



# **YWCA Childcare Parent Handbook**

## **Y's Kids/Summer Daze**

- **The YWCA of Black Hawk County Mission**

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

### **GOALS**

1. To provide a comprehensive program based on the fundamental factors of child development in physical, social and emotional growth.
2. To provide positive adult role models that encourage participants toward constructive character development through activities and examples. The YWCA is a participating member in Character Counts! Program.
3. To be a leader in the field of inclusive childcare; to include all children in YWCA Childcare experiences.
4. To increase each child's awareness and development of his/her personal potential.
5. To increase each child's awareness and appreciation of her/his culture or heritage and to value the diversity of our community.
6. To continually strive for best practices that are a benefit to the children and families served.
7. To serve as an advocate for each child's right to a happy, healthy childhood.

## **Y's Kids Phone #'s and Sites**

### **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 & 4<sup>th</sup> & 5<sup>th</sup> Grade Pods

Lincoln 319-296-5786 Gymnasium/Commons

Lou Henry 319-610-5914 Cafeteria

Lowell 319-296-5789 Gymnasium/Commons

**In the event no one answers, please contact one of the following people below:**

**Sherry Davenport, *Childcare Director*** 319-610-5843

**Abby Adams, *Assistant Childcare Director*** 319-296-5790

**Shannon Clark, *Assistant Childcare Director*** 319-239-9329

**Please contact Sherry Davenport, Childcare Director at 319-234-7589 or [sdavenport@ywcabhc.org](mailto:sdavenport@ywcabhc.org) for any questions or concerns.**

**Payments can be accepted by cash, check, or card at the YWCA Front Desk or online.  
425 Lafayette St.  
Waterloo, IA 50701**

**You may also send a check via mail or autopay through your bank. You would set that up with them as a personal check to be mailed to the YWCA.**

**Payments can be made over the phone if there is a card on file.**

**You may pay as far ahead as you wish. Billing will pull from this credit.**

## **RESPECT 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 or abusive 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.

## **YWCA POSITIVE ENVIRONMENT FOR ALL POLICY**

To help ensure a positive experience for everyone participating in YWCA programs, offensive, aggressive and/or negative behavior or language will not be tolerated. Unacceptable behavior is cause for dismissal from the YWCA and its programs. In such cases, membership and program fees are non-refundable. The YWCA is a “swear free” environment and swearing or the use of abusive or offensive language will not be tolerated and can be cause for dismissal from the YWCA.

## **CLOSING TIME**

YWCA Childcare programs end at **6:00 PM** and parents pay fees for services up until that time. However, parents whose children remain past **6:00 PM** must pay the following overtime fees:

- **1 – 15 minutes over time, \$15.00 per child.**
- **Each additional 1-15 minutes, \$15.00 per child.**

**For example: If a child gets picked up at 6:20 PM, the late pickup fee would be \$30.00.**

**Childcare services may be withdrawn if three overtime charges occur.**

**\*\*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 6:30pm the YWCA staff must contact the police to come and pick up the child(ren). The Department of Human Services will also be contacted. \*\***

**It is the clock at the program location that will be used to determine if a late fee applies. YWCA Financial Aid is not applied to late pick-up fees.**

## **PARENT INFORMATION AREA**

The YWCA childcare program will provide a display area where updated parent and program information is available for you to read to keep current on program happenings. Flyers and information regarding other special YWCA events, including opportunities for childcare on scheduled days off from school, will be located by the sign-in/out area for your convenience. Please look for these items daily as they will keep you informed of the events and activities your child is involved in.

Please look at the parent information area closely for information regarding changes to the school day schedule, Playdays, and how register for YWCA play day activities.

## **YWCA CHILDCARE AND CELL PHONES**

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.

If a child has/attempts to use a cell phone while at a YWCA childcare program, it may be held by a YWCA staff member until the end of the program day when it will be returned to the parent/guardian.

### **DAILY SIGN IN AND SIGN OUT**

Upon arrival, parents are **required** to sign their child in and bring their child to the designated morning staff. Upon departure, parents are required to pick up their child and sign their child out. **For the protection of your child please sign in or out by writing your full name and time signed in and out.** If someone else is to pick up your child, please make sure the person has been documented as an authorized pick-up individual, or be sure you provide the staff with written notice of who will be picking up your child. Anyone not familiar with the childcare staff will be asked to show proper identification before your child is released. To ensure your child's safety, no one under the age of 16 (including siblings) can be listed as an emergency contact person or be able to sign your child in or out of Childcare. **Failure to follow any of these important safety procedures may result in the termination of childcare services.**

### **MEALS/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 Y's Kids staff about bringing the toy to the program. The YWCA is **not** responsible for any toys that are broken, lost, or stolen.

### **SUNSCREEN**

YWCA childcare participants may be spending a portion of each day outdoors. If you would like your child to apply sunscreen before these activities, please be sure to send it with your child. A medication release form must be completed for YWCA staff to assist with applying the sunscreen to a child.

### **PHOTOGRAPHS**

No outside agency or individual will be allowed to photograph your child without parental consent.

### **CUSTODY/VISITATION 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/visitation/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.**

### **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 number listed on page 2. 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.

### **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.**

1. 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.**

2. 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.

3. 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.
4. 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):
  - a. Shall not operate, manage, be employed by, or act as a contractor or volunteer at the childcare center.
  - b. 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.
    - i. The center director is not obligated to provide written permission and must consult with their DHS licensing consultant first.
    - ii. If written permission is granted it shall include the conditions under which the sex offender may be present, including:
      1. The precise location in the center where the sex offender may be present.
      2. The reason for the sex offender’s presence at the facility.
      3. The duration of the sex offender’s presence.
      4. Description of how the center staff will supervise the sex offender to ensure that the sex offender is not left alone with a child.
      5. 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.

### **FIELD TRIP / TRANSPORTATION POLICY**

YWCA Child Care 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. Parents must complete a form upon registration to grant permission for participation in field trips. 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 or EPI) 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.

## **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 Assistant Childcare Director and may include the Childcare Director at your request. Parents are welcome to observe the program at anytime and are also welcome to participate.

It is also 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.

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

## **POLICY AND PROCEDURE FOR MAINTAINING CHILD CONFIDENTIALITY**

A parent/guardian may arrange with the Staff to see his/her child's file at any time. A parent/guardian may add information to their child's file at any time. When your child leaves the YWCA childcare program, you may **request in writing** a copy of your child's records to be transferred to you or another agency. There is a small copying fee of 15 cents per page.

All the information on your child's registration forms, as well as any other information added to your child's file during his/her enrollment at the YWCA, shall be considered privileged and confidential. This information will be accessible only to appropriate YWCA staff. Personnel from the State of Iowa Childcare Licensing Unit, and /or Health Department will also have access to the files for licensing purposes and shall maintain the confidentiality of individual records. If an outside agency should request information from your child's file, it will be released only after a Release of Information Form has been signed and dated by the parent/guardian(s). A record of all such releases will be kept in your child's file.

## **ENROLLMENT FORMS**

**ALL ENROLLMENT FORMS MUST BE COMPLETED FULLY AND TURNED IN AT THE TIME OF REGISTRATION. NO EXCEPTIONS!**

Please complete the Childcare Information Form carefully and thoroughly. All areas of the form must be complete. This includes Doctor, Dentist, and Hospital names & numbers, and all releases signed.

For the continued safety of your child, it is crucial that this information remains current. Any changes in address, phone numbers, etc., must be given to the staff immediately. You may also want to add additional information to the form such as the names, addresses and phone numbers of 2 or 3 other individuals that you are willing to have pick up your child.

**Enrollment forms must be completed and registration fees submitted by noon TWO DAYS before care is scheduled to begin. The Front Desk staff will confirm a start date with you.**

## **FEES AND PAYMENT POLICY**

**All program fee payments must be made by the Thursday BEFORE the week that your child is to attend. DHS co-pays are due on the Thursday of the week that you receive your bill.**

Payments can be made at the YWCA Front Desk at 425 Lafayette Street, Waterloo, IA 50703 or a check can be mailed by you or your bank as a personal check. Please include the children(s) name(s) on the memo line.

## **PRICE FOR Y'S KIDS AND SUMMER DAZE**

Please see the website for the Fee Chart or request a copy at the YWCA Front Desk

Payments **will not** be accepted at any of our school sites but may be accepted over the phone if you have a card on file or online through our childcare portal.

**See page. 2 for more information on payments.**

## **YWCA CHILDCARE SCHOLARSHIP OR FINANCIAL ASSISTANCE**

YWCA Financial Assistance for Childcare is limited and is allocated on a first-come, first-served basis. Earlier approval for a different program, such as Y's Kids, Playdays, Summer Daze, Swimming Lessons, etc., does not automatically transfer or infer that assistance will be approved. Application for Financial Assistance must be made specifically for Y's Kids Childcare or specifically for Summer Daze childcare. YWCA Financial Assistance is **never** retroactive. If approved, assistance becomes effective on the date of application. Please contact the YWCA Front Desk at 319-234-7589 for more information.

## **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.

## **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**. **\*DO NOT MAKE THIS PAYMENT TO THE CHILDCARE STAFF.** \* 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 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 that childcare tuition is due weekly on Thursdays. If an account becomes four (4) weeks past due, the YWCA reserves the right to automatically charge the credit card on file for the outstanding balance. Any remaining balance owed at the conclusion of the enrolled program may also be charged to the card on file.

## **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. However, the YWCA must have written authorization from the funding source before service may begin. 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 less the 3 days, you will be given 2 options:

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

This policy refers to general schedules and is not meant to include non-attendance due to illness or other unpredictable situations. **THE YWCA WILL NOT ACCEPT PART TIME ENROLLMENTS.** **If a family with alternative funding uses the program for less than the required 3 days a week attendance, their enrollment may be terminated and the spot given to a full-time user of the services.**

## **CHILDCARE SERVICES WILL BE SUSPENDED ON ANY ACCOUNT THAT IS TWO WEEKS BEHIND.**

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
- One week Y's Kids tuition paid in advance
- Re-enrollment is dependent upon space availability at the program location.

Parents are responsible for paying for time reserved, not actual time used. Fees are not pro-rated for absences (except in the case of extended absences due to serious illness which require authorization from 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 the week bills are distributed. YWCA suspension of childcare service practices (see information below regarding Past Due Childcare accounts) also apply to DHS co-pay bills which are more than 2 weeks behind.

Reduced pricing is available for YWCA Childcare based on household income and size of family. If you think you might qualify, please ask for a Financial Aid application at the YWCA Front Desk.

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 YWCA Financial Assistance, as that represents a higher level of saving.

### **WITHDRAWING A CHILD FROM CHILDCARE SERVICES**

We understand that hospitalizations, lay-offs and other emergency situations do occur. If you must withdraw your child for a certain period of time, you must notify the YWCA Childcare Director. **There is no guarantee that there will be a childcare opening available at any future date.**

### **REFUNDS**

Weeks that include scheduled days off from school will be pro-rated.

**There are NO FEE REDUCTIONS for absences, sick days, weather delays, or cancellations, or Holidays (excluding scheduled days off school, such as Spring Break, Christmas Break, etc.)**

- YWCA Join Fees 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.
- 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 such as swimming lessons, or gymnastics. 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 every second week. It may take up to two weeks for a refund check to be issued.

### **PLAYDAYS**

The YWCA is pleased to offer childcare opportunities on most scheduled days off school from 6:30 AM to 6:00 PM. Pre-registration is required.

**Fees for Playdays are as follows: \$50.00 for members and \$82.00 for non-members.** Your child will not be considered registered until payment is received. Space is limited, as our Playdays are staffed according to how many kids are signed up. A participant that is **NOT** registered in advance will not be allowed to participate in a Playday event. Walk-ins **are not** accepted.

### **Alternate Funding Sources (DHS, Promise Jobs, etc.)**

The YWCA participates in DHS childcare contracts, JPTA, and other alternative funding sources; however, the YWCA must have written authorization from the funding source before any childcare services may begin.

All children attending the Playdays will be provided breakfast and lunch. It is always okay for the child to bring their own breakfast and a sack lunch/beverage.

Swimsuits and towels will also be needed for any child wanting to swim during a Playday. The YWCA does not provide swimsuits to Playday participants.

**Registrations for Playdays** begin on the first business day of the month before scheduled Playdays, RE: Registration for September will begin August 1, Registration for October will begin September 1, etc.

### **Playday Cancellation Policy**

Parents are responsible for paying for Playday childcare services registered for and thus RESERVED, not days or time used.

Cancellation of **each** registered Playday received **five (5) business days** before the date of **each** registered Playday will receive a 50% refund of the Playday fee. This 50% refund may be applied to your child's account or payment requested (check will be sent within fifteen (15) business days minus a \$5 check processing fee).

There will be **no refunds** for any Playday cancellation received less than five (5) business days in advance of **each** Playday registered for.

Families utilizing Alternate Funding Sources to participate in Playday childcare services who do not cancel Playday services 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**.

All parents – 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.)

**All** discussions regarding extenuating circumstances related to your child's registration and attendance in Playday childcare services must be via telephone or in person. No other forms of communication (email, voicemail, text, messages) will be accepted.

### **ILLNESS/EXCLUSION POLICY**

Children in group childcare settings often become ill. It is not uncommon for children to have 8 – 10 illnesses a year. The illness of children in childcare is a difficult problem for staff and parents. It is inconvenient for both the parent who must leave work or school and for the staff trying to care for the child at the center. Parents are strongly encouraged to arrange back-up childcare for those inevitable days when their child will be too ill to participate in YWCA childcare.

When your child becomes ill in our program, we will remove him/her from the activity of the group and create a comfortable space for him/her to rest. Should your child be in extreme discomfort and can no longer function in a group setting, we will contact you to pick your child up immediately. Should we be unable to reach you, we will contact the emergency numbers listed on your registration form.

The following are guidelines for exclusion from the program:

1. A temperature above 101
2. One or more episodes of vomiting
3. One or more episodes of diarrhea
4. Obvious symptoms of a communicable illness such as chickenpox, head lice, ringworm, or conjunctivitis (pink eye)
5. Severe nasal and chest congestion and a cough that interferes with activities
6. 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.

### **SCHOOL SUSPENSION & THIRD-PARTY PROGRAM POLICY**

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.**

### **DENTAL EMERGENCY**

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**

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.

### **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 Childcare office at 319-234-7589.

1. **All parents are responsible for paying for time RESERVED, not time used. Fees are not pro-rated for absences except for extended absences due to serious illness.** Refunds will not be made for absences or vacation. Extended illness with physician's verification will be credited to your account.
2. **Absences** – in event of illness or other absences such as scouts, 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.
3. YWCA Y's Kids is not a "drop in" childcare service. If a child misses 3 consecutive scheduled attendance days with no communication from the family, efforts will be made to contact the parents. If no communication is received, childcare services may be suspended or discontinued. Re-enrollment at a later

date is dependant upon program space availability and requires 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.

### **HEALTH AND SAFETY**

The YWCA childcare program is continuously monitored for health and safety standards. To prevent illnesses of children and staff, we engage in the following recommended childcare hygiene practices:

1. Children and staff will practice good hand washing, especially after using the restroom and before eating and serving meals or snacks.
2. Tables are sprayed with a sanitizing solution before and after breakfasts, lunches and snacks are served.
3. 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. The YWCA childcare supports and includes as regularly as possible activities and information directed towards increasing children and their families' knowledge and understanding of healthy exercise and nutrition choices.

### **EMERGENCY CARE PROCEDURES**

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.

Whenever an injury (small bumps, scrapes, etc.) occurs during the day and first aid is administered to your child, an injury report form is filled out. The injury report form includes the time of the incident, details, and first aid used. The parents will be shown the form, at which time the parents are asked to read and sign. A copy of the injury report form is made available to the parents.

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.

### **DISTRIBUTION OF MEDICATION**

1. Medicine may be dispensed during YWCA childcare programs. Parents **must** turn in a medication release form along with the original medicine bottle, which states the doctor's orders concerning dosages and time.
2. **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.
3. Children **may not** be in possession of any medication. Medicines must be directly handed to the staff by the parent/guardian.
4. Medication release forms need to be filled out with the child's name, dosages, times, days taken, and parent/guardians' signature.
5. Medication will be stored in a locked Medication box or refrigerator following label directions and inaccessible to children.

6. All unused medication shall be returned to parent or flushed with at least one witness if not picked up within one week following the termination of the order.

### **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.

### **PROCEDURE IF A CHILD LEAVES THE GROUP SPACE**

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

- a. Staff members will encourage the child to stay where it is safe.
- b. 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.
- c. 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.

### **BITING POLICY**

1. Biting is a very common behavior among young children. It is important to think positively of children who bite. Biting is a form of communication, as biting is almost always a response to the child's needs not being met or coping with a challenge or stressor. If we label children as 'biters,' we will harm children's self-perceptions and intensify biting behaviors (Zero to Three, 2010)

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.

2. A responsive caregiver can begin to anticipate when a bite might occur. The "Zero to Three" resource and other resources on observing and recording behavior can assist you. When observing signs that a child might be on the verge of biting, the caregiver may be able to act immediately and prevent the biting behavior.

3. Children bite to fulfill a need or cope with a challenge (Zero to Three, 2010). Rather than focusing on the child as needing ‘discipline,’ it is the center’s responsibility to observe the child and determine the child’s needs that are not being met. This can be done through assessing (Hunter& Hemmeter, 2009).
4. 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.
5. The YWCA will provide confidential reports to parents of involved children. The YWCA may utilize “Incident Report” and “Injury Report” forms.

In addition to notification of specific incidents, parents may benefit from general information about biting. The Zero to Three resource referenced in this document may be useful.

6. 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.
7. 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).

### **YWCA NAPPING/SLEEPING PROCEDURES**

**Premise “All preschool age children will be given the opportunity to nap/rest while in attendance at Y’s Kids”**

#### **Procedures**

1. All children will be given the opportunity to nap. This opportunity will include the following:
  - a. Individually labeled cots/rest mats
  - b. Cots will be sanitized with a 2% bleach solution or another approved germicidal agent daily.
  - c. 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.
  - d. Blankets will be washed at least once a week and additionally as necessary (ex: if a child has an accident).
  - e. 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.
2. The following naptime procedures will be followed:
  - a. Each child will be asked to lie quietly at the beginning of rest time.
  - b. Lights will be dimmed, but not completely dark.
  - c. Quiet soothing music may be played. No radio – cd’s or cassette music only.
  - d. If after 20-30 minutes any individual child is not napping, they will be given the option of getting up from their cot/rest mat and allowed to sit quietly at a table with quiet activities such as books, puzzles, or coloring.
  - e. No napping child will be allowed to sleep longer than 2 hours – unless by a written directive from the parent.

### **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 Reporter’s 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.

### **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, other people listed as emergency contacts will be called. **It is the parents' responsibility to keep all emergency information current.**

### **CHILDREN'S RIGHTS**

Children have the right:

1. To be cared for in a safe, nurturing environment.
2. To use all the equipment and space on an equal basis.
3. To have their ideas and feelings respected.
4. To have discipline that is fair, consistent, equal and respectful of them.
5. To have knowledgeable, well trained staff members that care about them, enjoy being with them, and are focused on positive development.
6. To have fun and develop to their greatest potential.

### **CHILDREN'S RESPONSIBILITIES**

Child-centered responsibilities are:

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

### **PARENTS' RIGHTS**

Parents have the right:

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

### **PARENTS' RESPONSIBILITIES**

Parents' responsibilities are:

1. To notify the YWCA if their child will not attend.
2. To notify the YWCA in writing when another authorized person is picking up their child.
3. To inform staff if the child has been exposed to a communicable illness.
4. To pay fees on time.
5. To keep the child's records up to date with changes in phone numbers and emergency information.
6. To sign their child in/out each day; to pick up their child before the 6:00pm closing time.
7. 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.

### **DISCIPLINE POLICIES**

**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:

1. 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
2. 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.
3. 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.
4. Repeated misbehaviors or those of a more serious nature may result in the loss of privileges.
5. Behavioral Guidance methods shall not be detrimental to the health or emotional needs of the child and shall never include food or restroom privileges.
6. Measures that unduly frighten or demean the child shall not be used to guide behavior.
7. Mechanical restraints or devices or medication shall not be used.
8. 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.**

### **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.**

- 1 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.
2. 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:**

- a. 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.
- b. 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 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.
- c. When the severity of a problem is great enough that it could endanger the safety of your child(ren) or the other children in the program, termination may be immediate.
- d. Threats will not be tolerated. Any child engaging in threatening actions or words may be removed from the program immediately.
- e. For major infractions of safety policies or program rules a temporary suspension of services may be enacted. 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.

**POLICY AND PROCEDURE FOR HANDLING 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**

**Weather Related Delays & Closings**

The YWCA provides service to three school districts-Waterloo and Cedar Falls. Please watch and listen carefully to announcements relating to **your** school district.

**The YWCA will post delays and closings on the KWWL website, Facebook, and on the YWCA phone message.**