



YWCA IS ON A MISSION

Childcare Parent Handbook

The YWCA of Black Hawk County is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom and dignity for all.

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eliminating racism
empowering women
ywca
Black Hawk County

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This handbook covers enrollment, programs, payment, daily procedures, health and safety, emergencies, and family responsibilities. Families must keep enrollment, emergency, schedule, funding, support-needs, and authorized pick-up information current.

QUICK REFERENCE

Need to know	What families should do
Enrollment	Submit complete forms, fees, and required paperwork by noon at least two days before care begins. The Front Desk will confirm the start date with you.
Weekly Payment	Bills are due the Thursday before the week of attendance through ReClique Core. Care is billed by time reserved, not time used.
Absences/Schedule Changes	You must notify the program promptly of any absences or schedule changes. Advance written notice may be required for planned absences or changes.
Pick-up/Drop-off Authorization	Brightwheel is used for attendance. Keep authorized pick-up/drop-off information current. Unknown adults must show identification, and no one younger than 16 may sign a child in or out.
Illness	Keep children home when symptoms apply. A child must be fever-free for at least 24 hours without fever-reducing medication before returning.
Severe Weather	Check KWWL, the YWCA Facebook page, or the YWCA phone message.
Main Contacts	YWCA Front Desk: 319-234-7589. Site numbers and additional contacts appear in the Site & Contact Appendix.

GOALS

YWCA Childcare provides inclusive, developmentally appropriate care that supports children's physical, social, and emotional growth; builds character through positive adult role models; respects each child's culture and potential; follows best practices; and advocates for every child's right to a happy, healthy childhood.

WEATHER-RELATED DELAYS AND CLOSINGS

YWCA Childcare serves sites in the Waterloo and Cedar Falls school districts. Delays and closings may differ by district - watch and listen carefully for announcements that apply to the school district your child attends.

YWCA Childcare delays and closings will be posted on the KWWL website, the YWCA Facebook page, and recorded on the YWCA phone message. Please check these sources for the most up to date information.

KEY DEADLINES

Submit complete enrollment materials and fees **by noon at least two days before** care begins. Pay weekly program charges by the Thursday before the week of attendance.

Notice is required before withdrawing or canceling care or you may be responsible for the bill that accrues. Changes to emergency contact or authorized pick-up information must be submitted promptly.

ENROLLMENT

The YWCA offers two primary childcare programs: **Y's Kids and Summer Daze.** Because they are separate programs, families must complete new registration forms, pay the applicable fees, and submit any additional required paperwork for each program.

Children must be at least four years old and fully potty trained to participate in YWCA programming.

To enroll, complete **the Childcare Information Form** carefully and thoroughly. Forms are available at www.ywcabhc.org under the "Forms" tab and at the YWCA Front Desk. Complete every section, including the names and phone numbers of the child's doctor, dentist, and preferred hospital, and sign all required releases.

For the continued safety of your child, it is crucial that this information remains current. Any changes in address, phone numbers, etc., must be communicated to the YWCA immediately.

You may also want to add additional information to the form such as the names, addresses and phone numbers of other individuals that you are willing to have pick up your child in the event you cannot be reached.
Enrollment forms must be completed and turned in with enrollment fees and any additional paperwork by noon two days before care is scheduled to begin. The Front Desk staff will confirm a start date with you.

FINANCIAL ASSISTANCE

YWCA Financial Assistance is limited, awarded first come, first served, and never retroactive. Applications are available in English and Spanish at www.ywcabhc.org or the YWCA Front Desk. Applicants must list everyone in the household and provide one month of income documentation for each person. Approved assistance begins on the approval date and remains in effect for one year. For more information, call 319-234-7589.

ALTERNATE FUNDING SOURCES (DHS, PROMISE JOBS, ETC.)

As licensed childcare programs, Y's Kids and Summer Daze Childcare participates in DHS childcare contracts, JPTA, and other alternative funding sources. **No child receiving DHS funds can begin the program without notification of approval from the Department of Human Services.**

YWCA Childcare is reserved and paid for by the week. Participants that receive DHS funding must attend **at least 3 days a week.** If you attend for less than the required 3 days, you will be given 2 options:

1. **Pay out of pocket the difference between what we can bill DHS and the cost of a week of childcare.**
2. **Withdraw from YWCA Childcare realizing that the structure does not best meet your family needs.**

This policy refers to a general schedule and is not meant to include non-attendance due to illness or other unpredictable situations. Families receiving alternative funding must attend **at least three days each week** unless an absence is caused by illness or another unpredictable circumstance. If attendance falls below three days, the family must either pay the difference between the funding payment and the weekly childcare cost or withdraw from the program. If neither option is selected, enrollment may be terminated, and the space offered to another participant.

INCLUSION POLICY

The YWCA strives to meet the developmental needs of elementary-age children and follows the National Afterschool Association Standards for Quality Afterschool Programs. We welcome all school-age children and are committed to creating an inclusive environment where every child can thrive. If your child has a disability, special needs, or unique learning or behavioral support needs, we encourage you to talk with us. We will work closely with your family to understand your child's individual needs and determine how we can best support their successful participation in our program.

PROGRAM INFORMATION

***All children enrolled in YWCA programming must be at least 4+ years old and be fully potty trained. ***

Y'S KIDS — Before and After School care is offered during the school year at eight Waterloo elementary schools and three Cedar Falls elementary schools.

- For Preschoolers, the program is held at your child's school **M-Th from 6:30 am – 6:00 pm**
- Optional Friday care is offered at the YWCA Black Hawk County for an additional cost.
- For Kindergarten and above, the program is held at your child's school **M-F from 6:30 am – 6:00 pm**
- Cost depends on the care rate selected and school district attending.
- Immunization and physicals are required for Preschoolers.

PRESCHOOL FRIDAY CARE - Preschoolers enrolled in Y's Kids M-Th may add Friday for an additional cost.

- The program is held at the YWCA Black Hawk County, 425 Lafayette St., Waterloo from **7:00 am – 5:30 pm**
- Cost is an additional **$55/week.**
- Immunization and physicals are required.

WATERLOO OFF-SITE PRESCHOOL – An Off-Site Waterloo Preschool held at the YWCA Black Hawk County.

- Enrollment must be made and approved through Waterloo Schools. **Additional paperwork for the YWCA will be required upon confirmation of enrollment status from the Waterloo School District.**
- Preschool is run **Monday-Friday from 10:30 am – 12:30 pm** at no cost.

- AM & PM care are available for a cost. Please contact the Front Desk for more information at 319-234-7589.
- Immunization and physicals are required.

PLAYDAYS - On most scheduled days off school the YWCA offers Playdays at the YWCA building.

- Registration is required. If you do not currently participate in Y's Kids, a **Playday Intake Form** will be required.
- Playday care runs from **7:00 am – 5:30 pm.**
- Advance registration is required; walk-ins are not accepted. Registration opens on the first day of the preceding month, such as September 1 for October Playdays.
- **Cost: $55/day members and $75/day non-member.**
- Immunization and physical required if not enrolled in Y's Kids programming.

SUMMER DAZE – Summer Daze is for children ages 4–12 looking for an exciting, engaging summer!

- The program is run on a week-to-week basis during the summer at two locations: the YWCA Building and an off-site location at a Waterloo Elementary School.
- Deposits are needed to reserve each week. The deposit will go toward the bill for that week.
- The program hours are from **7:00 am – 5:30 pm**.
- Immunizations and physicals are required for Preschoolers; Immunizations are required for those in Kindergarten or above.

*****<u>All childcare programs are charged by time reserved, not time used</u>*****

IRS STATEMENT

The YWCA will provide an itemized statement for tax purposes. We strongly suggest you retain your weekly receipts the YWCA prints out for you as an accurate account of your childcare expenses.

DAILY SIGN IN AND SIGN OUT

At arrival, a parent or authorized adult must use the assigned four-digit code to sign the child in through Brightwheel and bring the child to the designated morning staff member. At departure, a parent or authorized adult must pick up the child and use the assigned four-digit code to sign the child out through Brightwheel. If you do not know your code or need assistance, contact the YWCA Front Desk at 319-234-7589.

Anyone picking up a child must be listed as an authorized pick-up person. To add someone, contact the YWCA Childcare Department before pick-up. A person who is not known to childcare staff will be required to show identification before the child is released. Under DHS licensing requirements, no one younger than 16 years old, including a sibling, may be listed as an emergency contact or sign a child in or out. **Failure to follow these safety procedures may result in termination of childcare services.**

PAYMENT POLICY

- Program payments must be made by the Thursday **<u>BEFORE</u>** the week that your child is to attend.
- Parents are responsible for paying **for time reserved, not actual time used.**
- Bills are emailed every Thursday through our billing system, ReClique Core. Please check your inbox, as well as your junk and spam folders, to ensure you receive your weekly billing statement.
- All accounts are reviewed for payment Monday through Friday, between 8:00 a.m. and 3:30 p.m., except when the office is closed. **Payments made outside these hours cannot be verified in time to authorize attendance.**
- Parents **<u>MUST</u>** notify the YWCA Front Desk at 319-234-7589 if you choose to withdrawal from the program.
- **Parents will be responsible for the costs that continue to accrue up until notification of withdrawal or termination due to no contact or payment. All past due accounts may be subject to collections.**
- Payments are **<u>not accepted</u>** at school sites. Families may pay by phone using a card on file; online through the ReClique Core childcare portal available on the YWCA website; by check mailed directly or through a bank's bill-pay service; or in person at the YWCA Front Desk using cash, check, or card.

- Fees are **not** pro-rated for absences (except in the case of extended absences due to serious illness or emergencies as approved by the Childcare Director). Your cost for the week **will** be pro-rated for days the Y's Kids program is **scheduled** to not meet, such as scheduled days off school (Spring Break, Christmas Break, etc.)
- We **do** charge for snow days and delays.
- DHS co-pays are **due** weekly on Thursday's when invoices are emailed out. YWCA suspension and termination policies also apply to DHS accounts.
- A discount of 5% will be given to each child in a family enrolling two or more children. The additional child discount does not apply to families receiving alternative funding or YWCA Financial Assistance

LATE FEES

YWCA Y's Kids Childcare program ends at **6:00 PM.**
YWCA Summer Daze, Playdays, and PK Friday's Childcare programs end at **5:30 PM.**
Late pick-up fees are charged per child in 15-minute increments. Parents whose children remain past the scheduled end time must pay the following late fees:

- **$15 for the first 1–15 minutes and $15 for each additional 1–15-minute period.**

Childcare services may be withdrawn if **three** overtime charges occur. The clock at the program location will be used to determine if a late fee applies. YWCA Financial Aid is not applied to late pick-up fees.

****In compliance with the Department of Human Services Guidelines, if a parent has not contacted the YWCA and we cannot reach the parents or other emergency contacts, at 6:30 PM, the YWCA staff must contact the police to come and pick up the child(ren). The Department of Human Services will also be contacted. ****

NON-SUFFICIENT FUND POLICY

Non-sufficient fund checks are sent to the YWCA Finance Director and held there until the amount is received to cover the check **plus the return check fee of $25.00**. Non-sufficient fund payments **must** be made at the YWCA Front Desk, either by mail or in person using cash, cashier's check, money order, or a credit card. If payment is not made promptly, childcare services will be discontinued upon notice from the YWCA Childcare Director. **All YWCA services will be suspended until all fees are paid.**

PAST DUE PAYMENTS

On all enrollment paperwork, parents/guardians are required to acknowledge and sign both our Handbook and Payment Agreement. This acknowledges that you understand our policies, procedures, and that bills are due every Thursday.

If an account is two (2) weeks behind, childcare services may be suspended. If the account has an outstanding balance after one week of inactivity (such as the child being dropped from the program), I authorize the YWCA to charge the outstanding balance to the payment card on file. Any remaining unpaid balance may be referred to collections.

To begin services again after a nonpayment suspension has occurred the following must be in place:

- Meeting with a YWCA Director of Childcare
- Any outstanding balance must be paid in full
- $25 re-enrollment fee paid
- New enrollment paperwork
- Re-enrollment is dependent upon space availability at the program location.

PROGRAM WITHDRAWAL/CANCELLATION POLICY

To withdraw a child, notify the YWCA at 319-234-7589. Charges continue until notice is received, because families pay for reserved time, not time used. Future enrollment is subject to space availability.

- **Y's Kids/Friday Preschool/Off-Site Preschool**
    - Cancellation of Y's Kids, Friday Preschool, and our Off-Site Waterloo Preschool must have a week's notice prior to next week's bill. Bills are due every Thursday; therefore, you must cancel the Wednesday the week before you no longer plan on attending care **(ex: Must cancel by October 14, 2026 to not be charged for the week of October 19th, 2026).** Anyone who does not cancel within the

required timeframe will be billed through the date that cancellation is received or imputed by the YWCA staff.

- **Summer Daze**
  - Cancellation of Summer Daze requires a week's notice from the time scheduled care is set to begin. If notification is less than a week, the deposit for the canceled week **will not** be refunded. If no notification of cancellation is received, you will be responsible for the bill that has accrued during that time. Repeated absences without contact may result in loss of future services.
- **Playdays**
  - Cancellation of **each** registered Playday received **five (5) business days** before the date of **each** registered Playday will receive a 50% refund This 50% refund may go on as account credit, or you may request a check. A $5 check processing fee will apply to those who choose this option. There will be **no refunds** for any Playday cancellation received less than **three (3) business days** in advance of **each** Playday registered for. Repeated absences without contact may result in loss of future services.

Families utilizing Alternate Funding Sources to participate in Playday childcare services who do not cancel a minimum of **five (5) business days** in advance of **each** Playday registered for will not be able to register their child(ren) for a Playday for the **next three months or per the discretion of the Childcare Director.**
There are **no refunds** for membership or registration fees, absences or weather delays/cancellations. There are also **no refunds** for holidays, apart from prescheduled closures (such as: Spring Break, Christmas Break, etc.)

REFUNDS

Fees are not reduced for absences, sick days, weather delays or cancellations, or holidays. Scheduled school closures, such as Spring Break and Christmas Break, are excluded.

- YWCA Membership and Childcare Registration Fees **will not** be refunded.
- Parents pay for time reserved, not time used, in the childcare program.
- In matters of family emergency and long-term illness spanning at least a full week, childcare fees may be pro-rated or a refund issued. The Childcare Director will address those situations individually.
- Summer Daze weekly deposits can be refunded only if notice is given a minimum of one week in advance from the time care is set to begin.
- If childcare services are no longer required, any pre-paid fees may be refunded if a week's notice is provided.

Parents have two options for receiving a refund:

1. The refund may appear as credit on your YWCA account and used for any YWCA programming. This credit is good for one year.
2. If a refund check is issued, a $5.00 processing fee will be deducted. The YWCA prints checks biweekly. It may take up to two weeks for a refund check to be issued.

DISCIPLINE AND TERMINATION OF CHILDCARE SERVICES

The YWCA is an environment focused on respect and citizenship. Continued unacceptable behavior will be cause for dismissal from the program. The YWCA maintains the right to discontinue service at any time. **Refunds will not be made.**

- Chronically disruptive behavior is defined as uncontrollable verbal or physical harassment of one or more individuals involved in the program. It also includes being disrespectful to the staff members by repeatedly ignoring or violating the rules of the Childcare program.
- If a child is chronically disruptive to the functioning of the program, his/her enrollment may be terminated. Reasonable efforts to integrate the child into the program will be made. However, upon the recommendation of the staff, and consultation with the parent(s) and the YWCA Executive Director, the YWCA Childcare Director retains the right to terminate services for a disruptive child.

Guidelines for termination of services:

- The YWCA will provide an environment in which every child may find success. First efforts to deal with unacceptable behavior will always be of a positive nature. An explanation of why the child is being asked to do something and an example of another more appropriate choice to make will be provided to the child.

- Repeated misbehaviors may result in consequences ranging from a brief time out to a loss of privilege to temporary suspension of services. At this point, the parent(s) will be notified of the loss of privilege/suspension and consulted about reoccurring problems. The parent and Childcare Director will define what is expected of the child, how to work together to reach behavior expectations, and possible consequences should the unacceptable behaviors continue.
- Termination may be immediate at the discretion of the Childcare Director if any child engages in threatening actions, words, or behaviors that endanger the safety of your child(ren), other children in the program, or staff.
- Further major infractions will result in increasingly longer suspensions, ultimately resulting in the total termination of services. If childcare services are terminated for major safety concerns, that termination is considered permanent.

Most often, the order of suspensions is as follows:

First major – 1-day suspension
Second major - 3-day suspension
Third major - 5-day suspension

Refunds/credits will not be made for behavior-based suspension. Any subsequent major will result in the termination of childcare services. While suspensions will be progressively rendered, when possible, this policy does not create any right to progressive action prior to termination of services. The YWCA reserves the right to immediately terminate services at any time in its sole discretion, depending on the specific situation.

RELEASES

- The YWCA enrollment forms contain releases for photos, travel, and during summer, include bug spray and sunscreen. These forms will be used to determine if the child has a release, before any action is taken.
- No outside agency or individual will be allowed to photograph your child without a photo release. These may be used in marketing materials, social-media posts, or fliers.
- YWCA childcare participants may be spending a portion of each day outdoors. If you would like your child to apply sunscreen and/or bug spray before these activities, please be sure to send it with your child.
- YWCA childcare plans and carries out occasional field trips for the children to supplement the learning and recreation that takes place in our programs. On these occasions, additional staff will be in attendance to provide increased supervision. After a specific field trip is scheduled, a memo informing parents of the details will be posted in the parent information area.
- When a field trip requires transportation, center-owned buses/vans or hired transportation (example: Waterloo Schools Bus) will be used. Children must be restrained in a seat belt, car seat, or booster seat as age appropriate and required by law. A first aid kit is in place in each vehicle used for the transportation of the children.

MEDICATION ADMINISTRATION

- Medicine may be dispensed during YWCA childcare programs. Parents **must** turn in a medication release filled out with the child's name, dosages, times, days taken, and parent/guardians' signature, along with the original medicine bottle. You can find the **Medication Release Form** on our website at www.ywcabhc.org or request one at the YWCA Front Desk.
- **YWCA childcare staff will not administer the first dosage of any medication**. The first dosage of medication should be administered by the parent in the home environment to evaluate effectiveness and observe possible side effects.
- Children **may not** be in possession of any medication. Medications must be directly handed to the staff by the parent/guardian.
- Medication will be stored in a locked medication box or refrigerator following label directions and inaccessible to children.
- All unused medication shall be returned to parent(s) or flushed with at least one witness, if not picked up within one week following the termination of the order.

ABSENCES

It is important to notify the YWCA of any absences. You may leave a message on the site cell phone or call the YWCA Front Desk at 319-234-7589.

- **All parents are responsible for paying for time reserved, not time used. Fees are not pro-rated for absences except for extenuating circumstances.** Refunds will not be made for absences or vacation. Extended illness with physician's verification will be credited to your account.
- In event of illness or other absences such as sports, music lessons, doctor/dentist appointments and other activities on a regularly scheduled attendance day, the YWCA must be notified **in writing in advance**. This will ensure that your child is at the YWCA program site ready for you to pick up, and not out of the building on a field trip or activity. Notification of absence is a very important safety measure and does not impact the billed weekly price of the program.
- YWCA Y's Kids is **not** a "drop in" childcare service**. If a child is not attending and no communication is received, childcare services may be suspended after two (2) weeks of past due bills or discontinued after four (4) weeks past due bills.** Re-enrollment is dependent upon program space availability and may require a meeting with the YWCA Childcare Director or Assistant Director. A $25 re-registration fee will also be assessed. It is the parent's responsibility to report absences to the YWCA Childcare at 319-234-7589.

ILLNESS/EXCLUSION POLICY

Families should arrange backup care for days when a child is too ill to participate. If a child becomes ill during the program, staff will provide a comfortable place to rest and contact a parent or emergency contact when the child cannot continue with the group.

The following are guidelines for exclusion from the program:

- A temperature above 101
- One or more episodes of vomiting
- One or more episodes of diarrhea
- Obvious symptoms of a communicable illness such as chickenpox, head lice, ringworm, or conjunctivitis (pink eye)
- Severe nasal and chest congestion and a cough that interferes with activities
- Behavior indicating pain or distress

Restricting the attendance of children with the above symptoms is necessary to reduce the transmission of illness and to provide a healthy environment for all children. **Children may not return to the program until they have been fever-free for at least 24 hours without the use of fever-reducing medication. If medication is required to manage symptoms, the child must have been taking the medication for at least 24 hours before returning to the program.**

RESPECT AND YWCA POSITIVE ENVIRONMENT POLICY

It is a policy of the YWCA childcare program that each participant (parent, child, staff) be treated with respect. Activities during the program will be included to teach and reinforce these concepts with the children. Any type of disrespectful, offensive, aggressive, and/or negative actions or language towards any child, family member or YWCA childcare program staff **will not** be tolerated. **Any** person engaging in abusive actions, gestures or conversation **may lose his/her right to be associated with the YWCA Childcare program.** The YWCA is committed to creating a safe, anti-bullying environment for everyone.

COMMUNICATION

It is important to establish a line of communication with the YWCA childcare staff. Conference times will happily be arranged for you with the Childcare Director and/or the Assistant Childcare Director.

It is important that parent phone numbers are kept current in case of emergency. Please contact the YWCA Childcare office with any changes or updates concerning phone numbers. **All** discussions regarding extenuating circumstances related to your child's registration and attendance in childcare services must be via telephone or in person. No other forms of communication (email, voicemail, text, messages) will be accepted.

Please feel free to make comments and/or suggestions to the On-Site Supervisor or call the YWCA Childcare Department at 319-234-7589. We would also greatly appreciate your participation in our evaluation process by completing Childcare Evaluation Forms when requested.

HEALTH AND SAFETY

YWCA childcare follows recommended health and safety practices and provides safe, developmentally appropriate activities that promote healthy exercise and nutrition choices.

- Children and staff will practice good hand washing, especially after using the restroom and before eating and serving meals or snacks.
- Tables are sprayed with a sanitizing solution before and after breakfasts, lunches and snacks are served.
- Toys, games, supplies and equipment will be washed regularly with a sanitizing solution. YWCA childcare provides activities that are safe and developmentally appropriate for all children, allowing them the freedom to explore and learn about their world.

PROTECTING YOUR CHILD FROM HARM

The YWCA recognizes the concern parents have around the issues of potential abuse and neglect while their children are in the care of others. We have taken several steps to promote the safety and protection of your child at the YWCA's childcare programs.

Careful pre-employment screening (including criminal record background checks and federal fingerprint checks) of staff is a protection for your child, as are the staff/child ratios maintained by the program. Staff members are trained in appropriate disciplinary techniques, and we have strict guidelines when it comes to staff being alone with your child.

Our programs are designed to always offer visibility into all areas of program space, thus making undiscovered incidents very unlikely. The core of the YWCA's philosophy is respect for all children and all actions toward children are held to the highest standards.

Communication between school, parent(s), and YWCA childcare staff is crucial for every child to find success while participating in YWCA childcare programs. The YWCA's childcare programs rely upon parent input. We strongly encourage parents to share any concerns they have with Y's Kids site staff. We also encourage the reporting of any questionable or inappropriate incidents or interactions immediately to the Childcare Director or Assistant Director.

YWCA Y's Kids parents will refrain from "supervising" other children enrolled in the Y's Kids program. **If at any time you have a concern about another child or parent, please direct those concerns to the On-Site Supervisor, or the YWCA Childcare Director at 319-234-7589.**

CHILD CONFIDENTIALITY

Parents or guardians may review or add information to their child's file at any time. When a child leaves the program, a written request may be submitted to transfer records to the family or another agency; copies cost 20 cents per page. Registration and enrollment records are confidential and available only to appropriate YWCA staff and authorized state licensing or health personnel. Information requested by another agency will be released only with a signed, dated Release of Information Form, and each release will be recorded in the child's file.

REPORTING CHILD ABUSE AND NEGLECT

State laws make it mandatory to file a report with State authorities if abuse or neglect is suspected (not necessarily proven). All YWCA childcare staff are trained as Mandatory Reporters of Child Abuse. If the staff suspects that a child has been abused or neglected, it is the staff's moral and legal responsibility to report to the Department of Human Services within 24 hours of the incident.

RIGHTS AND RESPONSIBILITIES

CHILDREN'S RIGHTS

- **To be cared for in a safe, nurturing environment.**
- To use all the equipment and space on an equal basis.
- To have their ideas and feelings respected.
- To have discipline that is fair, consistent, equal and respectful of them.
- To have knowledgeable, well-trained staff members that care about children, enjoy being with them, and are

focused on positive development.
- To have fun and develop to their greatest potential.

CHILDREN'S RESPONSIBILITIES
- To learn to be accountable for their actions.
- To be respectful citizens. Not using words, actions, or violence to harm or intimidate another individual.
- To respect and acknowledge the feelings and ideas of other participants.
- To always remain with the group and supervisor.
- To know and follow all childcare program safety rules.
- To respect all YWCA participants and property

PARENTS' RIGHTS
- To know their children are in a safe, respectful environment.
- To share concerns with the staff at any time about anything they feel is in the best interest of their child.
- To be fully involved in the Childcare program, particularly any problem-solving process.
- To know if their child is misbehaving and to talk and work with YWCA staff concerning a solution.

PARENTS' RESPONSIBILITIES
- To notify the YWCA if their child will not attend.
- To notify the YWCA in writing when another authorized person is picking up their child.
- To inform staff if the child has been exposed to a communicable illness.
- To pay fees on time.
- To keep the child's records up to date with **any** changes in information.
- To sign their child in/out each day; to pick up their child before the program closing time.
- Allow YWCA Child Care staff to supervise the program and handle all situations as they might arise.
- Parents/Guardians should always report concerns to YWCA Child Care staff rather than become involved with any Y's Kids situation or child not their own.

EMERGENCY PROCEDURES

Parents/Guardians with a child enrolled in YWCA childcare must provide emergency information. Supervisors will always keep complete information files on hand. In the event of an emergency or accident, the parent will be notified as soon as possible. If a parent cannot be reached immediately, any other people listed as emergency contacts will be called.
It is the parents' responsibility to keep all emergency information current.

For your child's safety and the protection of children in YWCA childcare, staff are trained in First Aid and CPR and blood borne pathogens in accordance with the State of Iowa's regulations. In the event of an accident that creates a need for medical attention, we will proceed as follows:
- **For immediate medical treatment**, a staff member will call 911 and request emergency assistance. If necessary, your child will be transported to the nearest emergency center by the dispatched ambulance. Parents will be contacted immediately. If parents are unable to be reached, your emergency contacts will be called. Within 24 hours, the staff member will complete an injury report stating the details of the situation.
- **If a less serious incident occurs**, trained YWCA childcare staff will administer First Aid on site. Parents will receive an Injury Report stating the details of the injury. For minor injuries, trained staff will provide first aid and complete an Injury Report describing the incident and care provided. Parents will review and sign the report, and a copy will be available to them.

First Aid Kits are available at each program site. Each kit is in a large container which is clearly marked with a red first aid sign. In the event of field trips, fanny packs are taken with the appropriate first aid supplies.

DENTAL EMERGENCIES

In the event of a dental emergency, YWCA Childcare staff will respond in the following manner:
- **Toothache**

- Rinse the mouth with warm water to clean it out. Place a cold compress or ice wrapped in a cloth on the outside of the cheek. Call and go to the dentist as soon as possible. Do NOT use heat or place aspirin on the tooth or gum tissue.

- **Broken Tooth**
  - Rinse the mouth with warm water to clean the area. Place a cold compress on the face to reduce swelling. Call and go to the dentist as soon as possible. If possible, bring the broken tooth fragment with you to the dentist**.**
- **Knocked-Out Tooth**
  - If it is a baby tooth, call the dentist as soon as possible. Do NOT attempt to put a baby tooth back in the socket. If it is a permanent tooth, rinse it gently in cool water. Do NOT scrub it or clean it with soap. If possible, put the tooth back in the socket and hold it there with clean gauze or a washcloth. If the tooth cannot be put back in the socket, place the tooth in a clean glass with milk, saliva, or water. Take the tooth and go to the dentist immediately.
- **Objects Wedged Between Teeth**
  - Try to remove the object with dental floss, guiding the floss carefully to avoid cutting the gums. If using floss does not work, call the dentist. Do NOT try to remove the object with a sharp or pointed object.
- **Possible Fractured Jaw**
  - Apply a cold compress to control swelling. Go immediately to the emergency room at a local hospital. Head injuries can be life threatening.
- **Bitten Lip or Tongue**
  - Clean the area gently with a cloth and apply direct pressure to the bleeding area. If swelling is present, apply a cold compress. If bleeding does not stop, go to a hospital emergency room immediately.

COMMUNICABLE DISEASE EXPOSURE

In the event there has been exposure to any communicable diseases (Chicken Pox, Fifth Disease, Head Lice, etc.) at YWCA childcare, a notice will be prepared for each family and posted at the parent information area. These notices will inform the parent/guardian of the exposure and what signs to look for if your child comes down with the disease.

CHILD LEAVES THE GROUP SPACE

Children are expected to stay within the program facility and other established boundaries. Should a child be considering leaving those facility boundaries, the following procedures will be in place:

- Staff members will encourage the child to stay where it is safe.
- Should the child leave the building, one staff member will always keep that child in direct vision. To protect the child, staff will not chase or pursue the child.
- A second staff member will notify the police department who will assist with assuring the child stays safe and is returned to the appropriate environment.

ACCESS POLICY

The YWCA is responsible for ensuring the safety of children at the center and preventing harm by being proactive and diligent in supervising not only the children, but other people present at the facility.

- Any person in the center who is not an owner, staff member, substitute, or subcontracted staff or volunteer who has had a record check and approval to be involved with childcare **shall not** have **"unrestricted access"** to children for whom that person is not the parent, guardian, or custodian, nor be counted in the staff to child ratio.

"Unrestricted access" means that a person has contact with a child alone or is directly responsible for childcare.

- Persons who do not have unrestricted access will always be under the direct "supervision" and "monitoring" of a paid staff member and will not be allowed to assume any childcare responsibilities. The primary responsibility of the supervision and monitoring will be assumed by the Director unless he/she delegates it to another staff member.

"Supervision" means to oversee an individual engaged with children in an activity or task and ensure that they perform it correctly.

"Monitoring" means to oversee ensuring proper conduct of others.

- Center staff will approach anyone who is on the property of the center without their knowledge to ask their purpose. If staff are unsure about the reason, they will contact their On-Site Supervisor or other management staff to get approval for the person to be on site. If it becomes a dangerous situation, staff will follow the **"intruder in the center"** procedures. Non-agency persons who are on the property for other reasons such as maintenance, repairs, etc. will be monitored by paid staff and will not be allowed to interact with the children on the premises.
- A sex offender who has been convicted of a sex offense against a minor (even if the sex offender is the parent, guardian, or custodian) who is required to register with the Iowa sex offender registry (Iowa Code 692A):
    - Shall not operate, manage, be employed by, or act as a contractor or volunteer at the childcare center.
    - Shall not be on the property of the childcare center without the written permission of the center director, except for the time reasonably necessary to transport the offender's own minor child or ward to and from the center.
    - The center director is not obligated to provide written permission and must consult with their DHS licensing consultant first.
    - If written permission is granted it shall include the conditions under which the sex offender may be present, including:
        - The precise location in the center where the sex offender may be present.
        - The reason for the sex offender's presence at the facility.
        - The duration of the sex offender's presence.
    - Description of how the center staff will supervise the sex offender to ensure that the sex offender is not left alone with a child.
    - The written permission shall be signed and dated by the director and sex offender and kept on file for review by the center licensing consultant.

CUSTODY AGREEMENTS

The YWCA is committed to ensuring the safety of each child attending the YWCA childcare program. If there is someone you **do not want** to pick up your child or has legally restricted access to your child, we need to know. We must have the information **in writing** in your file. A copy of the custody/court orders must be included with your intake packet, if such an agreement affects your child's release from the program. **In compliance with the current laws of the state of Iowa, all parents or guardians will have equal and open access to their child(ren), until legal documents indicating otherwise are received.**

PARENT VISITATION POLICY

YWCA Childcare programs have an Open Visitation Policy for parents. We encourage parents/legal guardians of children attending YWCA childcare programs to visit their child(ren) at any time and need not announce their visits in advance. Should you wish to observe your child in a particular activity or join us for a field trip, our staff will be pleased to assist you in scheduling a visit. You may also contact your child by calling the YWCA at 319-234-7589, or the site-specific cell phone numbers listed in the site contacts at the end of this handbook. The site cell phones are intended for emergency calls only – we ask for your assistance in keeping the lines open and available for emergency use.

PROGRAM POLICIES

In accordance with School District Policies, and in consideration of YWCA continued efforts to create a safe child environment, YWCA Childcare programs do not allow for the use of cell phones by children/participants. Each YWCA childcare site is equipped with a cell phone for parental access and emergency use. Parents, please be certain you have the childcare cell phone number for the site your child attends. During business hours, messages to each site can also be left with the YWCA Front Desk staff at (319) 234-7589.

MEALS AND SNACKS

- If not supplied by the school the child attends, a nutritious breakfast and afternoon snack are provided to each child at no additional cost. **Breakfast will be served at all YWCA Child Care sites from 7:30 – 8:00 AM, unless there is a school breakfast program already in place.** Weekly menus will be posted in the parent information area for your review**. If your child has any food allergies, please notify the staff.** The YWCA will make

accommodations for any child that wishes to bring a meal or a snack from home, as required by state regulations.

TOYS FROM HOME

- YWCA childcare participants shall not bring toys from home. Toys from home are often sources of conflict between children and may result in the toy being broken, lost or stolen. We supply our programs with developmentally appropriate equipment to meet the needs of the children. If a toy from home gives your child a sense of security, please speak to the Childcare Department about bringing the toy to the program. The YWCA is **not** responsible for any toys that are broken, lost, or stolen.

BITING

- Proactively understanding the developmental stages of children in our care, and their individual needs, can prevent biting behaviors. Centers should first respond proactively by providing caring relationships and supportive environments that prevent challenging behaviors. Supportive, nurturing and responsive relationships between caregivers and the children in care are critical. Also essential to prevent biting is developmentally appropriate environments, including schedules, activities, routines, and transitions.
- When a biting incident occurs, the child who was bitten will be immediately cared for and shown concern and support. The child with the challenging behavior will be taught in a caring and firm way that the behavior is not acceptable, as well as alternative behaviors. The center will also examine the needs of the child, including potential changes to the environment and routines, to prevent future incidents. If a child is provided with developmentally appropriate and individualized care in a purposefully planned environment, discharging a child is needed only in rare, extreme situations.
- The YWCA will provide confidential reports to parents of involved children. The YWCA may utilize **"Incident Report**" and **"Injury Report"** forms.
- Incidents will be documented to assist the staff with identifying patterns and preventing future incidents through changing the environment and intentional teaching strategies. A confidential copy of the incident report will be maintained in child's file, and a confidential behavior chart would be useful if the biting is not an isolated incident. Further analysis of the environment is even more important if multiple children are exhibiting challenging behaviors.
- When informing parents that their child has been bitten or bit another child, YWCA Child Care staff will maintain the confidentiality of the other child (NAEYC, 2005).

NAPPING PROCEDURES

All preschool children will be given the opportunity to nap. This opportunity will include the following:

- Individually labeled cots/rest mats
- Cots will be sanitized with a 2% bleach solution or another approved germicidal agent daily.
- Individual blankets/sheets will be provided (children are allowed/encouraged to bring one from home). Each bedding item should be labeled with a child's name and used only by that child.
- Blankets will be washed at least once a week and additionally as necessary (ex: if a child has an accident).
- After napping, the blanket shall be placed in a plastic bag, labeled with the specific child's name and shall only be used for that individual child. This plastic bag will be stored with the individually labeled cots/rest mats.

The following naptime procedures will be followed:

- Each child will be asked to lie quietly at the beginning of rest time.
- Lights will be dimmed, but not completely dark.
- Quiet soothing music may be played. No radio – cd's or cassette music only.
- Children who are still awake after 20–30 minutes may leave their cot or rest mat and choose a quiet activity, such as reading, puzzles, or coloring.
- No napping child will be allowed to sleep longer than 2 hours – unless by a written directive from the parent.

DISCIPLINE

YWCA childcare staff focus on positives. Praise, encouragement and positive role modeling will be used whenever and as much as possible. However, there will be occasions when behaviors of a disruptive, dangerous, or disrespectful nature must be addressed. During those times, the following procedures will be followed:

- The YWCA childcare staff, whenever possible, shall use the following techniques: explain to a child why the behavior is not acceptable and suggest alternatives that assist the child to engage in activities and/or interactions in a more positive manner

- Only when behavior must be stopped immediately, because of potential danger to the child, or another child, may a staff person physically hold the child until the child gains control of himself/herself.
- When a child is removed from the situation in which he or she is misbehaving, the "time out" shall be supervised and shall not be longer than (10) minutes.
- Repeated misbehaviors or those of a more serious nature may result in the loss of privileges.
- Behavioral Guidance methods shall not be detrimental to the health or emotional needs of the child and shall never include food or restroom privileges.
- Measures that unduly frighten or demean the child shall not be used to guide behavior.
- Mechanical restraints or devices or medication shall not be used.
- Corporal punishment is prohibited. This includes shaking, spanking, punching, hitting, pinching, slapping, twisting, jerking, kicking, hitting with instruments, pulling hair or strangling.

We encourage you, as the parent, to communicate with the staff on suggestions for positive behavioral guidance for your child(ren) in ways that you feel are most effective.

CELL PHONES

Children may not use cell phones during YWCA childcare. If a child uses or attempts to use one, staff may hold it until it can be returned to the parent or guardian at the end of the program day.

SMOKING/VAPING

In accordance with the State of Iowa Smoke-Free Air Act, the YWCA and all childcare program locations are smoke-free environments. Smoking, the use of tobacco products, and the use of electronic smoking devices (including vapes and cigarettes) are strictly prohibited on YWCA property, within program facilities, and during all YWCA-sponsored activities. This policy applies to all participants, families, staff, volunteers, and visitors. Any violation of this policy will be addressed in accordance with applicable school district smoking policies and procedures. The YWCA reserves the right to use director discretion when determining appropriate consequences, as certain situations may require additional or more immediate action to ensure the safety and well-being of children, families, and staff.

SCHOOL SUSPENSION AND THIRD-PARTY PROGRAMS

Children who are suspended from school **are not** permitted to attend Y's Kids childcare during the duration of their suspension. While Y's Kids is a separate program, it operates within school facilities and is considered a third-party program. School districts maintain authority over campus access, and a student who has been suspended is not allowed on school grounds for any reason during the suspension period. Allowing attendance during this time would violate school policy and may result in additional disciplinary action for the student.

Because enrollment secures your child's space in the program, families remain responsible for full payment during any period of suspension. This ensures your child's spot is held and available upon their return.

APPEALS AND GRIEVANCES

It is the hope that all issues and concerns can be resolved through communication between parents and childcare On Site Supervisors, Assistant Childcare Director and YWCA Childcare Director. The Childcare Department is available to schedule a conference to discuss concerns and issues regarding a family's participation in the YWCA's childcare programs.

Should a parent/guardian have a complaint that is not resolved after discussion with YWCA Childcare staff and/or administration, they may file an appeal by completing the following process:

1. The parent should immediately contact the Childcare Director and request a conference to discuss the complaint. The Childcare Director will schedule the conference to take place within three (3) working days of the parent contact. The Childcare Director will communicate a written response, with supporting reasons, to the parent/guardian within two (2) working days of the conference.
2. If the parent is not satisfied with the outcome of the meeting and the Childcare Director's response, she/he may submit a written grievance to Childcare Director. This should be a concise statement of facts upon which the complaint is based. It should include specific reference to the policies, procedures or practices which have allegedly been misinterpreted, misapplied, or violated. It must be dated and signed by the parent/guardian.

This written complaint must be sent to the Childcare Director, with a copy to the Executive Director, within five (5) working days of the conference. The Childcare Director must communicate her/his written response, with supporting reasons, to the parent and Executive Director within three (3) working days.

3. If the parent is not satisfied with the Childcare Director's response, a written grievance may be sent to the Executive Director, with a copy to the Childcare Director. This grievance must include all previous and pertinent documentation to date and any decisions rendered. The grievance to the Executive Director must be filed within five (5) working days of the response of the Department Director.
4. Within three (3) working days the Executive Director and the parent/guardian should meet to discuss the grievance. The Executive Director must communicate a written response, with supporting reasons, to the parent within two (2) working days of the conference.
5. **The Executive Director's decision is final.**

If the grievance is in relation to the Purchase of Service Agreement, the parent/guardian will be referred to the District Office of the Department of Human Services. The name and address of the YWCA's DHS licensing consultant is:

Becky Frost
Iowa Department of Human Services
1407 Independence Ave.
Waterloo, Iowa 50703 (319) 292-2429

SITE & CONTACT APPENDIX

District	Site	Phone	Program area
Cedar Falls	Hansen	319-610-5712	Cafeteria
	Lincoln	319-610-5910	Cafeteria
	North Cedar	319-296-5788	Cafeteria
Waterloo	Cunningham	319-610-0997	Gymnasium
	Highland	319-610-5913	Gymnasium/Commons
	Irving	319-610-5841	Gymnasium
	Kingsley	319-610-5907	Gymnasium/Commons
	Kittrell	319-610-5908	Commons and 4th/5th Grade Pods
	Lincoln	319-296-5786	Gymnasium/Commons
	Lou Henry	319-610-5914	Cafeteria
Waterloo	Lowell	319-296-5789	Gymnasium/Commons

Contact	Details	
YWCA Black Hawk County	425 Lafayette St., Waterloo, IA 50701	319-234-7589
	www.ywcabhc.org	ywca@ywcabhc.org
Childcare Director: Sherry Davenport	sdavenport@ywcabhc.org	319-610-5843
Assistant Childcare Director: Shannon Clark	sclark@ywcabhc.org	319-239-9329

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