



Licensed Child Care Services

2021-2022

Base Parent Handbook

YMCA of Greater Cleveland Learning and
Enrichment Centers

children@clevelandymca.org

(216)263-6860

YMCA OF GREATER CLEVELAND MISSION STATEMENT

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

Quality matters. YMCA Youth Development 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 Youth Development 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 YOUTH DEVELOPMENT MISSION STATEMENT

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

ACTING AS ADVOCATES, WE PUT CHILDREN FIRST!

YOUTH DEVELOPMENT ADMINISTRATION POLICIES AND PROCEDURES

Center Information as required by 5101:2-12-07 Appendix C

LICENSING INFORMATION STATEMENT

The center is licensed to operate legally by the Ohio Department of Job and Family Services. This license is posted in a noticeable place for review

TOLL-FREE COMPLAINT NUMBER

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

ABUSE REPORTING REQUIREMENT

The administrator and each employee of the center is required, under Section 2151.421 of the Ohio Revised Code, to report their suspicions of child abuse or child neglect to the local public children's services agency.

PARENT ACCESS STATEMENT

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

ADMINISTRATOR HOURS AND RATIOS

The administrator's hours of availability and child/staff ratios are posted in a noticeable place in the center for review.

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, telephone number or email of any parent who requests that his/her name, telephone number or email not be included.

LICENSING RECORD STATEMENT

The licensing record, including licensing inspection reports, complaint investigation reports, and evaluation forms from the building and fire departments, is available for review upon written request from the Ohio department of job and family services.

DISCRIMINATION STATEMENT

It is unlawful for the center to discriminate in 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.

For more information about child care licensing requirements as well as how to apply for child care assistance, Medicaid health screenings and early intervention services for your child, please visit <http://jfs.ohio.gov/cdc/families.stm>

YMCA YOUTH DEVELOPMENT PROGRAM INFORMATION

GOALS AND PURPOSES OF CENTER

The goals of the YMCA Youth Development 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

YOUTH DEVELOPMENT STAFF

All of our Youth Development staff meet or exceed minimum Ohio Department of Job and Family Services licensing requirements. All staff attends on-going training sessions that focus on curriculum content and implementation, communication, positive discipline techniques, observations and assessments, developmental indicators and content

standards. Staff maintains 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.

YOUTH DEVELOPMENT STAFF-TO-CHILD RATIO

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

| Age group | Staff-to-child ratio | Maximum group size |
|---------------------|----------------------|--------------------|
| 24-36 months | 1:7 | 14 |
| 3 years – 5 years | 1:12 | 24 |
| 5 years* – 12 years | 1:18 | 36 |

* Child Currently Enrolled in Kindergarten Program

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. For this reason, children will not be accepted into program after 9:00am without prior supervisor approval. 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 Opening and closing times vary by site, see local page/website

Full Day Toddler/Preschool Program

Part Day Preschool Morning Program

Part Day Preschool Afternoon Program

Before and After School Program

| Time | Activity |
|--------------------------|---|
| 6:00/6:30 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 (School Day Off/Summer Camp)

| Time | Activity |
|--------------|---|
| 6:00/6:30 or | Arrival, health check, child choice activities in classroom |

| | |
|---------------------|---|
| 7:00-8:30am | |
| 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

We welcome the opportunity to work with you on the registration and payment process. If you have any questions or concerns regarding registration or payment, please contact the Payment Registrar Office at 216-263-6860 or via email at children@clevelandymca.org.

REGISTRATION AND ENROLLMENT PROCESS

Parent/guardian may register on-line at www.clevelandymca.org by noon on the Monday, one week prior to the child's first day of attendance in the program. Those utilizing this method of registration will have a better opportunity to securing a space. If the parent/guardian is unable to register on-line, they may contact the Payment Registrar Office at 216-263-6860 or children@clevelandymca.org for assistance. Registration closes on Monday, one week prior to the week of service. Completing the enrollment packet, without the on-line registration will not secure a space for your child.

When registering your child in the program, you must select the child's days of attendance. Please note that once your child is registered these days cannot be changed on a week to week basis. 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 must notify us two weeks in advance if you want to permanently change from part-time to full-time and vice-versa if program space is available. However, it is not 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.

You will receive an email confirmation when your child is registered into the program.

Registrations ***will not*** be accepted at the Youth Development program sites or YMCA branches.

ENROLLMENT PACKETS MUST BE SUBMITTED TO THE PAYMENT REGISTRAR OFFICE BY ONE OF THE FOLLOWING MEHTODS NO LATER THAN NOON ON MONDAY, ONE WEEK PRIOR TO YOUR CHILD'S FIRST DAY OF CARE:

Email: children@clevelandymca.org

Fax: 216-479-0135

Mail: YMCA of Greater Cleveland Payment Registrar, 1801 Superior Avenue, Suite 130, Cleveland, OH 44114

Your child will not be permitted to remain in care without a completed enrollment packet on file.

Enrollment packets are available online at www.clevelandymca.org or can be picked up from the designated Youth Development Director. Enrollment is contingent on space availability. Enrollment in YMCA Youth Development is open to the general public; however, enrollment priority is given to current participants. A child's continued enrollment is dependent on the parents and children's adherence to all the policies and procedures in this manual and those of the YMCA.

YOUTH DEVELOPMENT TUITION AND FEES

A \$25 per family program membership fee is required for those not currently a YMCA member. All associated Youth Development fees are non-transferable and non-refundable.

A \$5 registration fee per child is charged.

Families without access to a checking account or credit card account must contact the payment registrar office at 216-263-6860 to discuss other payment options.

The membership fee, registration fee and any outstanding fees are payable upon registration.

All Youth Development tuition and fees will be collected either in full or pre-authorized checking account or credit card draft.

- Weekly payments are processed via draft, and are due on Mondays, one week prior to each week of service
- Late fees, 25.00 (30.00 for NSF) are added to accounts reflecting a balance after 5:00 on the designated due date
- Invoices will be emailed to the primary contact
- Any fees incurred will be invoiced via email to the primary contact. Unpaid balances will be drafted on Thursday from an account on file used to pay any previous child care fees
- If payment is delinquent, and not paid by Wednesday at noon, you may receive a termination notice at the site
- If the full balance is not paid by Thursday, noon, your child will not be permitted to attend on Monday. Your child care services will be terminated effective the last day your child was expected in attendance, and we will actively look to fill your space
- Re-registration will be permitted if all past due balances are paid in full and if space is available, based on our registration guidelines
 - *As an example: Service week of September 12th is due on September 5th. Payments not received for service week of September 12th by 5:00 pm on September 5th will receive a \$25.00 late fee. Service week of September 19th is due on September 12th. Payments not received by 5:00 pm on September 12th will receive a late fee. If both service weeks of September 12th and September 19th due September 5th and September 12th respectively plus late fees are not paid in full by noon on Wednesday, September 14th, you will receive a termination notice at the site. All monies will need to be paid in full by 5:00pm Thursday, September 15th or services are terminated and your child will not be permitted to attend Monday, September 19th. We will actively look to fill your space. Child may not return until all past due fees for services provided plus late fees are paid in full.*

The YMCA of Greater Cleveland Youth Development Department cannot credit for missed days. Fees pay for the direct operating costs such as staff, snack, crafts, transportation and other program supplies. Per enrollment, we reserve space, staff and provisions for students regardless of attendance. We strive to provide quality care at a reasonable cost and to keep our fees as low as possible. We plan our program for the registered amount of students, absent or not.

PRIVATE PAY PARTICIPANTS

All Youth Development payments are due on Monday one week prior to the week of service. Your payments will not fluctuate for school days off/closings, vacations, illnesses, other occasional absences or suspensions from the

program. No credits or refunds will be issued for weeks unattended. If your child will be absent due to a family vacation or other incidence, please contact your Youth Development director to report the time off, however, your payment is still expected.

**For our school age Youth Development program, we do not charge for winter or spring break assigned by the school district, unless you request care under our Fun Day program, (available in select areas) billed at an additional rate of \$28.00 per day. If your local school district has a *scheduled* closing for two or more days in a single week, we will automatically adjust your regular Youth Development rate to a part time rate. Fun Days may be available for the occasional days your child is not in school. Advance registration is required and additional fees (\$28.00 per day) will be charged seven days prior to the day(s) of service. If you register for a fun day, and determine you will not need it, a written request to cancel must be received in the payment registrar office a minimum of fourteen days prior to the service date. Cancellation requests received, with less than the required fourteen day notice, will still be charged.

COUNTY VOUCHER SUBSIDY

All county co-payments are due on Monday one week prior to the week of service. Parents/Guardians are required to TAP their child in/out every day and to sign their child in/out on the YMCA form. If a TAP is missed or not successfully transmitted the parent/guardian must back TAP within 24 hours of the missed TAP. Failure to complete any TAPS will result in the parent/guardian being held liable for the fee. *(This rate is determined based on this formula: $[(Regular\ weekly\ cost\ of\ program - Parent\ copay)/number\ of\ days\ expected\ in\ attendance] \times number\ of\ days\ in\ attendance\ with\ no\ swipes\ recorded$).* Failure to resolve any past due balance will result in termination of care. County Voucher participants must attend all weeks/days registered to avoid any absences being reported to the County. If your child exceeds the maximum absences allowable by the county, it is your responsibility to pay the daily prorated fee for each day your child is scheduled to attend the program. *(This rate is determined based on this formula: $[(Regular\ weekly\ cost\ of\ program - Parent\ copay)/number\ of\ days\ expected\ in\ attendance] \times number\ of\ days\ absent$).*

Please Note: If your child will be attending another YMCA program location for any other Youth Development programs, you must complete the change of provider form at registration and submit to the Payment Registrar Office. This second location must be added to your county authorization before your child can attend. If you register for a fun day and determine you do not need care, a written cancellation request must be received in the payment registrar office a minimum of 14 days prior to the service date. Cancellation requests received less than the required 14 day notice will be reported to the county as an absence.

NON SUFFICIENT FUNDS

- Returned checks or EFT drafts may be collected electronically by our third party collection company 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** declined payment fee.

It is the parent/guardians responsibility to notify the Payment Registrar's Office if your bank or credit card information changes (i.e. credit card expiration date, closed account or new account number, etc.)

LATE PAYMENTS

- Payments and co-payments not received by 5:00 PM on the scheduled due dates will be charged a **\$25** late fee per family.

VOLUNTARY PERMANENT WITHDRAWAL:

- A written notice must be submitted to the Payment Registrar's office two weeks prior to a child's permanent withdrawal from a YMCA Youth Development program. The written requests can also be faxed (216-479-0135) or emailed to children@clevelandy.org. When the PRO receives the written request email verification will be sent to you.
- 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.

TAX INFORMATION

Our Tax ID number is 34-071-4728. You can obtain a copy of your tax statement by logging into your account. If you require a copy of your receipts for your flexible spending account reimbursement, please login to your account and you will be able to print weekly receipts for your payments.

ADDITIONAL FEES THAT MAY BE ADDED

- A **late fee of \$10 per 15 minute, per child** will be charged for children picked up beyond 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**.
- Failure to pick up the ill child within one hour will result in a **\$10 fee** for every fifteen minutes exceeding 60 minutes.
- Failure to pick up a child due to behavior issues within one hour will result in a **\$10 fee** for every fifteen minutes exceeding 60 minutes.
- In the event that a child requires a change of clothes and no additional clothes are on the site for your child, the parent will be contacted to pick up their child or drop off additional clothing. Failure to arrive at the site within 1 hour will result in a **\$10 fee** per 15 minutes exceeding 60 minutes.
- Failure to provide an item from each food group in your child's lunch may result in a **\$1.00** per item that a staff has to supplement.
- Any additional fees will be drafted from your account within 7 business days.

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 Youth Development 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 or visual distance of the Youth Development 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 Youth Development program may only play with other YMCA Youth Development enrollees during program operating hours to ensure the safety of all involved.

ABSENCES/REGULAR ATTENDANCE

For school age Youth Development, 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 Youth Development program, 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/or experiencing symptoms including but not limited to: chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body ache, head ache, loss of taste or smell, sore throat, congestion or runny nose, nausea, vomiting or diarrhea, and will not be attending.
- Your child has a temperature of 100.4 F or above

- 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 a child fails to attend on a scheduled attendance day, the staff will initiate the necessary procedures to locate your child:

- Call school office to see if child was absent that day or went home sick.
- Call parent/guardian at primary and secondary numbers. If they do not answer leave a message making them aware that their child did not attend the YMCA Youth Development program. Let them know to call the program back immediately.
- Call emergency contacts listed in the child's file. Leave the same message as stated above.
- If parent/guardian or emergency contacts do not respond within 15 minutes call the local police department to notify them of the situation, as well as to request that they patrol near the child's home.
- Contact the District Coordinator to inform them of the situation right away.

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 Youth Development 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 Youth Development 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 Youth Development 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, 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 Youth Development staff will notify their immediate supervisor and may also contact the law enforcement officials and/or Child Protective Services.

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 and modified as needed at the discretion of YMCA Staff.
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 Youth Development 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.

The parent/guardian will be notified if a child needs to be picked up right away due to behavior issues. The parent/guardian will need to pick up within one hour. Failure to pick up the child within one hour will result in a **\$10.00** fee for every fifteen minutes exceeding 60 minutes.

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 Youth Development 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 Youth Development Staff.

In all cases, the specifications of ODJFS licensing rule 5101:2-12-18 (Supervision of Children and Child Guidance) 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 and toddler 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 Youth Development 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 Youth Development 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

The YMCA expects employees and volunteers to behave in a mature and responsible manner and to respect the rights of others. If you observe or become aware of a violation of this code of conduct, please report the information to your supervisor or the Human Resources Department immediately. Failure to report violations or suspected violations will result in disciplinary action up to and including termination.

- In order to protect YMCA staff, volunteers and program participants it is generally advised that during a YMCA program a staff/volunteer person must not be alone with a single child where they cannot be observed by others. As staff/volunteer supervise children, they will space themselves in a way that other staff/volunteer can see them.
- Staff/Volunteer will never leave a child unsupervised.
- Restroom supervision: Children who are participating in YMCA programs are not to be sent to the restrooms without a YMCA staff member present. The staff member will make sure the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. The “buddy system” or three children going to the restroom together without a staff member are not acceptable practices and are not permitted at the YMCA. For single stall restrooms the YMCA staff will be positioned outside of the restroom to make sure no one else enters the restroom. At minimum, when multiple children are in the restroom or locker room, YMCA staff members will be standing in the doorway so they can have at least auditory supervision of the children. Staff members can and are encouraged to be inside the facilities so they can be easily seen by the children and so they are able to immediately stop any inappropriate activity. This is best done with multiple staff members so individual staff are not subjected to unwarranted allegations. Protocols that address the variety of unusual circumstances possible during outdoor or off-site activities shall be established and made part of that program/activity’s operating guidelines.
- Private activities such as diapering, putting on bathing suits, taking showers, etc. will be conducted or supervised by staff/volunteers who are working in pairs. When this is not feasible, staff/volunteer must be positioned that they are visible to others.
- Staff/Volunteer will not abuse children including but not limited to:
 - Physical abuse – including but not limited to strike, spank, shake, slap
 - Verbal abuse – including but not limited to humiliate, degrade, threaten
 - Sexual abuse – including but not limited to inappropriate touch or verbal exchange
 - Mental abuse – including but not limited to shaming, withholding love, cruelty
 - Neglect – including but not limited to withholding food, water, basic care, etc.Any type of abuse will not be tolerated and will be cause for disciplinary action up to and including termination.
- 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.
- 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 the pick up or drop off the child) or to the child (that day) in a non-threatening way. Any questionable marks or responses will be documented.
- Staff/Volunteer will respond to children with respect and consideration and treat all children equally regardless of sex, race, religion, culture, disability, etc.
- Staff/Volunteer will respect children’s rights to not be touched (except for diapering) in ways that make them feel uncomfortable and their right to say no. Appropriate physical contact is important in the emotional development of all children and children at different developmental levels will need differing degrees of physical contact. Therefore, YMCA staff members should not perform frontal hugs of children – hugs should be from the side. The staff member should get down to the child’s physical level when possible. YMCA staff should not touch children in any body location that would be covered by a bathing suit. Staff

members should not pick-up school-aged children (to reduce potential for both abuse allegations and physical injury) and should not allow children to sit on their laps.

- Staff/Volunteer will refrain from intimate displays of affection towards others in the presence of children, parents, and staff/volunteers.
- Staff/Volunteer must appear clean, neat and appropriately attired.
- Using, possessing or being under the influence of alcohol or illegal drugs during works hours is prohibited. Violation will result in disciplinary action up to and including termination.
- Smoking or use of chewing tobacco is prohibited on YMCA premises including branches and program sites. Violation will result in disciplinary action up to and including termination.
- 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.
- 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 must be consulted.
- Staff/Volunteer will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact and maturity.
- Staff/Volunteers are prohibited from meeting and having relationships outside the YMCA with children they have met in YMCA programs. This includes baby-sitting, sleepovers, inviting children to your home, emailing, telephoning, contacting them via social media or having any other type of correspondence with the children. Any exceptions require a written explanation before the fact and are subject to administrator approval. Staff must disclose any pre-existing relationships with children in Y programs in writing to the Human Resources Department at the time of hire or as soon as the staff member has knowledge that the child is in a Y program.
- Staff/Volunteers are not to transport children in their own vehicles.
- Staff/Volunteers are not permitted to date program participants under the age of 18.
- Under no circumstances is staff/volunteer to 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).
- 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 Youth Development Programs is being conducted. Premises include YMCA branches, schools, parking lots and other buildings or sites where Licensed Youth Development 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 Youth Development 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 contact 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. (including but not limited to: bullying, fighting)

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 Area Youth Development Director who must be called and consulted as soon as the situation occurs.
If the decision is made not to contact the police, the Area Youth Development 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 District Director and/or Vice President of YMCA Youth Development 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 Youth Development Vice President 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

CHILD RECORD REQUIREMENTS

Each child attending a YMCA Youth Development licensed center is required to have a completed JFS 01234 "Child Enrollment and Health Information" packet completed prior to the start date in the program. The information packet will be reviewed at least annually by the parent and updated as needed when information changes.

Our center requires that participants enrolled in Toddler, Preschool and Pre K or any non-Kindergarten eligible programs have a completed JFS 01305 "Child Medical Statement for Child Care" completed prior to the child's first date of attendance. The medical statement is not required for children who attend a grade of kindergarten and above in elementary school. The medical statement will contain the following: child's name; child's birth date; the date of examination; a statement the child has been examined and is in suitable condition for participation in group care; the signature, business address and telephone number of the physician, physician's assistant (PA), advanced practice registered nurse (APRN) or certified nurse practitioner (CNP) who examined the child; a record of immunizations that the child has had or a statement from the physician, PA, APRN, or CNP that the child has been immunized or in the process of being immunized against diseases required by the Ohio Revised Code 5104.014.

Records of immunizations are not required if one of the following are met: a statement from a physician, PA, APRN, or CNP that an immunization against the disease is medically contraindicated for the child; a statement from the physician, PA, APRN, or CNP that an immunization against the disease is not medically appropriate for the child's age; a statement from a physician, PA, APRN, or CNP that the child's parent that he or she has declined to have the child immunized against the disease for reasons of conscience, including religious convictions.

Should the parent and/or guardian of the enrolled child that does not have immunizations as it pertains to one of the reasons above require additional and/or specialized care specific to the absence of immunizations, the parent and/or guardian shall complete a JFS 01236 "Child Medical/Physical Care Plan for Child Care" to indicate the specialized treatment the enrolled child shall receive while in attendance. In the event of an outbreak, the child will be isolated and parent/guardian will be contacted to pick up from the program.

Additionally, in order to insure the safety of our participants and staff, each child record must indicate permission to grant consent for transportation to the source of emergency treatment.

PARENT PARTICIPATION POLICY

Each parent may contact the Youth Development Operations Director, Area Youth Development Director, Site Administrator, or a Youth Development staff member, when assistance is needed with problems or concerns related to our program. Please visit our website at www.clevelandyymca.org or reference the site's local page for current staff contact information.

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

Parents who indicate on the JFS form 01234 Child Enrollment and Health Information that they would like for their contact info to be made available to other parents will be put on a list. The list will only be given out upon request for center related business to parents or guardians of children who attends the center.

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 Youth Development program the staff will follow the procedures listed below.

- A staff member will observe all children entering their group, take temperatures, and notify the parent or guardian of any signs and/or symptoms listed on the communicable disease chart, and/or Covid-19 posted at the site.
- A child who is suspected of having a communicable disease, and/or Covid-19 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 and/or Covid-19. 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 or Covid-19 by written verification from the Youth Development staff within the next day of center operation.
- Any employee displaying signs or symptoms of a communicable disease or Covid-19 will not attend the center until free of communicable disease or Covid-19.

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 or shortness of breath
- Yellow skin or eyes
- Redness of the eye, or eyelid, thick and purulent (pus) discharge, matted eyelashes, burning, itching or eye pain
- 100.4 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.
- Chills, fatigue, muscle or body ache, head ache, loss of taste or smell, congestion or runny nose, or nausea.
- 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 JFS 01217 "Request for Administration of Medication". 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. Any medication to be administered must be current and non-expired.

Any child that has a current health or medical condition requiring the Youth Development staff to perform child specific care, such as but not limited to: monitor the condition, provide treatment, care or to give medication as

indicated on JFS 01234 "Child Enrollment and Health Information for Child Care", the JFS 01236 "Medical/Physical Care Plan" and the JFS 01217 "Request for Administration of Medication" must be completed and kept on file at the center prior to the child's first date of attendance.

The YMCA Youth Development Programs will not administer any medication, food supplement, medical food, or topical product until after the child has received the first dose or application at least once prior to the center administering a dose or applying the product, to avoid reactions. Emergency medications that are listed on a completed JFS 01236 "Child Medical/Physical Care Plan for Child Care" for the child are exempt from this requirement.

Inhaler Policy

If a parent/guardian requests that their school-age child carries 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 Youth Development Director, if the child is capable of accepting responsibility for the medication. The child will be required to:

- 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.
- Keep in a safe place and not allow other children to use. School age children will be allowed to carry their own inhalers with them.
- 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 Youth Development 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, first aid kit, cellphone and emergency contact information (ETA) 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, first aid kit, cellphone, emergency contact information (ETA) 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 with back to 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, first aid kit, cellphone, emergency contact information (ETA), 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 Youth Development 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 toddler and preschooler will have a cot assigned to him/her. We ask that you provide a small blanket to make sure naptime is comfortable for your child. All blankets will be sent home to be laundered every Friday of each week. 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.

FORMAL ASSESSMENTS FOR PARTICIPANTS IN EARLY CHILDHOOD PROGRAMS

Participants enrolled in YMCA of Greater Cleveland Early Childhood Programs will be assessed through the Teaching Strategies Gold Assessment, an assessment from the Creative Curriculum Series that our Early Learning programs utilize. Dependent on site location, formal assessments may be reported to the state pursuant to 5101:2-17-02 of the Administrative Code. Please refer to your local page for center specific information.

FORMAL ASSESSMENTS FOR PARTICIPANTS IN SCHOOL AGE CHILD CARE PROGRAMS

Participants enrolled in YMCA of Greater Cleveland School Age Before and After Care Programs will be assessed through the Adding Assets For Kids Questionnaire, an assessment from the Search Institute's Adding Assets for Kids Series, and the Y Kids R Fit Assessment, a fitness assessment from the Y of the USA Y Kids R Fit Curriculum, that our School Age programs utilize. Dependent on site location, formal assessments may be reported to the state pursuant to 5101:2-17-02 of the Administrative Code. Please refer to your local page for center specific information.

TRANSITION POLICY

The YMCA of Greater Cleveland Youth Development Department is committed to providing safe, nurturing, high quality care to the children and families it serves. As children develop from birth throughout childhood, they move, or transition, from one learning environment or setting to a new one. At the YMCA of Greater Cleveland, when a

child becomes age appropriate and/or developmentally ready and there is space available in the program, they are transitioned from one age group to the next. Staff will communicate directly with parents in regards to observations and milestones that the child has met or reached as indication that the child is developmentally and age ready to transition to the next age group. Parents and guardians of the child will be notified one month in advance of the upcoming transition. As part of the transition procedure, center staff will develop a transition plan. This plan will include the beginning and end date of a tentative transition schedule. Please keep in mind that this is a tentative schedule and may include more or less time depending on how the child is coping with the transition. Transition meetings will be held with center staff and the parent and/or guardian to review the proposed transition schedule.

INFORMATION RELEASE POLICY

The YMCA of Greater Cleveland values our customers' participation, interests and needs and takes great pride in our relationships with our families. In order to provide educational and Youth Development services, as well as information regarding those services, The YMCA of Greater Cleveland ("The Y" or "we") will ask you to provide us information about yourself and/or the children you have enrolled or seek to enroll at the Y. The Y takes the privacy of your personal information very seriously and will use your information only for internal purposes or those purposes required by law. The information will not be shared with any party outside the Y without your prior consent, except where required by law. In order for us to disclose your personally identifiable information to any third party, a "Consent for Release of Information" form must be completed by the parent or guardian.

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 Youth Development component. The meal will be provided by the parent/guardian and 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. If the lunch provided does not meet these requirements the center will provide the necessary supplement and the parent/guardian will be assessed a fee of \$1.00 per supplement (i.e. meat/meat alternative; vegetable; fruit; milk/dairy).

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. All school age children will be given a healthy prepackage snack and juice box after school. 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.

USDA Nondiscrimination Statement Update

The U.S Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

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 Youth Development 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 eighteen (18) or more inches 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.
- It is the parent/guardian responsibility to make sure their child arrives at the site prior the bus leaving for the field trip. Children cannot be dropped off at the field trip location; nor will staff be left behind to accept late children.

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 riding the bus must wear a mask.
- 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 Youth Development 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 eighteen (18) or more inches 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 Youth Development staff member, they shall not be counted in the staff/child ratio.

- Youth Development 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 ensure 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 Youth Development 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 eighteen (18) inches 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.
 - Youth Development 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 25° 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 Youth Development Director. If you suspect abuse, please call the numbers below immediately.

For more information, please call the YMCA Youth Development Administrative Offices at (216) 263-6874.

SCHOOL DELAY OR CANCEL

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

UNSCHEDULED SCHOOL CLOSINGS

Preschool/Toddler Programs:

The YMCA reserves the right to cancel programming in the event of inclement weather or emergency situations. If the YMCA cancels Youth Development for the day, a credit will be issued to your Youth Development account. Preschool & Toddler programs will not follow the school districts closing and may be cancelled at the discretion of the YMCA. Please check the local news channel for the YMCA preschool & toddler closings.

Schools-Age Programs:

Before and After Care Programs will follow the school districts calendar. 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 check your local news station for school closings.

YMCA of Greater Cleveland Winter Chill Days

In an effort to accommodate our members who need a safe place for their school-age child(ren) to go when schools are closed due to the weather, the YMCA of Greater Cleveland will offer Winter Chill Days during the week from 7:30 am to 6pm at select branches. This service is available to all YMCA Full-Facility and Program Members. Your child will be actively engaged in arts, crafts and other fun activities. Children must be school-age *5-12 (**currently attending kindergarten*)

Branches hosting Winter Chill Days

1. French Creek YMCA
2. Hillcrest YMCA
3. West Park YMCA

Cost for Winter Chill Days:

1. Snow Day Insurance: Purchase snow day insurance in advance; includes up to 8 days of service (*non-refundable/non-transferable*)

Member Plus: \$100
Members: \$125
Program Members: \$140

Vouchers are not accepted for Winter Chill Days.

2. Daily Cost: Sign your child up and pay on the date of service at the front desk of the designated branch. (*space is limited and is on a first-come; first-serve basis*)

Member Plus: \$20/day
Members: \$25/day
Program Members: \$35/day

Vouchers are not accepted for Winter Chill Days.

Enrollment Forms:

Parent/Guardian must complete all required enrollment forms prior to their child attendance in the program.

Meals/Snacks:

Parents must pack a healthy, nutritious, non-refrigerated lunch and beverage for their child. The YMCA will provide a morning and afternoon snack.

PROGRAM HOLIDAYS

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

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

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

Please note, when any of these dates fall on a weekend, the date of closure will be determined by the YMCA.

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 Youth Development site.
- No smoking of any tobacco products will be allowed on the premises during Youth Development 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 Youth Development areas.

Building For the Future

This day care facility participates in the Child and Adult Care Food Program (CACFP), a Federal program that provides healthy meals and snacks to children receiving day care.

Each day more than 2.6 million children participate in CACFP at child care homes and centers across the country. Providers are reimbursed for serving nutritious meals which meet USDA requirements. The program plays a vital role in improving the quality of day care and making it more affordable for low-income families.

Meals CACFP homes and centers follow meal requirements established by USDA.

| Breakfast | Lunch or Supper | Snacks (Two of the four groups:) |
|---|---|---|
| Milk Fruit or Vegetable Grains or Bread | Milk Meat or meat alternate Grains or bread Two different servings of fruits or vegetables | Milk Meat or meat alternate Grains or bread Fruit or vegetable |

Participating

Facilities Many different homes and centers operate CACFP and share the common goal of bringing

nutritious meals and snacks to participants. Participating facilities include:

- **Child Care Centers:** Licensed or approved public or private nonprofit child care Centers, Head Start programs, and some for-profit centers.
- **Family Child Care Homes:** Licensed or approved private homes.
- **After School Care Programs:** Centers in low-income areas provide free snacks to School-age children and youth.
- **Emergency Shelters:** Programs providing meals to homeless children.

Eligibility State agencies reimburse facilities that offer non-residential day care to the following children:

- Children age 12 and under,
- Migrant children age 15 and younger, and
- Youths through 18 in emergency shelters and after school care programs in needy areas.

Contact Information

If you have questions about CACFP, please contact one of the following:

Sponsoring Organization/Center

| |
|---|
| YMCA of Greater Cleveland 1801 Superior Avenue, Suite 130 Cleveland, OH 44114 216-263-6870 |
|---|

Ohio Department of Education

| |
|---|
| CACFP Consultant 25 S. Front Street, MS 303 Columbus, OH 43215-4183 614-466-2945 |
|---|

CACFP MEAL PATTERN FOR CHILDREN

| BREAKFAST- SELECT ALL THREE COMPONENTS FOR A REIMBURSABLE MEAL | | | |
|---|--|--|--|
| <i>Food Components</i> | <i>Ages 1-2</i> | <i>Ages 3-5</i> | <i>Ages 6-12¹</i> |
| MILK 1 serving, fluid milk | 1/2 cup | 3/4 cup | 1 cup |
| FRUIT / VEGETABLE 1 serving juice, ² fruit and/or vegetable | 1/4 cup | 1/2 cup | 1/2 cup |
| GRAINS / BREAD³ 1 serving bread or cornbread or biscuit or roll or muffin or cold dry cereal or hot cooked cereal or pasta or noodles or grains | 1/2 slice 1/2 serving 1/4 cup 1/4 cup 1/4 cup | 1/2 slice 1/2 serving 1/3 cup 1/4 cup 1/4 cup | 1 slice 1 serving 3/4 cup 1/2 cup 1/2 cup |
| LUNCH OR SUPPER - SELECT ALL FOUR COMPONENTS FOR A REIMBURSABLE MEAL | | | |
| <i>Food Components</i> | <i>Ages 1-2</i> | <i>Ages 3-5</i> | <i>Ages 6-12¹</i> |
| MILK 1 serving, fluid milk | 1/2 cup | 3/4 cup | 1 cup |
| FRUIT / VEGETABLE 2 servings equal to juice, ² fruit and/or vegetable | 1/4 cup | 1/2 cup | 3/4 cup |
| GRAINS / BREAD³ 1 serving bread or cornbread or biscuit or roll or muffin or cold dry cereal or hot cooked cereal or pasta or noodles or grains | 1/2 slice 1/2 serving 1/4 cup 1/4 cup 1/4 cup | 1/2 slice 1/2 serving 1/3 cup 1/4 cup 1/4 cup | 1 slice 1 serving 3/4 cup 1/2 cup 1/2 cup |
| MEAT / MEAT ALTERNATE 1 serving meat or poultry or fish ⁴ or alternate protein products ⁷ or cheese or egg or cooked dry beans or peas or peanut or other nut or seed butters or nuts and/or seeds ⁵ or yogurt ⁶ | 1 oz. 1 oz. 1 oz. 1/2 1/4 cup 2 Tbsp. 1/2 oz. 4 oz. | 1 1/2 oz. 1 1/2 oz. 1 1/2 oz. 3/4 3/8 cup 3 Tbsp. 3/4 oz. 6 oz. | 2 oz. 2 oz. 2 oz. 1 1/2 cup 4 Tbsp. 1 oz. 8 oz. |
| SNACK- SELECT TWO OF THE FOUR COMPONENTS FOR A REIMBURSABLE SNACK | | | |
| <i>Food Components</i> | <i>Ages 1-2</i> | <i>Ages 3-5</i> | <i>Ages 6-12¹</i> |
| MILK 1 serving, fluid milk | 1/2 cup | 1/2 cup | 1 cup |
| FRUIT / VEGETABLE 1 serving juice, ² fruit and/or vegetable | 1/2 cup | 1/2 cup | 3/4 cup |
| GRAINS / BREAD³ 1 serving bread or cornbread or biscuit or roll or muffin or cold dry cereal or hot cooked cereal or pasta or noodles or grains | 1/2 slice 1/2 serving 1/4 cup 1/4 cup 1/4 cup | 1/2 slice 1/2 serving 1/3 cup 1/4 cup 1/4 cup | 1 slice 1 serving 3/4 cup 1/2 cup 1/2 cup |
| MEAT / MEAT ALTERNATE 1 serving meat or poultry or fish ⁴ or alternate protein products ⁷ or cheese or egg or cooked dry beans or peas or peanut or other nut or seed butters or nuts and/or seeds or yogurt ⁶ | 1/2 oz. 1/2 oz. 1/2 oz. 1/2 1/8 cup 1 Tbsp. 1/2 oz. 2 oz. | 1/2 oz. 1/2 oz. 1/2 oz. 1/2 1/8 cup 1 Tbsp. 1/2 oz. 2 oz. | 1 oz. 1 oz. 1 oz. 1/2 1/4 cup 2 Tbsp. 1 oz. 4 oz. |

¹ Children age 12 and older may be served larger portions based on their greater food needs. They may not be served less than the minimum quantities listed in this column.

² Fruit or vegetable juice must be full-strength. Juice cannot be served when milk is the only other snack component.

³ Breads and grains must be made from whole-grain or enriched meal or flour. Cereal must be whole-grain or enriched or fortified.

⁴ A serving consists of the edible portion of cooked lean meat or poultry or fish.

⁵ Nuts and seeds may meet only one-half of the total meat/meat alternate serving and must be combined with another meat/meat alternate to fulfill the lunch or supper requirement.

⁶ Yogurt may be plain or flavored, unsweetened or sweetened.

⁷ Alternate protein product must meet the requirements in Appendix A of 7CFR 226.



Who is eligible?

- Pregnant and breastfeeding women; women who recently had a baby; infants birth through 12 months; children age 1 to 5 years; who are:
 - Present at the clinic appointment, and provide proof of identity;
 - Residents of the State of Ohio;
 - Determined by health professionals to be at medical/nutritional risk; and
 - Meets income guidelines - 185 percent of Federal Poverty Income Guidelines.

Ohio WIC Program Income Guidelines

In order to be eligible for WIC, the gross countable income of the economic unit, of which the applicant/participant is a member, must be less than or equal to the Ohio WIC program income guidelines for economic unit size provided in the following chart. WIC income guidelines are updated each year.

| Economic Unit | Annually | Monthly | Twice Monthly | Biweekly | Weekly |
|---------------|----------|---------|---------------|----------|--------|
| 1 | \$22,311 | \$1,860 | \$930 | \$859 | \$430 |
| 2 | 30,044 | 2,504 | 1,252 | 1,156 | 578 |
| 3 | 37,777 | 3,149 | 1,575 | 1,453 | 727 |
| 4 | 45,510 | 3,793 | 1,897 | 1,751 | 876 |
| 5 | 53,243 | 4,437 | 2,219 | 2,048 | 1,024 |
| 6 | 60,976 | 5,082 | 2,541 | 2,346 | 1,173 |
| 7 | 68,709 | 5,726 | 2,863 | 2,643 | 1,322 |
| 8 | 76,442 | 6,371 | 3,186 | 2,941 | 1,471 |

(Revised July, 2017)

How To Apply

WIC clinics are located in all 88 Ohio counties. Applicants can call the Help Me Grow Helpline at **1-800-755-GROW (1-800-755-4769)** for specific clinic locations or call your county WIC clinic (**see WIC Clinic Directory button on the first page for your county WIC clinic phone number**).

You can also apply by printing out a [WIC Program Application \(Solicitud del Programa de WIC\)](#) and mailing it to the WIC clinic in your area. Please note that you must schedule an appointment at the clinic, too.

To save time at your appointment, you can also print out a health history form from the list below. Print out one health history form for each person applying. Be sure to complete the form that best describes the person: 1. infant (birth to 12 months old), 2. child (age 1 to 5 years), 3. pregnant, or 4. breastfeeding woman or woman who has had a baby in the last 6 months and is not pregnant. The WIC staff will help you to make sure you receive health and nutrition information that is individualized to you and your family based on the information on these completed forms.