



Licensed Child Care Services

2011-2012 Parent Handbook

YMCA OF GREATER CLEVELAND MISSION STATEMENT

Welcome to YMCA child care! For the times you can't be there yourself, we support your efforts to nurture your child's healthy development. YMCA child care programs provide safe, nurturing, high-quality care so you can have peace of mind while you work or go to school.

Quality matters. YMCA child care programs are designed to meet the needs of each child by providing experiences that enhance their social, emotional, cognitive and physical development. A well-trained and experienced staff creates teaching strategies that provide meaningful early learning experiences.

The purpose of this handbook is to give you, as the parent or guardian, an overview of our program policies and procedures. Please feel free to contact your Area Child Care Director with any questions or concerns you may have.

Our Mission:

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

Develop the total person- spirit, mind and body - through character development programs that build strong kids, strong families and strong communities.

Caring, honesty, respect and responsibility are the foundational values of all YMCA programs and services.

YMCA LICENSED CHILD CARE MISSION STATEMENT

In keeping with the YMCA's mission, YMCA Licensed Child Care will provide care and services dedicated to the support and empowerment of children and their families.



ACTING AS ADVOCATES WE PUT CHILDREN FIRST!

CHILD CARE ADMINISTRATION POLICIES AND PROCEDURES

LICENSING INFORMATION STATEMENT

The facility is licensed to operate legally by the Ohio Department of Job and Family Services. The license is posted in a conspicuous place for review. The licensing inspection reports and complaint investigation reports for the current licensing period are posted in a conspicuous place in the facility for review.

TOLL-FREE COMPLAINT NUMBER

A toll-free telephone number is listed on the facility's license and may be used to report a suspected violation of the licensing law or administrative rules. The licensing law and rules governing child care are available for review at the facility upon request.

ABUSE REPORTING REQUIREMENT

The administrator and each employee of the facility is required, under section 2151.421 of the Ohio Revised Code, ORC to report their suspicions of child abuse or child neglect to the local public children services agency. A child care staff member shall not abuse or neglect children and shall protect children from abuse and neglect while in the center's care.

PARENT ACCESS STATEMENT

Any parent, custodian, or guardian of a child enrolled in the facility shall be permitted unlimited access to the facility during all hours of operation for the purpose of contacting their children, evaluating the care provided by the facility, or evaluating the premises. Upon entering the premises, the parent, or guardian shall notify the Administrator of his/her presence.

PARENT ROSTER STATEMENT

Rosters of the names and telephone numbers of the parents or guardians of the children attending the facility are available upon request. The parent roster will not include the name or telephone number of any parent who requests that his/her name or telephone number not be included.

LICENSING RECORD STATEMENT

The licensing record including compliance report forms, complaint investigation reports, and evaluation forms from the building and fire departments are available for review upon request from the Ohio Department of Job and Family Services. The department's website is: <http://jfs.ohio.gov/cdc>.

DISCRIMINATION STATEMENT

It is unlawful for the facility to discriminate against the enrollment of children upon the basis of race, color, religion, sex, or national origin, or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq.

YMCA CHILD CARE PROGRAM INFORMATION

GOALS AND PURPOSES OF CENTER

The goals of the YMCA Child Care programs are:

1. To support and strengthen the family unit;
2. To help each child grow personally and develop to their full potential;
3. To deliver program opportunities in a positive environment of safety, support and nurturing care

CHILD CARE STAFF

All of our child care staff meet or exceed minimum Ohio Department of Job and Family Services licensing requirements. All staff attend on-going training sessions that focus on curriculum content and implementation, communication, positive discipline techniques, observations and assessments, developmental indicators and content standards. Staff maintain certifications in First Aid, Communicable Disease Recognition, CPR and Child Abuse Prevention. With such extensive training, our staff helps children to grow physically, intellectually, socially and emotionally.

CHILD CARE STAFF-TO-CHILD RATIO

The nature of the activity notwithstanding, at least one child care staff member shall, at all times, be caring for:

Age group	Staff-to-child ratio	Maximum group size
3 years – 5 years	1:12	24
Eligible to be in Kindergarten – 12 years	1:18	36

GROUP SIZE

During the day, each staff person will be responsible for one small group and all their activities. These small groups will not exceed the maximum group size noted above for each age group.

In the event that children of varying age ranges are mixed in one group, the group size will fall under the youngest child grouping. Each small group will be assigned a room or designated area of a room as a home base even though the group may move to a number of areas in the center for daily activities.

DAILY ROUTINE

Parents need to let caregivers know when there have been disruptions in the home schedule caused by illness, lack of sleep or other matters. Consistent routines are comforting; they give children a sense of continuity and feeling of safety and trust.

If your school or working hours are irregular, keeping arrival and departure times as consistent as possible will help to promote a stable routine for your child. We ask that you drop off your child no later than 9:00am as this is the start of our curriculum based program. When you arrive, please walk with your child to his/her classroom (or designated area), put personal belongings away and take your child to their classroom to sign them in for the day. A kiss, hug and friendly good-bye are important to start the day off on a positive note for both you and your child. If your child is experiencing separation anxiety, the teachers and staff will be happy to help provide ideas and suggestions to make your departure easier.

SAMPLE DAILY SCHEDULES

Full Day Preschool Program

Time	Activity
7:00-8:00am	Arrival, health check, child choice activities in classroom
8:00-8:15am	Transition time, clean up and wash hands

8:15-8:45am	Breakfast
8:45-9:00am	Clean up song and transition
9:00-9:15am	Circle time (songs/finger plays, calendar/weather, discuss plans for the day)
9:15-9:45am	Self-selected, individual and small group activities in science, mathematics, block building, language arts, dramatic play, water and sand play, creative art, spatial concepts and small motor development.
9:45-10:00am	Transition time, bathroom and wash hands
10:00-10:45am	Outdoor play
10:45-11:15am	Music activity
11:15-11:45am	Learning centers
11:45-Noon	Clean up, restrooms, preparation for lunch and wash hands
12:00-12:30pm	Lunch
12:30-1:00pm	Story time
1:00-3:00pm	Nap time, quiet one-on-one
3:00-3:15pm	Awakening, toileting/diapering, wash hands, preparation for snack
3:15-3:30pm	Snack
3:30-4:30pm	Self-selected, individual and small group activities in science, mathematics, block building, language arts, dramatic play, water and sand play, creative art, spatial concepts, small motor development and music.
4:30-5:15pm	Outdoor play, including games, group activities, large and small motor activities, (or indoors in inclement weather)
5:15-6:00pm	Free Play and preparation for departure

Part Day Preschool Morning Program

Time	Activity
9:00-9:30am	Arrival, attendance, circle time
9:30-10:00am	Gross Motor
10:00-11:00am	Centers, individual and small group activities, snack
11:00-11:30 am	Music, Literacy, Recall

Part Day Preschool Afternoon Program

Time	Activity
12:30-1:00pm	Arrival, attendance, circle time
1:00-1:30pm	Gross Motor
1:30-2:30pm	Centers, individual and small group activities, snack
2:30-3:00pm	Music, Literacy
3:00-3:30pm	Recall

Before and After School Program

Time	Activity
6:30 or 7:00-8:00am	Arrival, child choice center activities, wash hands, snack, clean-up
8:00-8:45am	Indoor gross motor activities
8:45-9:00am	Clean-up/prepare for day
3:00-3:40pm	Arrival, wash hands, snack
3:40-4:00pm	Homework, quiet centers/table top activities
4:00-4:45pm	Outdoor play/indoor gross motor
4:45-5:30pm	Curriculum activities (art/craft, science, math, literacy, health and wellness)
5:30-6:00 or 6:30pm	Child choice activities, clean up (parents arrive)

Full Day School Age Program

Time	Activity
6:30 or 7:00-8:30am	Arrival, health check, child choice activities in classroom
8:30-8:45am	Transition time, clean up and wash hands
8:45-9:15am	Breakfast
9:15-9:25am	Clean up and transition
9:25-10:00am	Self-selected, individual and small group activities in science, mathematics, block building, language arts, dramatic play, creative art, spatial concepts and small motor development.
10:00-10:15am	Transition time, bathroom and wash hands
10:15-11:00am	Outdoor play
11:00-11:45am	Structured curriculum activity (art/craft, science, literacy, character development, etc.)
11:45am-12:00pm	Clean up, restrooms, preparation for lunch and wash hands
12:00-12:30pm	Lunch
12:30-1:00pm	Quiet centers/table top activities
1:00-1:30pm	Indoor gross motor activities
1:30-3:00pm	Swimming (if applicable), field trip excursion or structured curriculum activity

	(art/craft, science, literacy, character development, etc.)
3:00-3:15pm	Transition, restrooms and wash hands
3:15-3:30pm	Snack
3:30-4:30pm	Self-selected, individual and small group activities in science, mathematics, block building, language arts, dramatic play, water and sand play, creative art, spatial concepts, small motor development and music.
4:30-5:15pm	Outdoor play, including games, group activities, large and small motor activities
5:15-6:00 or 6:30pm	Free Play and preparation for departure

REGISTRATION AND FINANCIAL POLICIES

REGISTRATION PROCESS

Parents must complete a YMCA Child Care Registration/Draft Information form and pay a non-refundable/non-transferable annual membership fee of \$25 per family for those not currently a YMCA member and an annual \$5.00 child care registration fee. Your child will not be considered enrolled in a program until the registration and/or membership fee (where applicable) is paid and all required paperwork is completed.

Registration and all applicable fees must be sent to the Payment Registrar Office at least one week before your child first day of the program.

By mail to: YMCA of Greater Cleveland Payment Registrar, 2200 Prospect Avenue, Suite 900 Cleveland, Ohio 44115

By fax to: 216-344-0571

By email to: childcarereg@clevelandymca.org

ENROLLMENT PROCESS

Once the registration form is received in the Payment Registrar's Office and a space is deemed available, an enrollment packet must be completed and submitted to the designated Child Care Director at least one week before your child's first day in the program. Enrollment packets are available online at www.clevelandymca.org or can be picked up from the Child Care Director at the designated branch location. The required program enrollment forms are listed below.

Preschool Programs

- ODJFS Child Enrollment and Health Information Form (3 pages)
- Child Medical Statement
- Child Medical/Physical Care Plan (if applicable)
- Request for Administration of Medication (if applicable)
- Family Enrollment Form (3 pages)
- Parent Statement of Understanding
- YMCA of Greater Cleveland Child Care Permission Form
- Ohio Child and Adult Care Food Program Income Eligibility Application
- Child and Adult Care Food Program Enrollment Form

Before and After School Programs

- ODJFS Child Enrollment and Health Information Form (3 pages)
- Child Medical/Physical Care Plan (if applicable)
- Request for Administration of Medication (if applicable)
- Parent Statement of Understanding
- YMCA of Greater Cleveland Child Care Permission Form
- Ohio Child and Adult Care Food Program Income Eligibility Application (if applicable in your area)
- Child and Adult Care Food Program Enrollment Form (if applicable in your area)

PAYMENT PROCESS

All payments are due one week prior to each week of care. Child care payments are made either by payment in full or pre-authorized checking account or credit card draft. Drafts will be completed on Mondays, one week prior to each week of care.

Voucher co-payments will be drafted on the first service date noted on each voucher. If the child's first day of attendance is after this date the voucher and co-payments are due one week prior to the child attending the program. County voucher participants must attend all days registered to avoid any absences reported to the County.

Your child care payments will not fluctuate and refunds will not be given for school days off/closings, vacations, illness, other occasional absences or suspensions from the program.

Attendance slots will be Part-time or Full-time only. Part-time is 1-3 days per week and full-time is 4-5 days per week. You may permanently change from Part-time to Full-time and vice-versa if program space is available. However, it will not be allowable for you to switch to/from PT to/from FT from week to week, month to month, etc. Days of attendance must remain stable. For safety purposes it is imperative that our staff know when your child will attend the program. This is most effective with a regular, predictable schedule.

Families without access to a checking account or credit card may mail payment in the form of money order only to YMCA of Greater Cleveland Payment Registrar, 2200 Prospect Avenue, Suite 900 Cleveland, Ohio 44115

Payments are not accepted at the child care program locations. This allows for staff to focus on engagement with the children during program hours.

If you have a flex spending account send an email to the Payment Registrar's office (PRO) at childcarereg@clevelandy.org requesting to have receipts sent automatically. We will send the receipts to the email on file on a weekly basis. You can also provide the PRO with the flex spending account number and the account can be debited automatically.

NON SUFFICIENT FUNDS

Account holder is responsible for all other collection costs. It is the parent/guardians responsibility to notify the Payment Registrars Office if your bank or credit card information changes (i.e. credit card expiration date, closed account or new account number, etc)

- Returned checks or EFT drafts may be collected electronically by a third party organization and will be assessed a minimum fee of **\$30** (or the maximum allowed by state law).
- Declined credit card drafts will be assessed a **\$30** non-sufficient funds fee.

PERMANENT OR VOLUNTARY WITHDRAWAL FROM THE PROGRAM

- A written notice must be submitted to the Payment Registrar's office two weeks prior to a child's withdrawal from a from a YMCA child care program.
- No refunds will be issued for failure to give the required two weeks notification.
- Re-enrollment in the program is contingent on all account balances paid in full and space availability in the program.
- Does not allot for individual weeks for vacation, etc.

TERMINATION OF SERVICES

- All balances are required to be paid prior to your child's week of attendance in the program. Failure to do so will result in termination of services.
- If child care services are suspended due to a delinquent account no refunds will be issued and your child will not be allowed to enroll in any other YMCA program.

TAX INFORMATION

- In January, the PRO will automatically email a letter to you indicating your total expenses. We will include everything you need for tax purposes. If you do not receive your statement by 1/25/12, please call our office at 216-263-6860. YMCA Tax ID #34-071-4728.

ADDITIONAL FEES THAT MAY BE ADDED

- Payments received after 5:00 PM on the scheduled due dates will be charged a **\$25** late fee per family.
- A **late fee of \$10 per 15 minute, per child** will be charged for children picked up past the designated center closing time.
- If a parent does not report their child absent for that day, they will be charged a **\$10 fee per occurrence**.
- No refunds or credits will be granted for absences.
- Failure to pick up the ill child within one hour will result in a **\$10 fee** for every fifteen minutes exceeding 60 minutes.

SUPERVISION POLICIES

SUPERVISION PLAN

With written permission from the parent or guardian, school age children may be permitted off the premises for specific activities.

This written form must be kept on file and include: the child's name, the child's destination, arrangements for transportation to and from the activity, time of arrival and departure, program starting and ending times, time period for which permission is given and parent/guardian's signature and date.

With written permission from the parent or guardian, school age children may participate in specific activities conducted in the building sponsored by other groups. This written form must be kept on file and include: the child's name, the nature of activity, location in the building, arrangements for going to and from the activity, starting and ending times of the activity and time period for which permission is given and parent/guardian's signature and date.

In the event that a school child must leave the designated child care room or group to use the restroom facilities, either a staff member accompanies the child to and from the restroom or the child may use the restroom singly as long as they are within hearing and visual distance of the child care staff member. No child shall be left alone or unsupervised at any time.

A staff member will take attendance each day at the time of children's arrival and departure; this ensures a child's presence at the site each day.

Children enrolled in a YMCA child care program may only play with other YMCA child care enrollees during program operating hours to ensure the safety of all involved.

ABSENCES/REGULAR ATTENDANCE

For school age child care, school year enrollees, the school district does not notify us of daily absences, therefore we depend on your notification to ensure the safety of your child, for all children enrolled in any YMCA Child Care program, and a parent must notify the staff of any absences. If you do not report your child absent for that day, you will be charged a **\$10.00 fee per occurrence**. No refunds or credits will be granted for absences.

Call your site if any of these apply. Check the local information page for whom and where to call if these situations arise.

- Your child is ill and will not be attending.
- There will be a late drop off/early pickup of your child that day.
- Your child will be absent due to a vacation.
- Your child is participating in other extracurricular activities.
- Your child has been suspended or detained at school.

Regular attendance at the program site is important so that children receive the full benefit of the program. When possible, we encourage your child's regular attendance to help to promote a stable routine.

CHILD TRACKING POLICY

If you fail to notify the site of your child's absence, the staff will initiate the necessary procedures to locate your child:

- Call school office to see if parent called child in sick.
- Call parent at home or office.
- Call emergency contact people.
- Call police department to notify them of a missing child as well as to request that they patrol near your home.

Tracking a missing child takes staff time and resources from the program and other children at the site, therefore, repeated failure to notify the program staff of your child's absence may result in your child being dismissed from the program.

RELEASE OF CHILD

The YMCA child care programs are open Monday through Friday until 6:00pm (designated locations may remain open until 6:30pm; see local page for specific hours of operation) Parents are responsible for signing their children in and out daily at the program site. All children must be escorted to and from their classroom (or gym/outdoor area) and left in or taken from the care of a teacher. For the safety of your child, only you, or the persons you designate in writing, may pick up your child from the child care site. A photo ID may be requested at any time in order to release your child. It is the parent, guardian or authorized pick-up's responsibility to always carry a photo ID when picking up a child. This policy is to ensure the safety of your child. A **late fee of \$10 per 15 minute, per child** will be charged for children picked up past the designated center closing time. Repeated occurrences of late pickup (more than 3 times in a calendar year) may result in the child being dismissed from the program.

DIVORCE/SEPARATION

If there is a custody problem that affects the care given to your child, the YMCA is legally bound to abide by the wishes of the parent with legal custody. A copy of the most recent court order showing custody must be provided and retained in the child's file. Release of the child will be guided by the court document. Without a court document, the YMCA will not accept the responsibility of deciding which parent has legal custody. If there is a concern about a possible problem, a written agreement will be required. It will be signed by both parents and it will delineate who can pick up the child and when.

RELEASE TO SOMEONE OTHER THAN PARENT/LEGAL GUARDIAN

The following conditions must be met.

- The person is authorized on the enrollment form OR
- A written or telephoned authorization is received from the parent prior to the release of the child AND that individual authorized will be required to present photo ID
- Verification of the identity of anybody that is not known to the child care staff will be required (Picture ID).

- Failure to provide photo ID when requested will result in the non-release of your child.
- The YMCA requires that those who are authorized to pick up a child must be 16 years of age or older. Those who are between the ages of 16 and 18 need written permission from the child's parent or guardian in order for the child to be released to them.

If these conditions are NOT met, and then the following will occur:

- The child will be released to another authorized adult OR
- The staff will notify law enforcement officials and/or Child Protective Services.
- Repeated occurrences will result in care being discontinued for that child.

Special Circumstances will occur if:

- The parent/adult is suspected of being "under the influence" of alcohol or other mood altering substances.
- The parent/adult is abusive or threatening to child or staff.

Then: the child care staff will notify their immediate supervisor and may also contact the law enforcement officials and/or Child Protective Services.

SCHOOL DELAY OR CANCEL

In the event that school is delayed during child care hours, child care staff will remain with the children on site until the revised school hours begin. If school is canceled during child care hours parents will be contacted to come pick up their child. If the parent or guardian can not be reached, the child's authorized emergency contacts will be called.

BEHAVIOR MANAGEMENT POLICIES

PHILOSOPHY

The YMCA strives to provide a positive learning environment and successful experience for all children in our care. It is our goal to create an environment accepting of all children through on-going staff training and age-appropriate curriculum. We believe these steps help to ensure the reduction and prevention of behavior problems. The basis of our behavior management philosophy is to provide a safe environment for the development of spirit, mind, and body for both our children and their families.

If behavioral issues occur, our philosophy is to assist children, through the use of positive discipline techniques, in learning the YMCA core values and conflict resolution while taking responsibility for their choices. We choose to address behavior issues in a way that supports children in learning more appropriate behaviors, while engaging parents and outside agencies as needed.

Positive Discipline Strategies:

1. **Setting Limits:** Program rules and expectations are defined in a clear, concise and consistent manner based on a child's development level.
2. **Modeling:** Staff acts as positive role models for children through modeling appropriate actions and behaviors based on program rules and expectations.
3. **Positive Attention:** Certain inappropriate behaviors are exhibited by children in order to receive attention. Our goal is to provide significant positive attention, thus decreasing the focus on the inappropriate behavior.
4. **Redirection:** Staff attempts to engage the child in an appropriate activity.
5. **One-on-One Discussion:** Staff discusses the inappropriate behavior and consequences with the child while sharing alternate solutions.
6. **Cool Down Time:** Child is separated from the group or activity providing the opportunity to calm down and think through the situation. Child may return to

group when the negative behavior ceases while adhering to the guideline of one minute of cool down time for each year of age.

If the techniques described above do not significantly decrease the inappropriate behavior, the following procedures will be put into place:

1. Behavior will be observed and documented, on YMCA behavior form by staff, including steps taken to change or improve the behavior (behavior report form filled out by staff and signed by parent with copy on file and to the parent).
2. Parents will be required to participate in a conference to determine a plan of action to address the behavior. This plan of action must be adhered to by all parties involved and may include agreement of parents to work with services from an outside agency including school resources.
3. Plan of action will be reviewed weekly and modified as needed.
4. If unacceptable behavior persists, the parent(s) may be asked to keep the child home for a 1 to 3 day suspension. There are no refunds of fees if your child is suspended from the child care program.
5. After the above steps have been taken, if unacceptable behavior persists, causing a health or safety risk, the child will be withdrawn from the program.

If your child is in special education or receives special services during the regular school day, the YMCA requires a copy of his/her Individual Education Plan (IEP) or similar document for inclusion in the child's file. Having this plan will allow our staff to coordinate services and provide the best possible care for your child.

Expulsion

Our staff is committed to working with all children and their parents to improve any behavioral difficulties we may encounter in a positive, nurturing manner. However, if the behavior exhibited poses a health or safety risk for that child, other children, parents or staff, the YMCA reserves the right to expel any child from programming immediately without following the disciplinary steps listed above. At our discretion, we may consider a child for reapplication into a YMCA licensed program on a probationary basis providing that the parent/guardian can show professional counseling or behavior modification techniques have been successfully implemented. There will be no refunds issued (including registration fees) when a child is suspended or expelled from a child care program.

Outside Services

Based on the individual needs of the children and families in our program, YMCA may require families to sign up for services with one or more of the community resource agencies we utilize on a regular basis. The goal of this process is to provide technical assistance in dealing with physical, emotional or behavioral issues as needed, enabling us to provide a higher level of care while working as a unified team. These services may include health, developmental screenings, classroom observations and child assessments. If recommended services are refused by the parent or guardian, continued enrollment in the program shall be determined by the YMCA Executive Director of Child Care Services.

In all cases, the specifications of ODJFS licensing rule 5101:2-12-22 (Child Guidance and Management) of the Administrative Code apply to all employees of the center.

DAMAGE TO PROPERTY

Responsible use of equipment and supplies is expected of all participants. Parents/guardians of children willfully damaging equipment or destroying property will be held responsible for replacement.

PERSONAL ITEMS

Toys or personal items from home should not be brought to the program site unless instructed by the staff (i.e. naptime pillow, blanket, etc.). Please identify items such as coats, hats, etc. with your child's name. A minimum of one additional outfit including a shirt, shorts or pants, socks and underpants should be kept in the preschool classroom. Soiled clothes will be placed in a sealed plastic bag to be taken home at the end of the day. Our programs are structured to utilize the equipment at the YMCA. Toys or items brought from home tend to distract children from the activities provided. The Center will not assume responsibility for the loss or destruction of any personal items brought to the child care program.

CODE OF CONDUCT FOR PARENTS, GUARDIANS AND AUTHORIZED PICK-UP REPRESENTATIVES

The YMCA of Greater Cleveland as an organization is committed to the principles of caring, respect for others, personal responsibility, integrity and honesty. All program participants are expected to reflect these values in their personal conduct toward staff and other program participants.

The YMCA of Greater Cleveland retains the right to deny access, or suspend or cancel a program participant when a parent/guardian or authorized pick-up's conduct is determined to endanger the safety of others or interfere with another participant's enjoyment and reasonable use of YMCA child care facilities.

Grounds for Suspension or Termination

The YMCA of Greater Cleveland does not tolerate inappropriate, threatening or harassing behavior including but not limited to:

- Use of profanity
- Destruction of property
- Theft
- Being in possession or under the influence of alcohol or drugs
- Sexual misconduct
- Disorderly conduct
- Physical fights
- Verbal or other forms of harassment
- Any behavior that is determined to be unacceptable by the YMCA, and detrimental to those who we serve

Such conduct will be grounds for the immediate suspension or termination of services or pick-up authorization. No refund of program fees will be issued.

YMCA STAFF AND VOLUNTEER CODE OF CONDUCT

1. In order to protect YMCA staff, volunteers, and program participants – it is generally advised that during a YMCA program a staff/volunteer person should not be alone with a single child where they cannot be observed by others. As staff/volunteer supervise children, they should space themselves in a way that other staff/volunteer can see them.
2. Staff/Volunteer shall never leave a child unsupervised.
3. Restroom supervision: Staff/volunteer will make sure the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Staff/volunteer will stand in the doorway while children are using the restroom. This policy allows privacy for the children and protection for the staff/volunteer (not being alone with a child). If staff/volunteer is assisting younger children, doors to the facility must remain open. Similar guidelines should be observed when public restrooms are used during field trips.
4. Private activities such as diapering, putting on bathing suits, taking showers, etc. should be conducted or supervised by staff/volunteers who are working pairs. When

this is not feasible, staff/volunteer should be positioned so that they are visible to others.

5. Staff/Volunteer shall not abuse children including:
 - a. Physical abuse – strike, spank, shake, slap;
 - b. Verbal abuse – humiliate, degrade, threaten;
 - c. Sexual abuse – inappropriate touch or verbal exchange;
 - d. Mental abuse – shaming, withholding love, cruelty;
 - e. Neglect – withholding food, water, basic care, etc.Any type of abuse will not be tolerated and may be cause for immediate dismissal.
6. Staff/Volunteer must use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism. Staff/Volunteer will have age appropriate expectations and set-up guidelines and environments that minimize the need for discipline. Physical restraint is used only in pre-determined situations (necessary to protect the child or other children from harm), is only administered in a prescribed manner and must be documented in writing.
7. Staff/Volunteer will conduct a health check of each child, each day, as they enter the program, noting any fever, bumps, bruises, burns, etc. Questions or comments will be addressed to the parent (when they pick-up the child or drop the child off) or child (that day) in a non-threatening way. Any questionable marks or responses will be documented.
8. Staff/Volunteer will respond to children with respect and consideration and treat all children equally regardless of sex, race, religion, culture, disability, etc.
9. Staff/Volunteer will respect children’s rights to not be touched in ways that make them feel uncomfortable, and their right to say no. Other than diapering, children should not be touched.
10. Staff/Volunteer will refrain from intimate displays of affection towards others in the presence of children, parents, and staff/volunteers.
11. While the YMCA does not discriminate against an individual’s lifestyle, it does require that they will, in the performance of their job, abide by the standards of conduct set forth by the YMCA.
12. Staff/Volunteer must appear clean, neat, and appropriately attired.
13. Using, possessing, or being under the influence of alcohol or illegal drugs during work hours is prohibited.
14. Smoking or use of chewing tobacco in the presence of children or parents during work hours is prohibited.
15. Profanity, inappropriate jokes, sharing intimate details of one’s personal life, and any kind of harassment in the presence of children or parents is prohibited.
16. Staff/Volunteer must be free of physical and psychological conditions that might adversely affect children’s physical or mental health. If in doubt, an expert should be consulted.
17. Staff/Volunteer will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity.
18. Staff/Volunteer is prohibited from meeting outside the YMCA with children they have met in YMCA programs. This includes baby-sitting, sleepovers, and inviting children to your home. Any exceptions require a written explanation before the fact and are subject to administrator approval.
19. Staff/Volunteer is not to transport children in their own vehicles.
20. Staff/Volunteer may not date program participants under the age of 18 years of age.
21. Under no circumstances should staff/volunteer release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file with the YMCA).
22. Staff/Volunteer are required to read and sign all policies related to identifying, documenting, and reporting child abuse, and to attend trainings on the subject as instructed by a supervisor.

DANGEROUS WEAPONS AND THREATS POLICY

The YMCA is committed to providing its patrons with a safe and secure environment in which to enjoy the YMCA's amenities. In accordance with that purpose, the Dangerous Weapons and Threats Policy is intended to establish clear and consistent procedures to protect the volunteers, employees, parents/guardians and children from threats or violence on YMCA program premises.

The policy of the YMCA of Greater Cleveland is that no weapons or threats of weapon use will be tolerated on any premises where YMCA of Greater Cleveland Child Care programs are being conducted. Premises include YMCA branches, schools, parking lots and other buildings or sites where Licensed Child Care programming occurs. This policy applies to YMCA employees and volunteers, children enrolled in the program, and the parents/guardians or authorized pick-ups of these children.

Any YMCA staff member who becomes aware of the presence of such a weapon or the stated threat of the use of a weapon at the site is required by this policy to take immediate and appropriate action based on the assessed level of the threat of danger. These actions are described in the procedures section below.

Failure by an employee or volunteer to take such actions when they become aware of weapons or threats of weapon use on YMCA program premises will result in disciplinary action by the YMCA.

Procedures

No threat, report of weapons, or rumor of pending violence shall be ignored, whether made to a YMCA staff member or to a child within the program.

When a YMCA staff member becomes aware of such a threat, report, rumor, or actual discovery of a weapon on the YMCA Child Care program site, the staff member must take appropriate action dependent on the level of seriousness indicated below.

Immediate Emergency - situations where a weapon has been seen, used, or is being displayed in a threatening manner at the site.

1. The YMCA staff person who is in charge and present at the site at that time will immediately call the local police department via 9-1-1 if it is possible to do so.
2. If possible, separate and remove the remaining children to another room, to the hallway, behind desks or tables or evacuate the building for their safety.

Emergency – situations where verbal threats are made about bringing a weapon to the site, reports from other staff or children that someone may have a weapon at the site, or serious verbal threats of violence are made although non-weapon related.

1. The subject will be separated from the other children and seated next to a YMCA staff person. The subject should not be allowed to have access to his/her backpack, purse or other personal containers. This procedure enables the subject to be observed by other staff present.
2. A YMCA staff person will immediately contact a parent/guardian and ask him/her to come to the site at once. Parent/guardian will be informed that the local police department will be notified of the situation.
3. The YMCA staff person on site will page his/her supervisor, and will also contact the school.
4. The local police will be contacted via the administrative telephone number posted at the site, and an officer will be requested to respond. Contact the police regardless of whether the parent gives permission.

NOTE: If the subject in this situation is an adult, the staff person should instead take these steps:

1. Attempt to separate the adult from the children. Staff should not place themselves in jeopardy to accomplish this.
2. The staff person will contact the local police via the administrative telephone number posted at the site, and an officer will be requested to respond.
3. The YMCA staff person on site will page his/her supervisor.

Non-Emergency - situations where non-weapon related verbal threats are made.

1. Local police may be contacted if needed. This decision on whether the police will be contacted will be made by the YMCA site supervisor jointly with the Child Care Director who must be paged and consulted as soon as the situation occurs.

If the decision is made not to contact the police, the Child Care Director will make the appropriate disposition of the situation, document the situation, and notify the parent/guardian of the situation.

2. The site supervisor may decide that the child who reportedly made the threat should be separated from the other children on site at the time, and supervised closely by a staff member until the parent or guardian comes to the site to pick the child up.

In all Emergency situations, YMCA staff is requested to obtain statements from the person reporting the threat, the person receiving the report, and any witnesses. The YMCA staff person should include a statement of whether serious public inconvenience or alarm was caused.

Follow-up

In any of the situations listed above, the site supervisor present at the time must document fully the circumstances and steps taken to address the incident. The Area Child Care Director and/or Operations Director of YMCA Child Care will then conduct an administrative review of the case. This review will include consideration of witness statements, police input and other relevant information. Based on the review, an appropriate consequence will be identified and implemented for the subject involved.

- For a child enrolled in the program, consequences will range from behavioral incident reports to expulsion from the program.
- For a parent or guardian involved in such a situation, consequences will be determined after consultation with legal counsel.
- For a YMCA staff person involved in such a situation, consequences will include disciplinary action up to and including employment termination.

After an Immediate Emergency situation is resolved, the Child Care Operations Director will secure appropriately trained experts from the YMCA's contracted employee assistance program (EAP), to meet with the staff assigned to the site in order to provide them debriefing and counseling services.

OTHER PROGRAM POLICIES AND PROCEDURES

PARENT PARTICIPATION POLICY

Each parent may contact the Child Care Operations Director, Area Child Care Director, Site Administrator, or a child care staff member, when assistance is needed with problems or concerns related to our program. You can check the Parent Information Center Bulletin Board located at the site or the parent information table for information about the program. Please make sure you read the information board on a regular basis. You are also welcome to take the opportunity to discuss your child's needs and progress with the site staff. Times and days that the Site Administrator is available to meet are posted at the site on the

parent information board. The following are some examples of activities that provide parents with on-going opportunities to participate in our programs:

Newsletters, Holiday Programs, Open Houses, Fund Raisers,
Volunteer Parent Groups, Parent Meetings, Bulletin Boards

ILLNESSES

If your child is ill, you must report this to your Site Administrator so that we can notify other parents that their child may have come in contact with a communicable disease. School-age children who become ill during regular school hours are not the responsibility of the YMCA and may not be brought to the site for care. If a child becomes ill while at the YMCA child care program the staff will follow the procedures listed below.

- A staff member will observe all children entering their group and notify the parent or guardian of any signs and/or symptoms listed on the communicable disease chart posted at the site.
- A child who is suspected of having a communicable disease will be isolated at the site and will be supervised by a staff member at all times within sight and hearing of an adult. Parent/Guardian will be notified to pick up the child and must do so within one hour (to reduce the possibility of spreading illness to other children). Failure to pick up the ill child within one hour will result in a **\$10.00 fee** for every fifteen minutes exceeding 60 minutes.
- We may refuse to allow a child to attend the Center if they are unwell and we feel it necessary.
- If a child is not infectious, but unwell and needing one to one care, they will need to be at home. Children, who require medication to mask symptoms of illness that would otherwise require exclusion from care, should also remain at home. In addition, the YMCA reserves the right to use their discretion in excluding a child from care if a child is not able to participate in usual daily activities.
- The child will be readmitted to the Center after an illness with a physician's written verification that the child is free from communicable disease or a child must be symptom free for a minimum of 24 hours before they may reenter the program.
- Parents of other children in the Center will be notified of exposure to a communicable disease by written verification from the child care staff within the next day of center operation.
- Any employee displaying signs or symptoms of a communicable disease will not attend the center until free of communicable disease.

If your child displays any of the following symptoms they will be isolated and sent home:

- Diarrhea, three or more abnormally loose stools within 24 hr. period
- Severe coughing, causing child to become red or blue in the face or make a whooping sound
- Difficult or rapid breathing
- Yellow skin or eyes
- Redness of the eye, or eyelid, thick and purulent (pus) discharge, matted eyelashes, burning, itching or eye pain
- 100 degree (or higher) temperature (taken by axillary's method) when in combination of any other sign or symptom
- If your child's temperature reaches 103 degrees when taken by the axillary's method (under the arm) or 104 degrees when taken orally at any time before you arrive, Emergency Medical Services (EMS) will be called to assess the situation and transport your child to the nearest hospital as needed.
- Untreated infected skin patches, unusual spots or rashes
- Dark urine and/or gray or white stool
- Lice, scabies, or other parasites
- Vomiting more than one time or when accompanied by any other sign or symptom.
- Stiff neck with an elevated temperature.
- Sore throat or difficulty in swallowing

- Minor cold symptoms
- Not feeling well enough to participate in program activities
- Temporary exclusions are designed to prevent the spread of disease and enable children to obtain the care and attention they need while ill.

MEDICATION

The YMCA will administer over the counter medication, prescription medication, vitamins, modified diets, or fluoride supplements upon the return of a completed form "Request for Administration of Medication by Child Day Care Personnel". Before any prescription substances are administered to the child, written instructions on the administration of such substances must be obtained from the physician or dentist or a prescription label attached to the container. Any prescribed medication to be administered by our staff must be in the original container provided by the pharmacy with the proper label indicating the name of the child and the physician, the name of the medication, exact dosage, and how the dosage is to be administered.

Inhaler Policy

- If a parent/guardian requests that their school-age child carry and administer their own inhaler a Medical/Physical Care Plan and Request for Administration of Medication Form must be completed.
- The decision will be made between the parent/guardian and the Area Child Care Director, if the child is capable of accepting responsibility for the medication. The child will be required to:
 1. Immediately notify staff if their medication is taken. Staff will log the dispensation on the Administration of Medication form and notify the parent/guardian upon pick-up.
 2. Keep in a safe place and not allow other children to use.
 3. Should the child abuse the privilege of possessing their medication at any time for any reason, permission will be revoked by the YMCA. The parent/guardian will then be required to grant center staff permission to administer the medication.

INCIDENT/INJURY REPORTING

An incident/injury report shall be completed on the JFS 01299 "Incident and Injury Report" form by the child care staff member in charge when the following occur:

- An illness, accident or injury which requires first aid treatment
- A bump or blow to the child's head
- Emergency transporting
- An unusual or unexpected event which jeopardizes the safety of children or staff, such as a child leaving the center unattended.

The completed report shall be given on the day of the incident/injury to the parent/guardian or person picking up the child from the center. In situations requiring emergency transportation, the incident/injury report shall be available at the center for the parent/guardian within at least twenty-four hours following the incident/injury.

EMERGENCY/ACCIDENT PROCEDURES

The Center will take the following action in case of a serious incident, injury or illness:

1. YMCA staff will give appropriate first aid immediately.
2. If it is determined that a physician's care is needed, the parent will be notified immediately.
3. If the parent or other designated persons on the emergency contact list are unavailable, the child will be taken to the nearest hospital for treatment via an emergency vehicle at the parents' expense.
4. When away from the local area, children will be transported by the local emergency squad to the nearest available hospital at the parents' expense.

The Center will take the following action in the event of a natural disaster such as a fire/flood:

1. A staff member sounds the alarm (fire).
2. A staff member gets the attendance book and checks all rooms and bathrooms for children.
3. Staff member signals evacuation route to be taken
4. A head count will be conducted at this time
5. Children walk quickly and quietly in an orderly manner away from the building. One adult must be in front and in the rear as children evacuate the building.
6. A staff member notifies the fire department
7. All staff members remain calm

The Center will take the following action in the event of a natural disaster such as a tornado or severe weather:

1. A staff member signals when a storm warning is issued, gets the attendance book and conducts a head count.
2. Staff member checks all rooms and bathrooms for children and gets radio and emergency lighting.
3. Children walk quickly and quietly in an orderly manner to designated area. Children should kneel on floor facing southwest wall (away from stairs, bookcases, windows, doors, radiators, or load bearing walls) in a squatting position with arms folded over head for protection.
4. Staff will keep a radio station tuned in, and have a flashlight available for emergency lighting.

The Center will take the following action in the event of a natural disaster such as loss of power, heat, or water:

1. A staff member gets the attendance book, emergency lighting, and checks all rooms and bathrooms for children.
2. A head count will be conducted and children will walk quickly and quietly in an orderly manner to designated area.
3. The parent/guardian will be notified that they must pick up their child.
4. If the parent or guardian is unavailable, the other designated persons on the emergency contact list will be called.
5. Staff will remain at the center until all children have been released to an authorized adult.

In the event of any emergency, YMCA staff shall ensure that no child shall be left alone or unsupervised for any reason. Staff will conduct head counts of the children and reference attendance records to ensure that all children have been accounted for.

All staff has immediate access at all times to a working non-coin telephone within the building used by the site. The site conducts a fire drill at varying times each month. A record of the fire drills conducted is available at the site for review. In addition, the site has a fire emergency and weather alert plan posted in each room used by the child care program which explains the action to be taken and staff responsibilities in case of fire emergency or weather alerts and diagrams showing evacuation routes.

RESTING/NAPPING

Early Childhood Programs shall provide a quiet space for children to rest, nap or sleep. Sleep is an important component of good health; and in order for young children to get enough of it, some amount of daytime sleep is usually necessary. Naps provide children with much-needed downtime and help to keep them from becoming overtired, a state that may actually make it harder for them to fall asleep at night. The amount of sleep your child needs will vary depending on age, the child and the total amount of sleep he/she gets in a 24 hour period. Each preschool child will have a cot assigned to him/her. We ask that you

provide a small pillow, blanket and soft toy to make naptime comfortable for your child. In the event that your child does not nap, we will make provisions for them to work/play quietly while their classmates sleep. Please feel free to discuss any nap or bedtime concerns with your child's teacher.

TOILET TRAINED REQUIREMENTS

In a YMCA child care program, a child is considered to be toilet trained when he or she initiates going to the bathroom and can adjust clothing necessary to urinate or have a bowel movement. Preschool and school age programs require that the child is toilet trained before they can transition into that group. While we understand that accidents will happen from time to time, children who exhibit urinary or bowel incontinence on a regular basis (weekly or more) are not considered toilet trained. If a child, considered by the parent to be toilet trained, is exhibiting incontinence on a regular basis, a YMCA staff will consult with the parent/guardian and a physician's examination may be required to exclude the possibility of a medical condition. If it is determined that the child is not toilet trained, and there are no underlying medical or physical conditions, the YMCA reserves the right to remove the child from that class or program at our discretion. This policy would not apply to children with physical or developmental delays covered under the ADA.

MEALS/SNACKS

Any child who is in attendance at the site entirely between the hours of eleven a.m. and one-thirty p.m., inclusively, shall be served a meal (lunch) that constitutes one-third of the child's recommended daily dietary allowance as specified by USDA child and adult care food program child care component. The meal shall include, at a minimum, one serving of dairy, one serving of meat or meat alternative, two servings of vegetables and/or fruits (one serving of each is recommended) and one serving of bread or grains. The center will provide storage of food that meets the requirements of Chapter 3732 of the revised code.

The site shall serve each child in attendance for more than four hours up to seven consecutive hours per day a minimum of one nutritious snack during the longest between-meal period. Children in attendance seven to ten consecutive hours shall be provided two snacks and one meal, or two meals (breakfast and lunch) and one snack. A "nutritious snack" means a snack that provides nutritional value in addition to calories and contains at least one food from two of the four basic food groups. Menus will be posted in each classroom for review.

MODIFIED DIETS

Modified diets shall be approved in writing by a licensed physician. When special diets are required for cultural or religious reasons, the center shall obtain written, dated and signed instructions from the child's parent or guardian.

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington D.C. 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

TRANSPORTATION POLICY

- Written permission is needed from the parent for each child transported to and from the site for routine trips, field trips, or special outings, including the child's name, destination, signature, date parent signed, and the date and approximate time frame of the field trip.
- The Center's plan for safety whenever children are transported from the center on field trips, special outings, or routines trips is as follows:
 - A first aid box shall be available on the trip that meets the requirements.

- A person trained in first aid shall be available on each field trip or special outing.
 - Each child on the field trip or special outing shall have identification attached to them containing the site's name, address, and telephone number to contact in the event the child becomes lost.
 - An emergency transportation authorization form and health record is to be taken on all outings.
 - A record listing each child on the trip.
 - At no time will children be left unattended in a vehicle.
 - For all trips, children shall be assigned to specific child care staff members. Staff members shall conduct head counts each time they board a vehicle and at all trip destinations to ensure that all children are accounted for.
 - Swimming pools, wading pools, and other bodies of water two or more feet deep shall be made inaccessible to the children.
- On all trips, an adult employee of eighteen years of age or older will be present to supervise the children in the vehicle. Whenever children are transported by vehicle, a second adult must be present for a combination of seven or more preschoolers and school age children. If only school children are transported and a second staff will be present for every ten or more children in one vehicle, or the driver shall have a means of immediate communication, such as a cellular phone, to summon a second adult.
 - A certified YMCA bus and driver and/or contracted bus service provides transportation for children to and from school and field trips.

BUS RIDING RULES

- Children should wait at the designated place for the bus.
- After the driver has brought the bus to a complete stop students should enter and leave the bus single file in a quiet and orderly manner.
- All children should take a seat immediately, fasten seat belts securely, and stay seated.
- Rough play, loud talking, abusive language, or bothering others is not permitted. Heads, hands and arms are not to be outside the windows, nor should objects be thrown inside or outside the bus.
- Children are not permitted to eat, drink, or chew gum on the bus.
- Children should not open windows without the driver's permission, tamper with the safety devices on the bus, or destroy or deface any portion of the vehicle.
- Failure to comply with any of the above rules on a consistent basis will result in the student being denied transportation and/or being removed from the YMCA Child Care program.

SWIMMING POLICY

- Where swimming is offered as a program component, the following circumstances are met:
 - Swimming sites removed from the center shall be approved and supervised by local authorities. Activities in bodies of water two or more feet in depth shall be supervised by persons who are currently certified as lifeguards or water safety instructors by the "American Red Cross" or an equivalent water safety program. If the lifeguard is a child care staff member, they shall not be counted in the staff/child ratio.
 - Child care staff will accompany children to and from the pool and are present during the swim in order to meet licensing requirements, and child/staff ratios.

- The following steps are taken to insure that each child participating in water activities is safe and parents are aware of the swimming portion of the program:
 - Site shall have the swimming permission slip signed by the parent or guardian before the child shall be permitted to swim or otherwise participate in water play activities. This will indicate whether the child is a non-swimmer or a swimmer and whether or not the child has permission to participate in water activities. In addition, the permission shall contain the child's name and birth date, location of the swimming site and a statement of whether additional adults or child care staff members above the licensing ratio requirements will be provided.
 - Swimming activities shall not be permitted in lakes, rivers, ponds or creeks.
 - For on-site and private pools over two feet in depth, there shall be one lifeguard for every thirty-five children involved in the water activity at any one time.
 - Adults shall be actively supervising children and shall be able to clearly see all parts of the swimming area including the bottom of pools.
 - Child care staff members shall review swimming and/or water safety rules with children each time they participate in water activities.

These rules will at minimum include the following:

- Staff shall have groups of children assigned during all water activities, and shall regularly conduct head counts to ensure each child is safe.
- Children must complete a swimming skills test before swimming in deep water.
- All children must wear proper swim attire. No shorts or cutoffs are permitted.
- All children must shower before entering the pool area.
- No food, drink, or gum is permitted in the locker rooms or pool area.
- All personal items (clothes, shoes, bags, etc.) must be stored inside lockers.
- No running, pushing, or horseplay is permitted in pool, pool deck or locker rooms.
- No diving in the shallow water is permitted.

OUTDOOR PLAY POLICY

Each center shall provide an opportunity for supervised outdoor play each day in suitable weather for any preschool child in attendance for more than four consecutive daylight hours and school age child in attendance for more than two consecutive daylight hours.

- Children will be provided with an opportunity for outdoor play each day the temperature is above 32° and that the child does not lack any appropriate clothing item that would endanger their health and/or safety while outdoors, including but not limited to:
 - Coat
 - Gloves or mittens
 - Boots or other appropriate shoe attire
 - Hat and/or hood of coat
 - Pants or jeans
 - Parents are to be notified in writing at the center that their children will be provided with an opportunity for outdoor play each day, and that appropriate dress attire is required.
- If there are safety issues or inclement weather preventing the use of the designated outdoor play area, alternative indoor gross motor play will be provided and include running, jumping or riding wheel toys. Safety issues would include, but are not limited to:
 - Wind chill factor
 - Ice on or surrounding designated play area
 - Lightning

- Excessive rain or winds that would cause debris to become airborne
- Any severe weather alert that is issued

CHILD PROTECTION POLICY

The YMCA maintains a “Zero Tolerance for Abuse” philosophy. We make an active effort to prevent child abuse including but not limited to:

- Conducting criminal background checks on all staff and volunteers; completing references from past employers, personal acquaintances, military, educational institutions, volunteer organizations, civic groups, character verifications, health and personal activities and involvements.
- Taking allegations or suspicions of child abuse seriously and reporting to the police and state agencies for investigations.
- Structuring and observing programs so that staff and volunteers meet or exceed state licensing standards of adult to child ratio. Conducting periodic formal and informal interviews/evaluations with children and parents regarding day-to-day experiences, encouraging reports of any event out of the ordinary.

To make sure your child remains safe outside of the YMCA supervision and to protect our staff members and volunteers, the YMCA of Greater Cleveland encourages your cooperation in the following areas:

- It is a violation of YMCA policy for a YMCA employee or volunteers to baby-sit, host sleepovers, or spend time one-on-one with your child outside of the YMCA programs. **See enclosed STAFF CODE OF CONDUCT.**
- Please do not leave your child at a YMCA facility, school site or playing field unless YMCA staff members/volunteers are there to receive and supervise your child.
- Talk to your child about the importance of telling you if someone does or says something that makes them feel uncomfortable. Emphasize that adults should not ask them to keep secrets from you.
- Explain to your child that he/she has a basic right to privacy and that no one should touch them inappropriately or compel them to touch someone else inappropriately.
- Instruct your child to always remain a part of the group. Stress safety in numbers.
- Be concerned if your child suddenly becomes withdrawn or balks at attending certain activities or being around a particular person, and seek, gently, to find out why.
- Report any actions by YMCA staff or volunteers, which you deem to be inappropriate to the Area Child Care Director. If you suspect abuse, please call the numbers below immediately.

For more information, please call the YMCA Child Care Administrative Offices at (216) 263-6871 or (216) 263-6870.

UNSCHEDULED SCHOOL CLOSINGS

In the event that school is canceled due to inclement weather or emergency situations within the school system, the YMCA will not refund or issue credits for fees paid. Please refer to your local page for information on school closings. The YMCA reserves the right to cancel programming in the event of inclement weather or emergency situations. If the YMCA cancels child care for that day, a credit will be issued to your child care account. Please watch your local news network for closings.

PROGRAM HOLIDAYS

Generally, program sites will be closed during the holidays noted below:

LABOR DAY
THANKSGIVING DAY & THE DAY AFTER
CHRISTMAS DAY
NEW YEAR'S DAY
MEMORIAL DAY
INDEPENDENCE DAY

Please note that the YMCA may close on additional days not listed above. Please check with your local site for other specific closed days throughout the year.

Out of School Time Care may be provided at designated YMCA locations during winter and spring breaks and select school closings days. Refer to your center's Out of School Time Registration Calendar for scheduled dates of care.

Finally, the majority of sites will have a minimum of a three to seven day period where care will **not** be provided between the last day of school and the first day of full-day care (summer camp) and the last day of summer camp and the first day of school.

This break is utilized to facilitate a safe and smooth transition from the end of the school year to summer care and the end of summer care to the beginning of the school year. In addition, adequate time is required to properly train new and additional summer day camp staff and new school year staff once school is in session in the fall. Schedules vary site-by-site depending upon the availability of the schools and their ability to open their doors before school is in session so that we may prepare our site for the first day of school while meeting all ODJFS licensing requirements.

CHANGE OF ADDRESS AND PHONE NUMBERS

We must be notified within 24 hours of any change in your address or phone number (work and home) as well as changes for all individuals authorized to pick up your child. It is extremely important to your child's safety and well being that the Site Administrator and program staff are informed of such changes. The YMCA assumes no responsibility for problems or hardships arising from missed communication due to incorrect or non-current addresses or phone numbers.

PROHIBITIONS

- Parking in any fire lane or unauthorized parking space when dropping off or picking up your child is prohibited. Due to safety issues we will contact the local authorities or a towing service to remove any vehicles parked illegally at the owner's expense. Repeated incidents of unauthorized parking may result in your child being dismissed from the program.
- Use of spray aerosols shall be prohibited when children are in attendance at the child day care site.
- No smoking of any tobacco products will be allowed on the premises during child care hours of operation.
- To protect the privacy of the children and YMCA staff, the use of cellular phones or other devices with cameras are prohibited in the YMCA child care areas.