write the child's departure time on the weekly attendance sheet on the clipboard and highlight the child's name to mark they are no longer in attendance.
  - The attendance clipboard is taken with the children.
- No parents may be denied access to their child unless a copy of the custody agreement that relinquishes such parental right is on file with the center director.
- A parent wishing to pick up a child from an activity location away from the center (fieldtrip) may only do so after the child has been signed out from the child care staff.
- Our attendance procedures are designed to protect children. It is the parent's responsibility to list each authorized person's name, address, and phone number on the enrollment form or another separate sheet. This information will be kept in the child's record at the center.
- No child will be released without the individual showing proper identification. For the child's protection, there is no exception to this policy.
- If the parent wishes to change or add to the authorization list, the parent should notify the center in advance.
- YMCA staff will report to police if a parent or anyone else picking up a child exhibits signs of suspect intoxication, such as slurred speech, unsteady walk, uncoordinated muscular ability, etc.

## **CHILD GUIDANCE**

- The goal at our center is to help children develop a positive self-image. We hope to encourage children to be self-directed and to exhibit self control. In order to do this, children need the opportunity to build self esteem. Therefore, such practices that will humiliate or shame a child will not be used.
- Each classroom is arranged with various learning centers, which are used by small groups of children at a time. This will help prevent situations in which children may misbehave because of over stimulation or frustration. Children will be encouraged to act independently in their exploration of materials and performance of activities.
- Duplicate learning materials will be available to help avoid arguments. Children will be exposed to a wide variety of materials to help facilitate knowledge and self esteem.
- Transition Techniques

- Transition activities will be included daily in lesson plans such as songs, finger plays, chants, etc.
- Teaching materials will be ready in advance and accessible to the activity area.
- One to three minute warnings will be given before transitions occur.
- Sensory cues, auditory or visual, will be used to let children know that one activity is ending or another one is beginning.
- One, two, or three step directions will be used.
- Younger, less mature children or those new to the program may be guided physically or spoken to individually.
- Activities will be designed for individual or partner play if children must wait.
- Positive reinforcement will always be used.
- Behavior Guidance Techniques for Children Under Age 3
  - Based on our philosophy, we believe that children develop naturally. In order to help them grow to their fullest potential, we feel that adults can aid children through providing an environment that will enhance, encourage, and nurture their development. This can be accomplished in a variety of ways by identifying a child's needs and matching those needs to materials that will stimulate the child's growth.
  - The center will provide children with a safe, enriching environment that will meet the physical and emotional needs of each child. We strive to provide a stimulating environment, which will enhance the child's social, emotional, cognitive, and physical development.
  - Children will be exposed to a wide variety of activities which will help facilitate the development of knowledge.
  - Developmentally age appropriate activities will be provided.
  - Children will be exposed to a language-rich environment with the use of songs, stories, finger plays, etc.
  - We encourage problem solving by presenting the children with challenging situations but which do not frustrate the children.
  - Time outs will be not used for children under the age of 3. However, children with extremely aggressive behavior that are hurting others or themselves will be separated for safety reasons and will be supervised by a staff member.
  - Withholding of food, snacks, or special treats will not be used as a means of discipline.
  - Children of any age will not be punished for lapses in toilet training. Toilet training under 18 months is prohibited.
  - Crying, fussing, or distraught children will be handled in a caring and patient way. Distraught children will be tended to and every effort will be made to calm them.
- Behavior Guidance Techniques for Children Over Age 3
  - Close supervision, gentle guidance and more importantly redirection are techniques used in guiding children's behavior. Children are encouraged to make good choices and will be prevented from harming themselves or other children. Children need to learn to identify and express their feelings. However, often this requires caregivers to verbalize feelings for them. Small children may not be capable of understanding the concepts of sharing and taking turns. It is the staff responsibility to guide them through redirection to other activities when conflict situations occur.
  - Ground rules will be stated clearly and precisely and then children will be helped to follow the rule by showing them other acceptable, safe activities. Staff will try to state direction in a positive manner and not use the words "no" or "don't".
  - Children will be encouraged to settle disputes by expressing emotions verbally rather than physically. Such as "I'm Angry!" or "I'm Sad".
  - Children will be reminded of the rules in the center in a positive manner. (Walk inside, run outside)
  - Situations will be explained to children honestly. Such as, "we will go outside after lunch".
  - Children will be given choices and options whenever possible.
  - Children will be given time to sit quietly on a brief time out to gain composure before rejoining the group.
  - If the child is endangering the safety of another child, he will have the situation explained with emotions expressed. The child will be told to sit quietly on a time out.

- Children who are involved in a conflict will be encouraged to settle their disputes by sitting and talking with each other under the close supervision and guidance of a teacher.
- If a child is physically out of control, the teacher may need to control the child by holding the child in a way that is safe and does not allow the child to hit, kick, bite, or leave the center property until the outburst is over. The teacher can then talk to the child in a calm way.
- Discipline
  - 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 (1 minute for every year of the child's age that 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.
    - All incidents requiring suspension will be documented by the staff and Director and placed in the child's file.
- 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 express extreme behavior challenges.
- Parents will be given a minimum 3 day notice if asked to withdraw their child for the above reasons. Notice will be done verbally either in person or over the phone and a certified letter will also be sent to the child's home address.
- Parents may choose to appeal the decision of the Director by speaking with the Vice President of Operations.
- This policy does not discriminate.

## **EDUCATION**

- The Oshkosh Community YMCA Childcare Center is based on a philosophy of concern for the developmentally appropriate needs of each child. We are committed to nurturing individual differences and growth of each child physically, socially, emotionally, and cognitively.
- Staff will treat children of all races, abilities, religions, family backgrounds and cultures with equal respect and consideration. The same opportunities are available to both boys and girls. Staff encourage developmentally appropriate independence in children, assisting children in learning to do things for themselves rather than doing things for them. Flexibility will be allowed in curriculum and schedules to allow for changes when necessary. For example; fieldtrips, parties, visitors or special events.
- The YMCA is a Christian based organization. A prayer before meals is said but the child whose background is not Christian based is not required to participate. Holidays such as Christmas and Easter are celebrated but children are not required to participate upon request of the parent. Specific religious teachings are not allowed.
- The goal of our childcare program is to meet the special needs of every child who passes through our childcare doors.
  - To develop each child's positive self-image, creative expression, communication skills, and motor coordination.
  - To improve communication among family members.
  - To help families share values with each other.
  - To provide families with peace of mind while children are in our care.
  - To focus on healthy and good nutrition and to ensure the safety of the children in our care.
- A theme based developmentally appropriate curriculum is planned by the teachers (either the Lead Teacher or a team effort by both teachers) in each age group to include activities that are geared towards the individual needs and abilities of each child. A copy of the lesson plan will be posted weekly. A program balance with individual and group settings will be offered. The children will have the opportunity to create, construct, practice skills, and make new friendships. The day will be planned by staff to have a balance of structure and free choice activities.
- Programming will also be structured to center around daily living skills. With toddlers the emphasis will be on a variety of identification and verbal skills, with preschool age children the emphasis will be on such skills such as tying shoes, buttoning, listening to directions, handwriting and the correct use of scissors.
- It is important for children to learn fairness, friendship, daily living skills and positive expression of feelings. During the course of the year, programs will feature a variety of cultural and ethnic activities. Puzzles, dolls, pictures, and bulletin boards will reflect a variety of nationalities. Whenever possible, snacks representing different cultures will be included in snacks served. Parents are encouraged to share the culture and traditions of their families.



- Outdoor activities shall be a part of each day for each age group. Games and activities that include large motor skills and cooperation will be encouraged. All children shall be included and encouraged to participate in group activities. Free play will also be part of the time spent outside.
- Staff will ensure that transition times are quick and smooth avoiding large groups or standing in lines.
- 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.
  - Parents are asked to provide a small pillow and blanket from home for use during naptime. These items are sent home weekly to be washed and then returned.
  - Very young children are allowed to bring a stuffed toy if necessary.
  - Soothing music is played and staff will rub children's back if they wish to help them fall asleep.
  - If a child is not asleep within 30 minutes they are allowed off their cot/mat to do alternative quiet activities.
- Staff will work with parents to keeping toilet training, toileting, feeding, and developing other independent skills a consistent and positive experience for children. Toilet training prior to a child being 18 months of age is prohibited.
- Parents will receive a daily sheet for children under the age of 3. The daily sheet will outline the child's eating, sleeping, and toileting habits of the day and will include any other pertinent information regarding the child's day.
- Children under the age of 1 year will follow a schedule that meets the needs of each child individually. Staff will continually provide learning opportunities for infants in response to cues coming from the child. Infants are permitted to move about freely exploring and initiating activities. Staff will be flexible and change planned or routine activities according the child's needs. Routine tasks are incorporated into the program as a means of furthering the children's learning.
- A general schedule will be followed by all groups of children over the age of 1 year. A more detailed schedule for each age group is posted on the parent information board and is given to each parent.

6/6:30 – 8:00 AM	Arrival and Free Play
8:00 – 8:30 AM	Breakfast
8:30 – 11:00 AM	Planned Curriculum (circle time, centers, art, outdoor)
11:00 – 11:30 AM	Lunch
11:30 – 2:00 PM	Quiet Time and Nap
2:00 – 2:30 PM	Snack

2:30 – 4:30 PM                      Planned Curriculum (circle time, centers, art, outside)

4:30 – 5:30/6 PM                    Departure and Free Play

- Early morning (arrival time) and later afternoon (departure time) will have quiet activities planned or supervised free play. A variety of activities will be available for free choice such as small manipulatives or table toys.
- Infants and toddlers are not combined to adjust group size or staff to child ratios, except during opening and closing hours. (6:00 – 7:00 AM and 5:00 – 6:00 PM)
- Children will participate in walking fieldtrips to area locations, weather permitting. Parents will be notified in advance of any fieldtrips.
- Destination fieldtrips will be planned in advance on a regular basis.
- Children will have the opportunity to participate in water activities such as free swim and the use of sprinklers and water tables. In the event the children are in the pool the DCF guidelines for supervision and staff to child ratio will be maintained at all times.
- Staff will communicate daily on a verbal basis with parents at drop off and pick up.
- Weekly updates will be posted on classroom information boards.
- A center newsletter will be distributed monthly.

### **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 1<sup>st</sup> 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 are given the option of enrolling their child in either the AM or PM session.
  - Childcare participants attending 4K will not receive a discount on childcare fees.

### **NUTRITION**

- Food Service Personnel
  - Food service personnel receive a new staff orientation as outlined in the Orientation of New Staff and Volunteer policy section of this manual.
  - Food service personnel also receive annual training of at least 4 hours in kitchen sanitation, food handling, and nutrition.
- Meal Schedule
  - Breakfast        8:00 – 8:30 AM
  - Lunch            11:00 – 11:30 AM
  - Snack 2:00 – 2:30 PM
  - If a child attends longer than 10 hours, an additional snack will be offered in the evening hours.
- Provision of Meals and Snacks
  - Menus are planned to meet USDA guidelines, meet State Licensing Requirements, and are prepared and served by YMCA staff.
  - All meals are prepared on site by trained kitchen personnel.
    - Breakfast
      - Each meal shall consist of 1/3 of the daily nutritional requirements of the child and will contain at least one item from each of the following categories:
        - Fruit or Juice (100%)
        - Cereal, Whole Grain, or Enriched Bread Product
        - Milk (children under the age of 2 will receive whole milk; children over the age 2 will receive 1% or 2% milk.
    - Lunch
      - Each meal shall consist of 1/3 of the daily nutritional requirements of the child and will contain at least one item from each of the following categories:

- Meal, Poultry, Fish, Eggs, Cooked Dried Peas or Beans, Cheese, or Peanut Butter
  - Two servings of fruit and/or vegetables
  - Whole grain or enriched bread product
  - Milk (children under the age of 2 will receive whole milk; children over the age 2 will receive 1% milk.
- Afternoon Snack
  - Each snack will consist of at least two of the following:
    - Milk or Milk Product
    - Fruit or Fruit Juice (100%)
    - Vegetable
    - Peanut Butter or other protein
    - Whole Grain or Enriched Bread Product
    - Cereal
- Children are not required or forced to eat under any circumstances. Staff will gently encourage children to eat and try new foods. Withholding food or snacks for any reason is prohibited.
- Birthday Treats, Parties, Special Occasions
  - Commercially prepared (store bought) treats are welcome and will be served in addition to either lunch or snack.
  - Homemade treats will not be accepted.
  - We encourage families to find an alternate form of treats such as donating a favorite book to the class, bring a fun movie to watch, or providing a healthy snack such as; string cheese, fresh fruit and veggies, etc.
- Menu Planning
  - Menus are planned in advance and are posted in each classroom.
  - Menus are also included in the monthly newsletter sent home to families at the beginning of the month.
  - Changes can be made to the menu at anytime as long as the change is appropriately documented on the menu.
  - Menu selections are designed to be age appropriate.
  - Menus are kept on file for review.
  - Meals, food, and supplies are ordered weekly.
- Meal Service
  - Hand washing by children and staff is required before and after each meal and snack.
  - Meals are served family style.
  - Children are encouraged to serve themselves with assistance of childcare staff.
  - Cups and eating utensils may not be shared.
  - Children are encouraged to taste different foods; however they will not be required to eat anything they choose not to.
  - Children will be educated about nutrition, table manners and socialization through books, games, puppets, etc.
  - Children are given time for socialization during meal times.
  - Staff will sit at the tables with children and participate in socialization.
  - Second portions of vegetables, fruit, bread, and milk are readily available to the children.
- Special Diets
  - Any written instructions from a child's physician for nutrient concentrate and supplement will be given to the Childcare Director, the teachers of the child, and the Food Service Coordinator.
  - All known allergies are to be reported on the Health History and Emergency Care Plan upon enrollment. Parents are asked to report any new allergies by updating the Health History and Emergency Care Plan form on a regular basis. All allergies should be posted in the staff binder and in the child's room.
  - Parents of children with special dietary needs due to medical conditions or allergies should consult with the Childcare Director regarding substitutions. A physician's statement is required.

- Parent requests or vegetarian or religious/cultural substitutions will not be provided. However, parents can provide substitutions as long as they still meet USDA guidelines and State Licensing Regulations.
- Safe Food Practices
  - Safe food practices are followed in accordance to city and state Health Departments and DCF regulations.
  - Food is stored in air-tight food grade containers.
  - Food is labeled with a date when it is opened.
  - The temperature of the refrigerator will maintain a temperature of 40 degrees farenheight or below.
  - The temperature of the freezer will maintain a temperature of 0 degrees farenheight or below.
  - Unbreakable plates, cups, and silverware are used.
  - Dishes are washed in a commercial dishwasher. If the dishwasher is not used, dishes are washed using the three step dishwashing procedure.
  - Tables, chairs, and countertops are washed first with a soap and water solution and then disinfected with an acceptable disinfecting solution.
  - Floors are swept regularly by staff and mopped after lunch by housekeeping.
  - Kitchen staff are trained in kitchen sanitation and proper food handling procedures.
  - Cleaning supplies are stored out of reach of children.
- Infant Foods and Formula
  - The YMCA Childcare Center participates in the Child and Adult Care Food Program. The center provides one brand of iron fortified formula to infants under one year of age. Infants foods are also provided to children less than one year of age and are given when developmentally ready and follow the infant meal pattern guidelines.
  - Parents may elect to decline the offered formula and supply their own formula or breast milk. Written documentation must be obtained and retained the child's file for review and audit purposes.
  - Each child's formula and food requirements will be reviewed at least every three months with parents.
  - Infant food and formula is heated in a microwave according to guidelines posted.
  - Breast milk is heated under warm running water or in a bottle warmer.
  - Food/bottles will be dated, bottles will be sent home nightly and any breast milk or formula left.
  - Bottles will be labeled with child's name, notice will be put on frig to for bottles, breast, formula to be dumped or sent home nightly.
  - Leftover breast milk or formula is discarded after each feeding and bottles are washed and sanitized.
  - Commercial infant food containers will be covered, dated, and refrigerated after being opened. Any leftover food will be used within 36 hours.

## **FEE PAYMENT AND REFUNDS**

- These policies are outlined in the Childcare Parent Handbook and a handbook is issued to each family upon enrollment. As the handbook is updated new copies are issued to all families.
- Parents are able to access their childcare account by signing on to their Tuition Express Account online. In the event a parent does not have online access their account can be accessed through the Director.
- Registration Fees
  - Upon enrollment there is a one time \$25.00 non-refundable registration fee for childcare.
- Weekly Fees
  - Childcare tuition is paid the Friday prior to each week by Tuition Express. Tuition Express is an automatic bank withdrawal program. All fees are required to be paid through this program.
  - Fees are charged weekly and are not based on attendance. Fees must be paid regardless of how often the child attends.

- Part-Time childcare is defined as 3 whole days per week or 5 half days per week. A half day is considered 6:30 AM – 12:30 PM or 12:30 PM – 5:30 PM. Part-time is limited to the Downtown Childcare Center location only and is very limited. Full-Time childcare is defined as anything more than Part-Time.
- There is no credit for absences over the 10 day vacation allotment.
- A \$10.00 late fee will be applied to all payments received after the payment due date.
- A \$25.00 NSF charge will apply to any returned payments.
- Outstanding accounts will result in discontinuing services and will be turned over to a collection authority. If a child is suspended from the program due to lack of timely payment a 24 hour notice either in person, by phone, or writing will be given.
- Childcare fees are reviewed annually. Parents will be notified in writing of any changes in fees at least 30 days in advance.
- Late Pick Up Fees
  - Any child who has not been picked up by the program closing time will be charged as follows
    - The first 15 minutes - \$10.00 per child.
    - \$1.00 per minute, per child thereafter.
  - Chronic late pick-ups will be grounds for suspension from the program.
  - If a child has not been picked up within one hour after the program closing time and staff has been unable to contact the parent, guardian, or emergency contact person, the child will be turned over to the proper authorities. The Oshkosh Community YMCA has the policy that both the Police Department and Department of Health and Family Services be notified.
- Refunds
  - Refunds of program fees will be given if a two week withdrawal from program notice is received.
  - Registration fees are non-refundable.
- Financial Assistance and Third Party Payments
  - Limited financial assistance is available. A completed application must be on file prior to the start of assistance. A new application must be completed annually.
  - Third party payments are accepted and must be paid by the outlined deadlines. In the event that a parent has a co-payment the payment must be received weekly prior to care. After a third party payment has been made the account will be adjusted to reflect the current amount due.
- Vacation Days
  - Upon 6 months of continuous enrollment each child will be awarded one week of vacation the first week of June and one week of vacation the first week of December.
  - Vacation will be automatically credited regardless if time has been taken.
  - Vacation days will not be prorated or applied at any other times.
  - If an account has a past due balance the vacation will still be credited, but the normal withdrawal amount will be applied to the past due balance.
  - Families receiving scholarship assistance do not qualify for vacation credit.
  - Families receiving W-2 assistance will only receive credit equal to the co- payment.
- Voluntary Withdrawal
  - Parents voluntarily withdrawing from the program are required to give the center a two week written notice.
- Holding Fees/Maternity Leave
  - During the months of June, July and August parents have the option of taking their child out of the center and paying a holding fee to hold their child's spot. The holding fee is equivalent to 30% of the regular weekly fee.
  - Children absent due to a parent on maternity leave can also take advantage of either paying the holding fee or choosing part-time. The maximum time limit for this option is 12 weeks. This option is available at both locations.
- Special Fees
  - Children enrolled in childcare that are 3 years or older have the option of participating in swimming lessons through the YMCA Aquatics Department. There is no additional fee for this service.
  - Additional fees will not be charged for fieldtrips or meals.

## **SICK CHILDREN**

- 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 episode 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. The Public Health Department will be notified of any suspected communicable disease as required by city, county, and state requirements. The Department of Children and Families will also be notified.
- **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.
- In the event of a confirmed communicable disease parents of exposed children will be notified by a posting at the sign in location. Parents will be given the classroom location of the sick child, but names of sick children will remain confidential.

## **HEALTH CARE**

### ➤ Medications

- All prescription and non-prescription medication must be in the original container and must be labeled with the child's first and last name and include the dosage and directions for administration.
- Medications will only be administered according to physician's recommendations.
- An Authorization to Administer Medication form must be completed by the parent/guardian prior to any medicine being administered. The form must be completed in its entirety.
- Medication will only be given the length of the time as designated on the original container. In the event a medication must be given for a time over one week a new form must be completed each week. This does not apply to emergency medication.
- Emergency medication such as epi-pens, Benadryl, etc. will be given as needed and outlined on the Authorization to Administer Medication Form and the Health History and Emergency Form. The authorization for these types of medication may extend until the expiration of the medication.
- Medication will not be given on an as needed basis.
- Medication will not be stored at the childcare center unless it is being administered by childcare staff.
- Prescription medications will only be administered by staff after the child has been on the medication for 24 hours.
- Non-prescription medications will only be administered by staff after the child has been on the medication for 24 hours or there is documentation that the child has taken the medication before.
- Medication will be kept out of the reach of children and will only be stored the length of the authorization.
- Medication requiring refrigeration shall be kept in a designated covered container clearly labeled "medication". Non refrigerated medication shall be kept in a separate container clearly labeled "medication".
- If a dosage of medicine is missed or any error is made in distribution, the Director or Assistant Director shall be notified immediately to contact the parents.
- All medication administered will be recorded in the center medical log and will include; date, child's first and last name, time, name of medication, dosage, and who administered. The person administering the medication is responsible for recording it in the medical log. The medical log is reviewed every 6 months by the Director.

### ➤ Sudden Infant Death Syndrome (SIDS)

- Upon enrollment parents will receive information on SIDS risk reduction and the "Back to Sleep" brochure.
- All staff is required to complete a SIDS Risk Reduction training prior to working with children under 1 year of age.
- Children under 12 months of age will be placed on their backs in a crib to sleep unless otherwise specified in writing by the child's physician because of health conditions that require special considerations.
- The child shall be allowed to assume the position most comfortable for him or her when able to roll over unassisted.
- Only sleep sacks and swaddle blankets are allowed in cribs. The use of loose blankets is strictly prohibited. Parents may choose to provide their own sleep sack or swaddle blanket or the center will provide one.
- Child's head will be uncovered during sleep time and child will be check frequently by staff.
- Supervised "Tummy Time" will be provided daily for awake, non-mobile children.

### ➤ Child Abuse Prevention

- If a staff member or volunteer have knowledge of or reasonable cause to suspect a child has been a victim of abuse the Director will contact the Department of Child Protective Services immediately.
- If a staff member or volunteer suspects abuse or notices marks or injuries on a child, it should be recorded in the center medical log. If sexual abuse is suspected or the child

describes questionable activities, this should be documented separately and kept in the child's file. The Director will contact the Department of Child Protective Services.

- Staff have the right to contact the Department of Child Protective Services without the consent of the Director.
- Childcare staff is not allowed to baby-sit for children they have met through childcare or other YMCA programs.
- Emergency Medical Care
  - Parental consent for emergency medical care is documented on the Enrollment Form.
  - Consent is given 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.
- Universal Precautions
  - Universal precautions is an approach to infection control whereby all human blood and certain "potentially infectious" human body fluids are treated as known to be infected with HIV, hepatitis or other blood-borne pathogens.
  - All YMCA staff members are required to participate in Bloodborne Pathogen Training and the use of universal precautions.
    - Staff shall adopt universal precautions when exposed to blood and blood containing body fluids and injury discharges.
    - All persons exposed to blood or blood-containing body fluids and tissue discharges shall wash their hands immediately using soap and warm running water.
    - Single use disposable gloves shall be worn if there is contact with blood containing body fluids or tissue discharges. Hands shall be washed with soap and warm running water after removal of gloves. Gloves and any washcloths or towels, which are contaminated, shall be discarded in plastic biohazard bags.
    - For spills of vomit, urine, feces, blood, or other body fluids, center staff shall clean and disinfect with bleach or approved solution.
    - If a child is bitten and it does not break the skin, area is washed with soap and water and ice is applied. If skin is broken, the area is washed with soap and water, ice is applied and parent is contacted. All bites are recorded in the medical log and an incident report is completed.
- Health Precautions
  - Bodily Secretions
    - Bodily secretions from a runny nose, cough, eye or ear drainage shall be cleaned with a disposable tissue and placed in a plastic lined garbage receptacle.
    - Bodily secretions on surfaces shall be washed with a soap and water solution and disinfected with a bleach water solution made daily or another acceptable disinfectant.
  - Sun Protection
    - Children will be protected from the sun with protective clothing or parent/center provided sunscreen.
    - The center will provide a specific brand of sunscreen. In the event the parent wishes to have their child use a different sunscreen it must then be provided by the parent.
  - Diapering and Toileting
    - Wet or soiled clothing and diapers shall be changed promptly from an available supply of clean clothing.
    - Disposal of soiled diapers will be made immediately in a plastic lined, foot activated garbage container. These containers are changed several times throughout the day.



- A wet wipe will be used to clean a child's diaper area with each diaper change.
- Lotion, powders, or salves may be applied during diapering only at specific written direction of the child's parent or physician. The directions shall be written on an Authorization to Administer Medication and posted in the diapering area. These forms will be updated every six months by a parent/guardian.
- Soiled cloth diapers will not be rinsed but will be placed in a plastic bag to be sent home with parents for cleaning.
- Changing tables will be sanitized after each changing with soap and water solution and a sanitizer.
- Toy Sanitizing
  - Infant and toddler toys which are put in the mouth are required to be washed and sanitized daily.
  - Tables, chairs, and other equipment are washed and sanitized on a regular basis.
- Hand Washing
  - Staff will wash their hands with soap and running water before and after each diaper change or assistance with toileting.
  - Children will wash their hands with soap and running water before and after each diaper change or toileting.
  - Children under the age of 1 year may have their hands washed with a disposable wet wipe.
  - Children and staff will wash their hands when returning indoors or when returning from visiting other areas of the YMCA.
  - Children and staff will wash their hands before and after all meals or food preparation.

## **EMERGENCY PLANS**

- Emergency Contact Person
  - There will always be a designated emergency contact person available within 5 minutes.
- Emergency Information
  - Staff will carry with them a clipboard containing emergency contact information of all children in their group, a list of names of the children in their group, and basic first aid supplies.
- Emergency Vehicle
  - A staff vehicle is always available on site in the event of an emergency.
  - Children requiring emergency medical care will only be transported in an ambulance.
- Emergency Supplies
  - Each classroom is equipped with a working flashlight, extra blankets, and a battery operated radio.
  - Any vehicle in which a child is transported will include a first aid kit.
- Special Evacuation Considerations
  - Children and staff with physical and mental disabilities which might require additional assistance during emergency evacuations will be identified in advance.
  - Staff will be assigned to assist these identified persons in the event of an emergency.
- Emergency Contact Numbers
  - Emergency contact numbers are posted by each center phone.
- Reporting Emergencies and Incidents
  - All injury incidents and emergencies will immediately be documented on required state and YMCA forms.
  - All injury and medical incidents will be documented in the medical log.
  - All documented will be immediately forwarded to State Licensing and the YMCA insurance provider.
- Fire Emergency
  - Fire drills are practiced and documented on a monthly basis.
  - Fire evacuation plans are posted at all entrances and in each classroom.
  - Staff will evacuate all children immediately.

- Staff will bring clipboard with emergency cards with them. The clipboard contains a checklist of all children in attendance and the emergency cards contain contact information and a medical release for each child.
- Director on duty will do a complete room check upon evacuation and follow up with a head count outside.
- Staff and children will only return to the building when directed by either the Fire Department or YMCA Director.
- In the event staff and children are unable to return to the building in a reasonable amount of time they will be evacuated to the designated emergency evacuation site and parents will be called to pick up their children.
  - 20th Avenue – Carl Traeger School
  - Downtown – Oshkosh Public Library
- Tornado Emergency
  - Tornado drills are practiced and documented on a monthly basis.
  - Tornado evacuation plans are posted at all entrances and in each classroom.
  - Staff will evacuate all children immediately.
  - Staff will bring clipboard with emergency cards with them. The clipboard contains a checklist of all children in attendance and the emergency cards contain contact information and a medical release for each child.
  - Director on duty will do a complete room check upon evacuation and follow up with a head count at the secure location.
  - Staff and children will only return to the center when the National Weather Service and a YMCA Director have declared it safe.
- Missing Child Emergency
  - In the event a child is thought to be missing staff are to page “CODE ADAM” over the YMCA intercom.
  - All YMCA doors will be locked and people will not be allowed in or out.
  - Director level staff will monitor every entrance and exit.
  - All available staff will conduct a search of the entire building.
  - If the child is not found within 15 minutes staff will call 911 and then the child’s parents.
- Severe Weather Emergency
  - Director or stand in Director will monitor the weather situation and will follow recommendations set forth by the National Weather Service.
  - In the event the YMCA Childcare Center would close to due severe weather information would be available on local television and radio stations and all parents would be contacted directly.
- Extreme Heat or Cold Emergencies
  - In the event of extreme heat children will remain in the air conditioned childcare center.
  - If the indoor temperature exceeds 80 degrees farenheight fans will be supplied to provide air circulation.
  - In the event of extreme cold children will remain indoors.
  - The indoor temperature will not be lower than 68 degrees farenheight.
- Other Emergencies
  - In the event of any emergency the Director is to be notified immediately. If the Director is not available then the stand in Director will resume Director Responsibilities.
  - If the situation poses any threat to children or staff the center will close and parents will be contacted immediately.
- Minor Injury Procedures
  - A complete first aid kit is kept in each classroom in the center. Each classroom also has a smaller clipboard first aid kit which is taken when they leave the classroom. On fieldtrips a complete kit is taken.
  - For minor injuries first aid is administered as needed including but not limited to:
    - Washing the injury with soap and water or a non-alcoholic wipe– no medication is used.
    - Cover a wound with gauze or a band aid.
    - Apply ice to bumps or swelled areas.

- Apply ice to teeth injuries. If tooth is broken or loose parents are to be contacted. If an adult tooth comes out, the tooth is to be placed in milk and parents contacted immediately.
  - For head injuries, ice is applied and child is watched carefully for any signs of concussion. Parents are notified immediately.
  - Parents will be notified at pick up time if the child has received an injury of any type.
- Serious Injury Procedures
  - A complete first aid kit is kept in each classroom in the center. Each classroom also has a smaller clipboard first aid kit which is taken when they leave the classroom. On fieldtrips a complete kit is taken.
  - Child will be made as comfortable as possible and emergency first aid applied as indicated by the seriousness of the injury.
  - If injury is life threatening 911 will be called immediately and Director or designated person will contact parents immediately following.
  - In case of ingestion of suspected poison, the Poison Control Center will be contacted and their instructions followed immediately. Parents will then be contacted immediately as well.
  - Parents will be given the option of which hospital the child will be taken to.
    - Mercy Medical Center  
500 S. Oakwood Road  
Oshkosh, WI 54904  
(920) 233-2000
    - Aurora Medical Center  
855 N. Westhaven Drive  
Oshkosh, WI 54904  
(920) 456-6000
  - If parent or emergency contact person cannot be reached, the child will be taken to the hospital that the ambulance personnel designate and staff will continue to try to contact parent or designated emergency contact.
  - The child's file, including parent signed authorization for emergency medical treatment will be taken with the child to the hospital.
  - The Director or designated staff person will accompany the child to the hospital.
  - A report will be made to the Department of Children and Families within 48 hours after occurrence of any death of a child in the care of the center or any accident resulting in injury requiring professional medical treatment while the child is in the care of the center.
- Off Site Injury
  - If a child is injured off site, the same first aid procedures will be followed. Staff will always carry a clipboard or fanny pack with emergency contact information and a medical release for emergency care as well as first aid supplies.

## **TRANSPORTATION**

- Center Provided Contracted Transportation
  - The center will only provide transportation on fieldtrips. Only school busses will be used. All transportation will be contracted.
  - Parents will be given a minimum of a one week notice in the event of a fieldtrip. Notification will include departure and arrival times, the address of the destination, and contact information.
  - Children are supervised by childcare staff at all times while on center provided vehicles. Staff will carry a clipboard or fanny pack that includes first aid supplies, a list of all children in attendance, and emergency contact information that includes a signed medical release by parents for emergency medical treatment.
  - Drivers must meet the requirements for School Bus Driver's as set forth by the State of Wisconsin. It is the responsibility of the bus company to ensure their driver's meet these requirements. It is also the bus company's responsibility to ensure their drivers have an acceptable driving record to be checked annually and that contracted vehicles pass regular inspections.
  - The use of volunteer drivers is prohibited.
  - The use of staff vehicles to transport children is prohibited.

- Tracking procedure:
  - All children are accounted for on clipboard. This includes names of all children in attendance.
  - Children are escorted on to the bus with staff.
  - Once seated a row call and head count is completed by two different staff members.
  - After all children exit the bus a staff member does a visual check of all seats to make sure a child isn't left behind.
  - All contracted vehicles are equipped with safety alarms that require the bus driver to walk to the back of the bus to disarm the alarm and to check all seats to make sure a child isn't left behind.
- Other Transportation (Head Start, 4K, Summer School, etc.)
  - When transportation is provided by an outside agency the following procedures will be followed.
    - A transportation agreement must be completed and signed by a parent or guardian that gives drop off and pick up details for each child.
    - All transportation details are to be noted on the child's daily schedule.
    - For pick up children are to be escorted to the appropriate bus. Staff is to confirm pick up of specific children with the bus driver.
    - As children enter the bus, childcare staff are to sign them out on the clipboard.
    - If at any point a driver does not have a specific child on their pick up list the child is to remain in the care of the center and the parents will be contacted.
    - For drop off a staff member is to meet the children at the bus. Children are to be signed in on the clipboard as they exit the bus.
    - In the event a child does not return as expected the parents are to be contacted immediately as well as the agency.

## **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. The following topics will be covered.
  - Review of DCF 251.05 Staffing Chapter
  - Review of YMCA Childcare Policy Manual
  - Review of center emergency procedures
  - First aid procedures
  - Volunteer responsibilities and restrictions
  - Training in recognition of childhood illnesses and infectious disease control, including hand washing procedures and universal precautions for handling body fluids
  - Schedule of activities of the center
  - Review of child abuse and neglect laws and center reporting procedures
  - The procedure for ensuring that volunteers know the children assigned to their care and their whereabouts at all times
  - Child management techniques
  - Procedure for sharing information related to a child's special health care needs
  - Review of SIDS
  - Procedure to contact a parent if a child is absent from the center without prior notification from the parents.
  - Information on any special needs child enrolled in the center.
- It is our policy that volunteers are never used to meet staff to child ratios.

## **ORIENTATION OF NEW STAFF**

- All staff are required to receive an orientation within one week of becoming employed.
- The Director or delegated person will conduct the orientation. Documentation of the orientation will be on the DCF form New Staff Orientation.
- The following information will be reviewed at the new staff orientation:
  - State of Wisconsin DCF Licensing Rules
  - YMCA Childcare Policies
  - All emergency and contingency plans including the operation of fire extinguishers
  - Basic first aid procedures
  - Job responsibilities in relation to the job description which will be given upon hire.
  - Schedule of activities of the center
  - Review of child abuse and neglect laws and center reporting procedures
  - Child management techniques that are age appropriate
  - Procedure for sharing information related to a child's special health care needs or any other needs and a plan for how those needs will be met
  - Review of procedures to reduce the risk of SIDS.
  - Confidentiality regarding children and their families
  - Review of transportation policy and procedures for tracking children
- The following trainings will be required of all new staff. These trainings are provided by the YMCA free of charge and staff will be paid for their time.
  - Bloodborne Pathogens and Universal Precautions (including the recognition of childhood illnesses)
  - CPR, AED, and First Aid (American Red Cross)
  - YMCA of the USA Child Abuse Prevention Training
  - SIDS Risk Reduction Training
  - Shaken Baby Syndrome Prevention Training

### **CONTINUING EDUCATION OF STAFF**

- The State of Wisconsin requires continuing education hours for childcare providers. Each administrator, center director, and childcare employee who works 20 or more hours per week are required to obtain 25 continuing education hours per year. Each administrator, center director, and childcare employee who works less than 20 hours per week is required to obtain 15 hours of continuing education each year.
- The calendar year is from January 1<sup>st</sup> – December 31<sup>st</sup>. Hours are prorated for the first and last years of employment.
- Staff can carry over additional continuing education hours from year to year. However, staff can only carry over the maximum amount needed.
- Continuing education records are kept in the Staff Binder. It is the responsibility of the staff to ensure proper documentation is obtained and placed on this record.
- Staff are required to attend mandatory staff meetings on a monthly basis. In some cases a continuing education workshop will be presented.
- Food service personnel must obtain a minimum of 4 hours in kitchen sanitation, food handling, and nutrition.
- Assistant Childcare Teachers who are currently enrollment in their first entry level course are not required to earn continuing education hours for that calendar year.
- The YMCA will either pay for the course fee or the hourly wage up to the remaining hours needed to fulfill the State requirements. To receive this benefit the courses and workshops must be approved by the Childcare Director in advance.
- The following trainings will be required and provided free of charge on a regular basis to staff.
  - First Aid (every 2 years)
  - CPR/AED (every 2 years)
  - Child Abuse Prevention (every 2 years)
  - SIDS Risk Reduction (every 2 years)
  - Shaken Baby Syndrome Prevention (every 2 years)
- Sources of continuing education include formal courses resulting in credit, workshops, conferences, and lectures, correspondence courses, training by guest speakers, and documented observation time at other centers. Continuing education experiences may be in the areas of early childhood

education, child development, child guidance, health, first aid, CPR, nutrition, administrative aspects, or communication skills.

- A list of current continuing education classes and workshops will be available to staff.
- Formal credits for a university or technical college can be counted for the year they were earned and two years after.
- Independent reading and watching educational films may be accepted for up to 2.5 hours of the 15 hour requirement or 5 hours of the 25 hour requirement.

## **PERSONNEL**

- Hiring Practices
  - Potential staff are recruited by the Childcare Director and/or Childcare Coordinator. Positions will be posted on website, at the University or Technical College, and newspaper.
  - Candidates are interviewed by both the Childcare Director and/or Childcare Coordinator. The interviewers may not ask questions that would allow discrimination against the candidate.
  - A minimum of 3 reference checks are completed, with one being a family member.
  - The hiring decisions will be made by the Childcare Director and will be based on prior experience, education, the interview, and reference checks.
  - All potential staff will receive a job description upon hire.
- Staff Schedules
  - Staff schedules vary and depend on the number of children in attendance.
  - Staff are scheduled in advance.
  - Staff working more than 8 hours are given a 30-60 minute unpaid lunch break if requested.
  - Staff are not scheduled longer than 10 hours on any given day.
- Staff Benefits
  - Full-time staff are given holiday pay, paid vacation, and paid sick time in accordance with YMCA Personnel Policy standards. The amount given varies depending on years of service with the YMCA.
  - Part-time staff are not given benefits.
- Requirements to be reported to Licensee
  - Staff are required to notify the licensee as soon as possible but no later than the next business day when; the employee has been convicted of a crime; has been or is being investigated by a government agency; has a substantiated governmental finding; or has a professional license denied, revoked, restricted or otherwise limited.
  - Once the licensee is made aware of these actions it will report them immediately to the Department of Children and Families.
- Performance Reviews/Grievance Procedures
  - Staff receive an annual performance review in December of each year.
  - Pay increases are not directly related to performance reviews.
  - Staff wishing to file a grievance can report it directly to the Director or to the Vice President of the YMCA.
- Disciplinary Process
  - All employees of the Oshkosh YMCA are expected to follow and respect any policies set forth by the YMCA and its administration. Child Care employees are also required to follow State Licensing Rules and Regulations. The YMCA reserves the right to take action to stop employees from further violation. When it is necessary to use discipline to prevent violations or improve performance, a successive chain of measures will be used. Each step will be documented in the employee's personnel file. All disciplinary actions will be initiated by the Director or Coordinator. Depending on the offense involved and all the circumstances, corrective action may begin at an advance step of the discipline process.
    - A. Step One – Verbal Warning and counseling – Director will discuss the problem with the employee and inform or counsel the employee as to what is expected.
    - B. Step Two – Written Warning and counseling – Director will provide written documentation of what action is expected and what action will take place if violation is repeated or performance does not improve.

- C. All Disciplinary actions and conference will be handle in private between parent and employee or director.
- D. Step Three – Termination of Employment – Director will terminate employee due to a violation or failure to perform his/her job responsibilities satisfactorily.

POSITION TITLE: Child Care Lead Teacher  
 Reports to: Child Care Director  
 Last Updated: June 2017

**GENERAL PURPOSE:**

Under the supervision of the Child Care Director, the Child Care Lead Teacher will perform supervisory and day to day functions according to the Wisconsin State Child Care, Licensing Regulations, and YMCA policies. The Lead Teacher is responsible for directing all aspects of the quality program and daily curriculum in their designated classroom, which will reflect a positive image of the YMCA and its services in the community while supervising and guiding the children in a safe and healthy environment.

**KNOWLEDGE AND KNOW HOW:**

The Lead Teacher must meet all state, local, and YMCA regulatory standards for a Lead Teacher, must maintain CPR and First Aid certifications, and must have educational training or work experience in child care, education, child development, or recreation or must be currently in the process of receiving training in these fields. The Lead Teacher must possess a warm, friendly personality, be sensitive to the feelings and needs of others, be able to relate well to children and be willing to fulfill the responsibilities in accordance with program goals.

**DUTIES AND RESPONSIBILITIES:**

1. To provide an environment in which Y core values can be taught, modeling and teaching core values of caring, honest, respect, and responsibility.
2. Planning, supervision, and implementation of developmentally age appropriate curriculum and activities in accordance with the goals, policies, and philosophy of the YMCA.
3. Ensure the care, safety, and wellbeing of the children at all times.
4. Supervise and participate with the children in all activities.
5. Conduct on the job training as needed including facility orientation and assist the Child Care Services staff in training sessions.
6. Plan and implement meetings with Assistant Teachers as necessary to keep staff informed with all issues.
7. Implement and supervise proper DPI Food Program policies.
8. Secure and maintain all resources and supplies necessary for daily classroom activities.
9. Responsible for the appearance/cleanliness of the room and supply area.
10. Implement and supervise all administrative and record keeping procedures within the classroom, including but not limited to keeping child records up to date.
11. Assure all Assistant Teachers use appropriate discipline techniques and assist them in solving any problems. Consult with parent/guardian as necessary. Initiate any disciplinary procedure in consultation with the Child Care Director. Initiate a positive reinforcement system based upon caring, honesty, respect and responsibility.
12. Assist in the promotion of YMCA programs to ensure reaching full capacity.
13. Adhere to the child care policies and the goals of the YMCA and direct the Assistant Teachers in accordance with the mission of the Y and the standards of all regulatory agencies.
14. Promote team building; show a cooperative and caring attitude towards parents, volunteers, staff, and participants.
15. Demonstrate increased understanding of child growth and development in working with children, recording activities and communicating with parents daily on a verbal or written basis.
16. Participate in staff meetings and recommended training programs.
17. Continue professional development through community involvement, reading, in service training and continuing education as required by the State Rules and Regulations.
18. Perform all other assigned duties as requested by the Child Care Director.

**SUPERVISORY DUTIES:**

- Assistant Teachers
- Volunteers
- Children

**JOB QUALIFICATIONS:**

1. Possess an understanding of children’s growth and development and have the ability to work with young children.
2. Have the ability to meet the social, emotional, physical, and cognitive developmental needs of the children.
3. Possess the ability to maintain a safe and clean environment.
4. Meets state licensing standards.
5. Human relations skills.
6. General knowledge of nutrition, health, and first aid.
7. Posses’ working knowledge of child abuse and neglect laws and proper reporting procedures.
8. Possess working knowledge of the YMCA mission, philosophy, and goals.
9. Conduct self in a professional and responsible manner.

**MEETING RESPONSIBILITIES:**

1. Attend monthly staff meetings as required by the State Regulations
2. Attend required continuing education workshops and training.
3. Attend parent/family programs as required by supervisor.

**EDUCATION AND FORMAL TRAINING:**

- Minimum requirements (meet one of the following)
- Introduction to the Childcare Profession and Skills and Strategies of the Childcare Teacher
- Equivalent college credits in early childhood education
- CDA
- Associate Degree in Early Childhood Education
- Bachelor’s Degree in Early Childhood or Elementary Education

**EXPERIENCE:**

- Previous experience working with young children.

**MATERIAL AND EQUIPMENT DIRECTLY USED:**

- Sanitary supplies required for the care of children.
- Office equipment and materials under the supervision of Child Care Director.
- Materials used in daily curriculum.

**WORKING ENVIRONMENT AND PHYSICAL ACTIVITIES:**

- Good health as confirmed by a physician’s statement.
- Proof of being free of Tuberculosis.
- Ability to move freely about the facility and outdoor playground area.

**EFFECT ON END RESULT:**

The effectiveness of a successful Lead Teacher will be a safe, quality, developmentally appropriate program for the age group assigned, have a well-maintained area which projects an inviting means to all that enter, and be a well-trained, professional working as part of a team incorporating program goals, YMCA standards, and regulatory guidelines into everyday activities. The Lead Teacher will keep parents well informed and frequently encouraged to participate in activities. The Y will be known as a leader in the community, as a mission driven, values driven ethical organization.

**POSITION TITLE:** Child Care Assistant Teacher  
**Reports to:** Child Care Lead Teacher/Child Care Director  
**Last updated:** June 2017

**GENERAL PURPOSE:**

Under the supervision of the Child Care Director and Child Care Lead Teacher, the Assistant Teacher is responsible for the direct supervision of children, conducting daily activities as planned, assisting in the maintenance of the site in accordance with the regulatory agencies and YMCA standards. The Assistant



Teacher is responsible for quality children's programming which will reflect a positive image of the YMCA and its services in the community, positive growth, and nurturing of children in the program by meeting their individual developmental needs, and creation of a warm, friendly atmosphere in which families can grow.

#### KNOWLEDGE AND KNOW HOW:

The Assistant Teacher must meet all state, local, and YMCA regulatory standards for an Assistant Teacher, must maintain CPR and First Aid certifications, and must have educational training or work experience in child care, education, child development, or recreation or must be currently in the process of receiving training in these fields. The Assistant Teacher must possess a warm, friendly personality, be sensitive to the feelings and needs of others, be able to relate well to children and be willing to fulfill the responsibilities in accordance with program goals.

#### DUTIES AND RESPONSIBILITIES:

19. To provide an environment in which Y core values can be taught, modeling and teaching core values of caring, honest, respect, and responsibility.
20. Assist in the implementation of daily activities.
21. Ensure the care, safety, and wellbeing of the children at all times.
22. Supervise and participate with the children in all activities.
23. Arrange the environment and prepare supplies for activities.
24. Assist the Lead Teacher in the following areas: food service, maintenance of facility, equipment and supplies, discipline and positive reinforcement, health, safety and risk management, administration and record keeping, and promotions and public relations.
25. Adhere to the child care policies and the goals of the YMCA. Promote team-building, show a cooperative and caring attitude towards parents, volunteers, staff, and participants.
26. Demonstrate increased understanding of child growth and development in working with children, recording activities and communicating with parents daily on a verbal or written basis.
27. Participate in staff meetings and recommended training programs.
28. Continue professional development through community involvement, reading, in service training and continuing education as required by the State Rules and Regulations.
29. Perform all other assigned duties as requested by the Child Care Director.

#### SUPERVISORY DUTIES:

- Children
- Volunteers

#### JOB QUALIFICATIONS:

10. Possess an understanding of children's growth and development and have the ability to work with young children.
11. Have the ability to meet the social, emotional, physical, and cognitive developmental needs of the children.
12. Possess the ability to maintain a safe and clean environment.
13. Meets state licensing standards.
14. Human relations skills.
15. General knowledge of nutrition, health, and first aid.
16. Possess working knowledge of child abuse and neglect laws and proper reporting procedures.
17. Possess working knowledge of the YMCA mission, philosophy, and goals.
18. Conduct self in a professional and responsible manner.

#### MEETING RESPONSIBILITIES:

4. Attend monthly staff meetings as required by the State Regulations.
5. Attend required continuing education workshops and training.
6. Attend parent/family programs as required by supervisor.

#### EDUCATION AND FORMAL TRAINING:

- Minimum requirements (meet one of the following)
  - Introduction to the Childcare Profession

-Equivalent college credits in early childhood education

**EXPERIENCE:**

- Previous experience working with young children.

**MATERIAL AND EQUIPMENT DIRECTLY USED:**

- Sanitary supplies required for the care of children.
- Office equipment and material under the supervision Child Care Director.
- Materials used in daily curriculum.

**WORKING ENVIRONMENT AND PHYSICAL ACTIVITIES:**

- Good health as confirmed by a physician's statement.
- Proof of being free of Tuberculosis.
- Ability to move freely about the facility.

**EFFECT ON END RESULT:**

The effectiveness of a successful Assistant Teacher will be a safe, quality, developmentally appropriate program for the age group assigned, have a well-maintained area which projects an inviting means to all that enter, and be a well-trained, professional working as part of a team incorporating program goals, YMCA standards, and regulatory guidelines into everyday activities. The Assistant Teacher will keep parents well informed and frequently encouraged to participate in activities. The Y will be known as a leader in the community, as a mission driven, values driven ethical organization.