



YMCA Licensed Child Care Services

2026

Parent Handbook

YMCA Y-Club, Early Learning and Enrichment Center &
Summer Day Camp

children@clevelandymca.org

Revised 1/8/2026

YMCA OF GREATER CLEVELAND MISSION STATEMENT

Welcome to YMCA Youth Development! For the times you cannot 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 the Senior Vice President of Youth Development or your District Director with any questions or concerns you may have.

Our Mission:

To 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.

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

In keeping with the YMCA's mission, YMCA Licensed Youth Development Programs will provide quality 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 childcare 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

The administrator's hours of availability 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

In accordance with federal civil rights law and USDA civil rights regulations and policies, the USDA, its agencies, offices, employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language, etc.) should contact the state or local agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY). Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD - 3027, found online at [How to File a Program Discrimination Complaint](#) and at any USDA office or write a letter addressed to USDA and provide in the letter all the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

Mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Mail Stop 9410, Washington, D.C. 20250-9410.

Fax: (202) 690-7442; or

Email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.

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

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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 well-being of the entire family unit
2. To help each child grow personally and develop to their full potential through Positive Youth Development (PYO)
3. To deliver program opportunities in a positive environment of safety, support, and nurturing care

YOUTH DEVELOPMENT STAFF

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

YOUTH DEVELOPMENT STAFF-TO-CHILD RATIO

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

Age group	Staff-to-child ratio	Maximum group size
6 weeks - 12 months	2:10	10
12 months - 18 months	1:5 or 2:10	10
18 months - 36 months	1:6	12
3 years - 5 years	1:11	22
5 years* - 12 years	1:17	34

* Child is currently enrolled in a 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 programming. For this reason, children will not be accepted into the 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 program or site, see local page/website

Early Learning and Enrichment Centers

Time	Activity
7:00-8:30am	Arrival, health check, child choice activities in classroom
8:30-8:45am	Transition time, clean up and wash hands
8:45-9:15am	Breakfast
9:15-9:25am	Clean up and transition
9:25-10:00am	Self-selected, individual and small group activities in science, mathematics, block building, language arts, dramatic play, creative art, spatial concepts, and small motor development.
10:00-10:15am	Transition time, bathroom, and wash hands
10:15-11:00am	Outdoor play
11:00-11:45am	Structured curriculum activity (art/craft, science, literacy, character development, etc.)
11:45am-12:00pm	Clean up, restrooms, prepare for lunch and wash hands
12:00-12:30pm	Lunch
12:30-2:00pm	Nap Time/Quiet centers/tabletop activities
2:00-3:00pm	Indoor gross motor activities
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 moto development and music.
4:30-5:15pm	Outdoor play, including games, group activities, large and small motor activities
5:15-6:00pm	Free Play and preparation for departure

Y-Club Before and After School Program

Time	Activity
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/tabletop activities
4:00-4:45pm	Outdoor play/indoor gross motor
4:45-5:30pm	Curriculum activities (art/craft, science, math, literacy, health, and wellness)
5:30-6:00pm	Child choice activities, clean up (parents arrive)

Full Day School Age Program (School Day Off/Summer Camp)

Time	Activity
7:00-8:30am	Arrival, health check, child choice activities in classroom
8:30-8:45am	Transition time, clean up and wash hands
8:45-9:15am	Breakfast
9:15-9:25am	Clean up and transition
9:25-10:00am	Self-selected, individual and small group activities in science, mathematics, block building, language arts, dramatic play, creative art, spatial concepts, and small motor development.
10:00-10:15am	Transition time, bathroom, and wash hands
10:15-11:00am	Outdoor play
11:00-11:45am	Structured curriculum activity (art/craft, science, literacy, character development, etc.)
11:45am-12:00pm	Clean up, restrooms, preparation for lunch and wash hands
12:00-12:30pm	Lunch
12:30-1:00pm	Quiet centers/tabletop activities
1:00-1:30pm	Indoor gross motor activities
1:30-3:00pm	Swimming (if applicable), field trip excursion or structured curriculum activity (arts/crafts, 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
5:15-6:00pm	Free Play and preparation for departure

REGISTRATION & 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's register on-line at www.clevelandymca.org by noon on the Monday that is one week prior to the child's first day of attendance in the program. Those using this method of registration will have a better opportunity of 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 full-time only. You will receive an email confirmation when your child is registered into the program within 24 hours.

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

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

Email: Each site director/point of contact email address is listed on the welcome email and that was sent

to you after your registration.

Mail: YMCA of Greater Cleveland Payment Registrar, 1301 E. 9th St., Cleveland, OH 44114

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

The enrollment packet will be sent from the Youth Development team via email after you have registered. Enrollment is contingent on space availability. Enrollment in YMCA Youth Development is open to the public; however, enrollment priority will be 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 registration fee per child is charged. This fee is non-refundable.

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 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 of \$25.00 (\$30.00 for NSF) are added to accounts reflecting a balance after 5:00 PM 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 childcare fees
- If payment is delinquent, and not paid by Wednesday at noon, you may receive a termination notice at the site or from the payment registrar office
- If the full balance is not paid by Thursday at noon, your child will not be permitted to attend on Monday. Your childcare 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. **Re-Registration requires the full fee amount. to include deposits.**

o 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 on 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, snacks, 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 number of students, whether they are absent or not.

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 is/will be absent due to a family vacation or any other incident, 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, see website for specific participating areas) billed at an additional rate. 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 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 14 days (about 2 weeks) prior to the service date. Cancellation requests received, with less than the required 14-day notice, will still be charged. Below are the financial policies that are signed when completing the enrollment packet.

Payments/Copayments are due by 5:00PM, Mondays, one week prior to each week of care.

Payments are made via auto draft (From a checking/ savings account or a debit/credit card).

Otherwise, Payments can be made online (From a checking/ savings account or a debit/ credit card), by logging into your account at:

<https://operations.daxko.com/Online/Membership/myaccount.aspx?cid=3041>

Otherwise, Payments can be scheduled to draft later, within the same week it is due, without incurring an additional fee, if it is arranged via phone call 216-263-6860 before 5:00PM on the due date and it is scheduled to draft automatically from a debit/credit card.

Payments received after 5:00PM on the due date must be accompanied by a 25.00 Late Fee.

Unpaid balances will be drafted on Thursday from an account on file used to pay any previous childcare fees.

Accounts with an outstanding, unscheduled past due balance on Thursday at noon, may be removed from the roster beginning the following week of care.

Parents must sign their children in and out of program daily.

PRESCHOOL VACATION POLICY

As a courtesy to our preschool families, you may take up to two weeks of vacation time without fee or penalties based on the program year. If you enroll prior to March 1st of the program year, you will receive two weeks of vacation. If you enroll after March 1st, you will receive one week of vacation. All vacation time must be used during the current program year and cannot roll over. We require written notice to children@clevelandymca.org at least two weeks prior to vacation (in order to properly credit your account) and your account must be current. If additional time is taken for any reason, full payment for the week of care is still expected to maintain enrollment.

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 missing or not successfully transmitted the parent/guardian must back TAP within 24 hours of the missed TAP. Failure to comply may result in the parent/guardian being held liable for the full fee amount, removed from the roster for the following week, and/or care terminated.

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 x number of days absent.

Section II: County Assistance (Voucher) Recipients, Please complete.
It is the Parent/ Guardian's responsibility to check k their child in/out every day on the JFS point of service device. Failure to comply may result in the parent/ guardian being held liable for the fee along with termination of care.
If your TAP does not go through, it is the parent/guardian's responsibility to correct the error. If the problem persists, the parent guardian is responsible to report this to the site administrator, director or registrar office.
If a TAP was missed, or didn't transmit properly, the parent/ guardian must back TAP within one business day of the missed entry. Failure to comply may result in the child(ren) being removed from the roster beginning the following week.
Absences are reported to JFS by the YMCA on a weekly basis.

If you exceed the allotted number of absences (20 days per 6 month period, January through June and July through December) or fail to complete a proper check in/out, the parent/guardian is responsible to private pay the prorated daily rate *[(Regular weekly cost of program - Parent copay)/number of days expected in attendance] x number of days in attendance with no attendance recorded.*

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 it to the county and copy the Payment Registrar Office in the email. 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 (about 2 weeks) 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/guardian's responsibility to notify the Payment Registrar's Office if 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 must be emailed to children@clevelandymca.org When the PRO receives the written request an 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. Re-registration requires the full fee amount, to include deposits.

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 30 minutes per child will be charged for children picked up beyond the designated center closing time.

- Failure to pick up a child due to behavior issues⁹ within one hour will result in a \$10 fee for every thirty minutes exceeding 60 minutes.
- 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 on the premises for specific activities.

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 the timeframe for which permission is given along with parent/guardian's signature and date.

If a school aged 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 in a single stall only if they are within hearing and 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 the 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. **No refunds or credits will be granted for absences.**

Call your site if any of these applies. 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, headache, 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 or above.
- There will be a late drop off/ early pick up 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. It is important to notify your child's school of their participation in the YMCA program.

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 the school office to see if the child was absent that day or went homesick.

- 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 Director 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.

Parents are responsible for signing their children 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 people 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 30 minutes per child will be charged for children picked up past the designated center closing time. If parent/guardian or emergency contacts do not respond to calls within 1 hour of program closing, staff members will call the local police department to notify them of the situation. 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 determined 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 authorized individual 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 to present a 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 children 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 safe and inclusive learning environment, as well as a positive youth development 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 act 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 inappropriate behavior.
4. **Redirection:** Staff attempts to engage the child in an appropriate activity.
5. **One-on-One Discussion:** Staff discuss 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 an agreement from parents to work with services from an outside agency including school resources.
3. The 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 needs¹² to be picked up right away due to behavior issues. The parent/guardian will need to pick up their child within one hour. Failure to pick up the child within one hour will result in a \$10.00 fee for every thirty minutes exceeding 60 minutes.

We must have as much detailed information about your child as possible. 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 documentation for inclusion in the child's IEP. 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 that 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, the 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., nap time pillow, blanket, etc.). Please label 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 program will not assume responsibility for the loss or destruction of any personal items brought to the Youth Development program.

CONDUCT OF 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, 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 the YMCA Youth Development facilities.

GROUND FORS SUSPENSION OR TERMINATION

The YMCA of Greater Cleveland does not tolerate inappropriate, threatening, or harassing behavior including, but is 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.

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 the YMCA of Greater Cleveland Youth Development Programs are 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 rumors 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 into 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 any form of violence are made.

1. The participant will be separated from the other children and seated next to a YMCA staff member. The participant should not be allowed to have access to his/her backpack, purse, or other personal containers. This procedure enables the participant 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 individual in this situation is an adult, the staff 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.

The YMCA staff person on site will contact his/her supervisor.

Non-Emergency - situations where non-weapon-related verbal threats are made. Including but not limited to bullying and 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 Director** jointly with the District Director who must be called and consulted as soon as the situation occurs. If the decision is made not to contact the police, the District Director will make the appropriate disposition of the situation, document the situation, and notify the parent/guardian of the situation.
2. The Site Director 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 are requested to obtain statements from the person reporting the threat, the person receiving the report, and any witnesses. The YMCA staff should include a statement of whether serious public inconvenience or alarm was caused.

Follow-up

In any of the situations listed above, the Site Director present at the time must document fully the circumstances and steps taken to address the incident. The District Director and/or Senior 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 individual 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, the 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 Senior or 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 to provide them debriefing and counseling services.

OTHER PROGRAM POLICIES AND PROCEDURES

CHILD RECORD REQUIREMENTS

Each child attending a YMCA Youth Development licensed program is required to have a completed DCY 01234 "Child Enrollment and Health Information" packet along with all other YMCA required documents completed prior to the start date in the program. A new enrollment packet will need to be submitted by the parents at the beginning of each new program.

Our program requires that participants enrolled in Toddler, Preschool and Pre-Kor any non-Kindergarten eligible programs have a completed DCY 01305 "Child Medical Statement for Child Care" completed prior to the child's first date of attendance. A medical statement is not required for children who attend 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 DCY 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 ensure 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 Senior Vice President of YMCA Youth Development, District Director, Site Director, or a Youth Development staff member, when assistance is needed with problems or concerns related to our program. Please visit our website at www.clevelandymca.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 Director 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, Fundraisers, Volunteer Parent Groups, Parent Meetings, Bulletin Boards.

Parents who indicate on the DCY form 01234 Child Enrollment and Health Information that they would like 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 program related business to parents or guardians of children who attend the program.

ILLNESSES

If your child is ill, you must report this to your Site Director 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 and notify the parent or guardian of any signs and/or symptoms listed on the communicable disease chart posted at the site.
- A child who is suspected of having a communicable disease will be isolated at the site and will be always supervised by a staff member within sight and hearing of staff. 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).
- We may refuse to allow a child to attend the program if they are unwell and we feel it necessary.
- If a child is not infectious, but unwell and needs 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 re-admitted to the program after an illness with a physician's written verification that the child is free from communicable disease. A child must be symptom-free a minimum of 24 hours before they may return to the program.
- Parents of other children in the center will be notified of exposure to a communicable disease 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 will not attend the center until free of communicable disease.

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

- Diarrhea, three or more abnormally loose stools within 24 hr. period
- Severe coughing, causing the 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, headache, 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 does not allow children in our care and custody to self-administer any form of medication on our premises. The YMCA will administer over-the-counter medication, prescription medication, vitamins, modified diets, or fluoride supplements upon the return of completed required paperwork. 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 DCY 01234 "Child Enrollment and Health Information for Child Care", and the DCY 01236 "Medical/Physical Care Plan" 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 DCY 01236 "Child Medical/Physical Care Plan for Child Care" for the child are exempt from this requirement.

We ensure that ADA requirements are followed in our procedure for administration of medication and care to children with disabilities.

INCIDENT/INJURY REPORTING

An incident/injury report shall be completed on the DCY 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 program. In situations requiring emergency transportation, the incident/injury report shall be available at the program for the parent/guardian within at least twenty-four hours following the incident/injury.

EMERGENCY/ACCIDENT PROCEDURES

The program 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 parents or other designated people 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 program 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 and checks all rooms and ¹⁸bathrooms for children.

3. Staff members will signal the 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 program 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 and conducts a head count.
2. Staff members check all rooms and bathrooms for children and get emergency lighting.
3. Children walk quickly and quietly in an orderly manner to the designated area. Children should kneel on floor facing their back to wall (away from stairs, bookcases, windows, doors, radiators, or load bearing walls) in a squatting position with arms folded overhead for protection.
4. Staff will have a flashlight available for emergency lighting.

The program 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 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 the 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 contacted.
5. Staff will remain at the program 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 always have immediate access to a working cell phone within the building used by the site. The site conducts fire drills 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 a vital 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 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. If your child does not nap, we will encourage them to rest their body for a brief period of time. After that we will make provisions for them to work quietly while their classmate's sleep. Please feel free to discuss any nap or bedtime concerns with your child's teacher.

TOILET TRAINED REQUIREMENTS

In a YMCA Youth Development program, a child is considered to be toilet trained when he or she initiates going to the bathroom and can adjust clothing necessary to urinate or have a bowel movement. Preschool and school age programs require that the child is toilet trained before they can transition into that group. While we understand that accidents happen from time to time, children who exhibit urinary or bowel incontinence on a regular basis (weekly or more) are not considered toilet trained. If a child, considered by the parent to be toilet trained, is exhibiting incontinence on a regular basis, a YMCA staff will consult with the

parent/guardian and a physician's examination may¹be required to exclude the possibility of a medical condition. If it is determined that the child is not toilet trained, and there are no underlying medical or physical conditions, the YMCA reserves the right to remove the child from that class or program at our discretion. This policy would not apply to children with physical or developmental delays covered under the ADA.

ASO-3 ASSESSMENTS FOR PARTICIPANTS IN EARLY CHILDHOOD PROGRAMS

Because the child's first 5 years of life are so important, the YMCA of Greater Cleveland Early Childhood Programs will use the Ages and Stages Questionnaire, Third Edition to help keep track of each child's development. The Ages and Stages Questionnaire, Third Edition provides a guide to developmentally and age-appropriate milestones of a child in communication, gross motor, fine motor, problem solving and personal-social skills. Through this assessment, staff are better able to serve the learning needs of the child based on the results to help show the child's strengths and any areas in which the child may need support or more practice. A YMCA of Greater Cleveland Youth Development employee who has received the required training will perform the assessment on your child within the first 30 days of enrollment and every 6-month period or depending on the developmental needs of the child. The results of the assessment will be shared with parents/guardians during an annual parent/teacher conference. If further testing or referral is needed, the staff of the YMCA of Greater Cleveland will provide materials and resources to the parent/guardian. Parents will receive a welcome letter and consent form in order for the assessment to take place from their 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 the 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.

INFORMAL ASSESSMENTS FOR PARTICIPANTS IN SCHOOL AGE CHILD CARE PROGRAMS

Participants enrolled in the YMCA of Greater Cleveland School Age Before and After Care programs (Y-Club) will be assessed through observation and documented anecdotal notes that are aligned with the K-12 standards and gathered from implementation of the Second Step Social emotional school age curriculum and the Y Kids R Fit curriculum. Information gathered from the observations, anecdotal notes, and educational goals will be maintained in a child's portfolio. Staff will use positive youth development strategies when working with school-aged youth. Positive Youth Development (PYO) is a widely accepted framework or approach to supporting young people's growth and well-being. It recognizes the importance of creating supportive environments and opportunities that allow youth to develop to their full potential.

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 regarding observations and milestones that the child has met or reached as an 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, program 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 program staff and the parent and/or guardian to review the proposed transition schedule.

INFORMATION RELEASE POLICY

The YMCA of Greater Cleveland values our families' participation, interests, and needs and takes considerable 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 will ask you to provide us with information about yourself and/or the children you have enrolled in or seek to

enroll at the YMCA. The YMCA takes the privacy²⁹ 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 YMCA without your prior consent, except where required by law. In order for us to disclose your personally identifiable information to any third party, the parent or guardian must complete a "Consent for Release of Information" form.

MEALS/SNACKS

Any child who attends 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 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 program will provide storage of food that meets the requirements of Chapter 3732 of the revised code.

The site should 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-periods. Children in attendance for seven to ten consecutive hours shall be provided with 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 are given a healthy prepackaged snack and juice box/fruit cup 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 program shall obtain written, dated, and signed instructions from the child's parent or guardian.

FOOD ALLERGY POLICY AND PROCEDURES

The YMCA of Greater Cleveland understands that children can be fussy eaters. Although we strive for the children to have healthy meals daily that align with USDA requirements, we will not prohibit families from packaging peanut products and other foods that some children have allergies to.

Our policy requires all lunches contain protein, a starch, a dairy, a vegetable, and a fruit (or two fruits or two vegetables for those children who do not like one or the other).

If a child has a food allergy indicated in their enrollment packet:

- A meeting will be set up with the Parent and Site Director to discuss allergies and the steps to be taken
- Complete the required ODJFS Form (DCY 1236)
- Every staff member on the team will be trained/notified and sign off on form
- A copy of the form will be included in the first aid bag (with medication)
- If medication is needed it is to be brought to program in original packaging with label, which cannot be expired, and kept in a first aid kit (away from other children)

At times of eating:

- Staff will make sure to have a designated table for children who cannot be exposed to certain foods (use a sign that says nut free table or whatever the case may be)
- Staff will ask other participants who do not have certain food items in their lunches to join the table, so no child is sitting alone
- Staff will have all children wash their hands BEFORE and AFTER lunch to minimize spread of potential allergens

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](http://www.ascr.usda.gov/complaint_filing_cust.html), 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 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 timeframe of the field trip.
- The program's plan for safety whenever children are transported from the program on field trips, special outings, or routine trips is as follows:
 - A first aid kit 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 records are 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 should 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 staff member 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 member 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 to 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.

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

SWIMMING POLICY

- Where swimming is offered as a programming 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 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:
 - Program 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 the child has permission to participate in water activities or not. In addition, the permission slip 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 twenty-five children involved in water activities at any one time. One Youth Development childcare staff member shall be in the water for every 15 children.
 - Youth Development staff members and lifeguards should be actively supervising the children and should be able to clearly see all parts of the swimming area, including the bottom of the pools.
 - To comply with the above rule, one counselor must be in the water, and one counselor must be out of the water on deck during swim time. No one counted in ratio should be sitting.
 - 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 in a designated area.
- No running, pushing, or horseplay is permitted in pool, pool deck or locker rooms.
- No diving in shallow water is permitted.

Each program 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 when 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 by writing at the program that their children will be provided with an opportunity for outdoor play each day, and that appropriate dress 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:
 - Temperatures at 90 degrees or above AND temperatures at 25 degrees or below
 - 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 OR heat advisory that is issued
 - Air quality issues
- 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.

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.
- Staff members will complete Child Protection training yearly to ensure we follow the most up to date practices.
- Staff members will comply with state regulations for Child Abuse training requirements.

To make sure your child remains safe outside of the YMCA supervision and to protect our staff 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 host sleepovers or spend time one-on-one with your child outside of the YMCA programs. See enclosed CODE OF CONDUCT for EMPLOYEES and VOLUNTEERS.
- 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 about 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 District Director. If you suspect abuse, call the Senior Vice President of Youth Development at 216-386-7149, and/or to the State of Ohio anonymous line at 855-642-4453 (855-O-H-CHILD), and/or by completing the anonymous form on clevelandymca.org/youth-family, and/or by contacting the local or state authorities

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

Childcare Programs:

The YMCA reserves the right to cancel programming in the event of inclement weather or emergency situations. If the YMCA cancels Youth Development Childcare programs 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.

Y-Club Programs:

Before and After School Enrichment programs will follow the school districts calendar. If school is canceled due to inclement weather or emergency situations, or illnesses related to communicable disease exposure within the school system, the YMCA will not refund or issue credits for fees paid. Please check your local news station for school closing.

Enrollment Forms:

Parent/Guardian must complete all required enrollment forms prior to their child's 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 at selected programs.

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.

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
GOOD FRIDAY
MEMORIAL DAY
JUNETEENTH
INDEPENDENCE DAY

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 YMCA will determine the date of closure.

Out of School Time care may be provided at designated²⁵ 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 seven-to-ten-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 professionally train new and additional summer day camp staff and new school year staff once school is in session in the fall. Schedules vary program-by-program 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 Director 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.

INFANT CARE: Parents are required to fill out a form for the infant room teachers to provide them with all the information they need to care for infants. This form will need to be updated whenever there is a change in the infants' daily routine.

FEEDINGS:

- All formula bottles need to be made by the parents at home before bringing the infant to the program in the morning.
- All bottles are to be labeled with the child's first and last name and the date.
- All breast milk needs to be labeled with the child's name, the date the milk was pumped and the date the bottle was prepared.
- All bottles that are to be warmed will be warmed in a bottle warmer.
- Any breast milk that comes frozen will be thawed out in cold water.

DIAPERING:

- Parents are to provide diapers and wipes
- Diapers will be changed when soiled and are checked every 2 hours unless parents ask them to be checked sooner.

BREASTFEEDING AND /OR PUMP LOCATIONS

Please refer to our staff regarding the location of on-site breastfeeding and/or pump locations as these vary at each location.

NAPPING/REST TIME:

- All infants will be placed in their cribs on their backs unless there is a note from the doctor.
- Infants are not to have anything in their cribs while sleeping.
- All toddlers and preschools will be provided with a cot for naptime. For your child's safety, the YMCA will provide all sheets and blankets.
- All sleeping items will be sent home weekly unless soiled beforehand

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 program.
- No smoking or vaping of any products is allowed on the premises of the YMCA and YMCA programs.
- To protect the privacy of the children and YMCA staff, the use of cellular phones or other devices with cameras are prohibited by unauthorized individuals in the YMCA Youth Development areas.

YMCA of Greater Cleveland Code of Conduct for YMCA Members, Participants, and Guests

The term "consumer" refers to any person of any age (adult or youth) visiting or involved in YMCA facilities, programs, and services.

The YMCA of Greater Cleveland is committed to providing a safe and welcoming environment for all.

Abuse or Mistreatment

Our association's top priority is keeping consumers safe. Any form of abuse or mistreatment of consumers, employees, and volunteers is prohibited. Use of abusive, obscene, or profane language, including racial, religious, gender identity, or sexual references will not be tolerated.

Bullying

Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms including physical bullying, verbal bullying, nonverbal or relational bullying, cyberbullying, sexualized bullying, and hazing.

Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This applies to all consumers, employees, and volunteers.

Alcohol, Drugs, and Tobacco

Use of alcoholic beverages, drugs, and tobacco/vaping products while at the Y is prohibited. Consumers who appear to be under the influence of alcohol, drugs, or illicit substances will not be permitted to participate in any program and will be asked to leave the premises.

Weapons

Weapons, and items that may be considered weapons, are prohibited. This includes laser pointers. Anyone found to be in possession of such items will be required to leave and the items may be confiscated. The authorities may be notified as appropriate.

Violence

Violence and threats of violence will not be tolerated at the Y, on our grounds, in our facilities, in other facilities being utilized or visited by our association, or during association-sponsored activities and events. Employees are available to assist in the resolution of differences.

Sexually Explicit Materials

Everyone in the YMCA is prohibited from accessing, displaying, producing, and/or distributing pornography or sexually explicit materials on our association's property or involved in our services.

Disruptive Behavior

Our association seeks to provide a safe environment for individuals in our community. The following behavior is not permitted:

- Inappropriate or disruptive behavior, including, but is not limited to, graffiti, littering, spitting, or throwing objects that could intentionally or unintentionally harm others or cause disorder
- Wearing inappropriate clothing. Suitable family attire must be worn at all times. Clothing must be modest, cover the midriff, and may not have offensive words or pictures. Refer to our Member Handbook for specifics.
- Angry or vulgar language, including swearing, name-calling, or shouting

- Physical conduct with another person in²⁷ an angry or threatening way
- Any performance of sexual activity/contact with another person
- Harassment or intimidation by words, gestures, body language, or any other menacing behavior
- Theft
- Behavior that results in the destruction of property

Photos and Audio/Video Recording

The use of audio, camera and video recording devices, including the recording and photography functions of cell phones, are prohibited in all YMCA facilities owned or leased unless there is implied authorization.

- The use of these devices is strictly prohibited in the Child Watch area, Wellness Center, free weight room, gymnasium, locker rooms, restrooms, and pool areas.
- Implied authorization is when a person is taking a picture, using an audio device, or taking video of a member of their family, family friends, or others from whom prior permission has been obtained.

PROTECTING OUR YOUTH

Because our association is dedicated to maintaining zero tolerance for child abuse, it is imperative that everyone actively participates in the protection of our youth.

If you observe any suspicious or inappropriate behaviors and/or policy violations on the part of employees, volunteers, or other consumers, it is your personal responsibility to immediately report your observations. Report any suspicions to the branch Executive Director, and/or the Senior Vice President of Youth Development at 216- 386-7149, and/or to the State of Ohio anonymous line at 855-642-4453 (855-0-H-CHILD), and/or by completing the anonymous form on clevelandymca.org/youth-protection, and/or by contacting the local or state authorities.

Examples of suspicious or inappropriate behaviors between employees/ volunteers and youth:

- Violation of any abuse prevention policies outlined by our association
- Buying gifts for an individual youth
- Making suggestive comments to the youth
- Picking favorites

One-on-One Interactions with Youth

Most child abuse occurs when an adult is alone with a youth, or when a youth is alone with another youth. Our association aims to reduce or eliminate these situations, and thus we prohibit private one-on-one interactions unless approved in advance by the association administration and parent. If you observe one-on-one interactions between employees/volunteers and youth, you should report this. Any romantic or otherwise sexual relationship between a youth or teen and an employee/ volunteer is strictly prohibited.

Electronic Communication with Youth²⁸

Individual direct calls or text messaging between youth and employees/volunteers is not allowed, unless approved in writing by a program supervisor and parent. Employees/volunteers will only message youth via methods that include parents/ guardians (such as the app "Remind"). Employees and volunteers are not permitted to befriend/follow youth on social networking or social media sites or be involved with youth in any variation of online gaming. Youth will comply with the association's policies governing the use of personal mobile communication devices while in programming.

Reporting of Potential Abuse

If you observe or learn of any suspicious or inappropriate behaviors and/or policy violations on the part of employees, volunteers, or other consumers, it is your personal responsibility to immediately report your observations or concerns.

Remember, at our Y, the policies apply to everyone.

You are encouraged to report concerns related to abuse (whether about other employees, volunteers, or other consumers) to

- **the branch Executive Director, and/or the Senior Vice President of Youth Development at 216-386- 7149, and/or**
- **to the State of Ohio anonymous line at 855-642-4453 (855-0-H-CHILD), and/or**
- **by completing the anonymous form on clevelandymca.org/youth-protection, and/ or**
- **by contacting the local or state**

YMCA of Greater Cleveland Code of Conduct for Employees and Volunteers

Part I - Interactions with People of All Ages

NOTE: In this document, the term "consumer" refers to any person of any age (adult or youth) involved in or visiting YMCA facilities, programs, and services.

The YMCA expects employees/volunteers to behave in a mature and responsible manner and to respect the rights of others. Any violation of this code of conduct must be reported immediately to a supervisor, or to Human Resources, or by completing the form on clevelandymca.org/youth-family. Failure to report violations or suspected violations may result in corrective action up to and including termination of employment. Abuse of any kind will not be tolerated, and confirmed abuse will result in immediate dismissal from this association. The association will fully cooperate with authorities if allegations of abuse are made that require an investigation.

The following policies are intended to help employees/volunteers make decisions about consumer interactions. For clarification of any guideline, or to inquire about behaviors not addressed here, contact Human Resources.

The association provides our consumers with the highest quality services available. We are committed to creating an environment that is safe, nurturing, empowering, and that promotes growth and success.

The Code of Conduct outlines specific expectations of employees/volunteers as we strive to accomplish our mission together.

1. Employees/volunteers will exhibit the highest ethical best practices and personal integrity.
2. Employees/volunteers will provide a professional work environment free from physical, psychological, written, or verbal intimidation or harassment.
3. Employees/volunteers will not physically, sexually, or emotionally abuse, neglect, or bully any youth or adult.
4. Employees/volunteers will accept their personal responsibility to protect all people of any age from all forms of abuse.
5. Employees/volunteers will only give and accept gifts in accordance with association policies.
6. Employees/volunteers will respond to all people with respect and consideration and treat all people equally regardless of sex, race, religion, culture, disability, sexual orientation, age, gender, gender identity, etc.
7. Employees/ volunteers must be clean, neat, and appropriately attired
8. Using or being under the influence of alcohol or illegal drugs during work hours is prohibited. Violation will result in corrective action up to and including termination of employment.
9. Smoking/vaping of any substance or use of chewing tobacco is prohibited on YMCA premises, including branches and program sites. Violation will result in corrective action up to and including termination of employment.
10. Profanity, inappropriate jokes, sharing intimate details of one's personal life, and any kind of harassment is prohibited.
Employees/volunteers will not possess sexually oriented materials, including printed or online pornography, on our association's property. Employees/volunteers are prohibited from accessing, displaying, producing, and/or distributing pornography on our association's property or equipment.
11. Employees/volunteers will refrain from intimate displays of affection towards others.
12. Employees/volunteers will uphold the mission of the YMCA by respecting the rights of youth, families, and adults. We shall not discriminate on the basis of race, color, religion/ creed, gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status in any YMCA activities or operations.

Part II - Interactions with Youth³⁰

In the state of Ohio, YMCA employees/volunteers are considered mandated reporters of child abuse. Employees and volunteers must report abuse -related concerns or complaints about other employees and volunteers, other adults, or youth to their supervisor, and/or the branch Executive Director, and/or the Senior Vice President of Youth Development at 216- 38 6-7149, and/or to the State of Ohio anonymous line at 855-642-4453 (855-0 -H- CHI LD), and/or by completing the anonymous form on clevelandymca.org/youth-protection, and/or by contacting the local or state authorities.

1. Employees/volunteers will be positive role models for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity.
2. Employees/volunteers will not abuse children in any way, including but not limited to:
 - a. Physical abuse - including but not limited to striking, spanking, shaking, slapping, using unnecessary restraint.
 - b. Verbal abuse - including but not limited to humiliating, degrading, threatening, cursing.
 - c. Sexual abuse - including but not limited to inappropriate touching or verbal exchange, exposing oneself, participating in sexually-oriented conversations.
 - d. Mental abuse - including but not limited to shaming, withholding love, cruelty.
 - e. Neglect - including but not limited to withholding food, water, basic care, shelter, etc.
3. Any type of abuse will not be tolerated and will be cause for corrective action up to and including termination of employment.
4. Our association will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, we will take steps needed to eliminate such behavior. Anyone who sees an act of bullying, and who then encourages it, is also engaging in bullying. This policy applies to all members, participants, guests, employees, and volunteers.

Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms, including:

- a. *Physical bullying*: when one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another.
- b. *Verbal bullying*: when someone uses their words to hurt another, such as by belittling or calling another hurtful names.
- c. *Nonverbal or relational bullying*: when one person manipulates a relationship or desired relationship to harm another person. This includes social exclusion, friendship manipulation, or gossip. This type of bullying also includes intimidating another person by using gestures.
- d. *Cyberbullying*: the intentional and overt act of aggression toward another person by way of any technological tool, such as email, instant messages, text messages, digital pictures or images, or website postings (including blogs). Cyberbullying can involve:
 - i. Sending mean, vulgar, or threatening messages or images.

- ii. Posting sensitive, confidential information about another person.
 - iii. Pretending to be someone else to make that person look bad.
 - iv. Intentionally excluding someone from an online group.
 - e. *Hazing*: an activity expected of someone joining or participating in a group that humiliates, degrades, abuses, or endangers that person regardless of that person's willingness to participate.
 - f. *Sexualized bullying*: when bullying involves behaviors that are sexual in nature. Examples of sexualized bullying behaviors include sexting, bullying that involves exposures of private body parts, and verbal bullying involving sexualized language or innuendos.
5. Employees/volunteers must be able to perform their job without adversely harming children's physical or mental health. If in doubt, an expert must be consulted.
 6. Employees/volunteers will adhere to uniform best practices of appropriate and inappropriate verbal interactions as outlined by our association.
 7. Employees and volunteers will not have secrets with youth and will only give and accept gifts in accordance with association policies.
 8. Employees/volunteers must use positive techniques of guidance including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism.
 9. Employees/volunteers will have age-appropriate expectations and design guidelines and environments that minimize the need for discipline. Physical restraint is used only in predetermined situations (necessary to protect the child or other children from harm), is only administered in a prescribed manner, and must be documented in writing.
 10. To protect YMCA employees, volunteers, and program participants, employees/volunteers must not be alone with a single child where they cannot be observed by others. As employees/volunteers supervise children, they will space themselves in a way that other employees/volunteers or participants can see them.
 11. Employees/volunteers will never leave a child unsupervised.
 12. Restroom supervision: Youth are not to be sent to the restroom without a YMCA employee/volunteer member present. The "buddy system" or three children going to the restroom together without an employee/volunteer member are not permitted. Similar guidelines are to be observed during off- site trips.
 - a. The employee/volunteer will make sure the restroom is not occupied before allowing children to use the facilities.
 - b. For single stall restrooms, the employee/volunteer will be positioned outside of the restroom to make sure no one else enters the restroom.
 - c. At minimum, when multiple children are in the restroom or locker room, YMCA employee/volunteer members will be standing in the open doorway so they can have at least auditory supervision of the children.
 - d. Entrance doors to multi-stall restrooms must remain open when used by youth using YMCA services.
 - e. Employees/volunteers are encouraged to be inside the facilities so they can be easily seen by the children and can immediately stop any inappropriate activity. This is best done with multiple employees/volunteers, so an individual employee/volunteer is not subjected to unwarranted allegations.
 13. Private activities such as diapering, putting on bathing suits, taking showers, etc. will be conducted or supervised by employees/volunteers working in pairs. When this is not feasible, employees/volunteers must be positioned so that they are visible to others.
 14. Employees/volunteers will conduct a health check of each child each day as they enter the program, noting any fever, bumps, bruises, burns, etc. Questions or comments will be addressed to the parent (when they pick up or drop off the child) or to the child (that day) in a non-threatening way. Any questionable marks or responses will be documented and reported to a YMCA supervisor.
 15. 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.

a. Appropriate physical interactions³² initiated by the consumer include:

- i. Side hugs.
- ii. Shoulder-to-shoulder or "temple" hugs.
- iii. Pats on the shoulder or back.
- iv. Handshakes.
- v. High-fives and hand slapping.
- vi. Pats on the head when culturally appropriate.
- vii. Touching hands, shoulders, and arms.
- viii. Arms around shoulders.
- ix. Holding hands (with young children in escorting situations).

b. Inappropriate physical and verbal interactions include:

- i. Full-frontal hugs.
- ii. Kisses.
- iii. Showing affection in isolated areas or while one-on-one.
- iv. Wrestling.
- v. Piggyback rides.
- vi. Tickling.
- vii. Allowing a consumer to cling to an employee's or volunteer's leg.
- viii. Allowing consumers, older than kindergarten, to sit on an employee or volunteer's lap.
- ix. Any type of massage given by or to a consumer outside of accepted and documented medical treatment.
- x. Any form of affection that is unwanted by the consumer, employee, or volunteer.
- xi. Outside of accepted and documented medical treatment and authorized and documented personal care assistance, touching any body location that would be covered by a bathing suit, especially the bottom, chest, or genital areas, is prohibited.
- xii. Picking up school-aged youth.
- xiii. Name-calling, cursing, shaming, belittling, derogatory remarks, secrets, off-color or sexual jokes.
- xiv. Discussing sexual encounters or oversharing personal history.
- xv. In any way involving youth in personal or work problems or issues of employees/volunteers.

16. Except for in diapering, employees/volunteers will respect children's rights to not be touched in ways that make them feel uncomfortable. Employees/volunteers will respect children's right to say no.

17. Employees/volunteers will not comment on youth's bodies.

18. Employees/volunteers are not permitted to date or become romantically involved with consumers under the age of 18.

19. Employees/volunteers are prohibited from meeting outside of the YMCA with children/teens whom they have met in YMCA programs. This includes baby-sitting, tutoring, private lessons or coaching, mentoring, sleepovers, and inviting children to their home, having any type of one-to-one correspondence with the youth unless one of the following conditions exists:

- a. Employee/volunteer and the child's family or custodian have a relationship that predates the commencement of your employment or volunteering at the **YMCA**.
- b. Employee/volunteer and the child's family or custodian have a relationship which predates the child's enrollment in a YMCA program.
- c. Employee/volunteer and the child, the child's family, or the child's custodian are related.

For exceptions to be authorized, the parent/guardian must complete the form titled **AUTHORIZATION for OUTSIDE CONTACT**, which also must be signed by the employee/volunteer's supervisor. This form must remain on file in the association-

designated location.

20. Employees/volunteers are not to transport children in their own vehicles.
21. Under no circumstances are employees/volunteers to release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization must be on file with the YMCA) except for law enforcement or Child Protection Services.
22. Employees/volunteers are required to read and sign all policies related to identifying, documenting, and reporting child abuse and to attend annual trainings on the subject as instructed by a supervisor.

Appendix C to Rule 5101:2-12-07

Center Parent Information

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

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 childcare are available for review at the center.

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.

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.

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

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 ODJFS. Inspections are also online at <http://childcaresearch.ohio.gov/>. Parents may search for a specific program and sign up to be notified when the program's latest inspection is posted online.

It is unlawful for the center to discriminate in the enrollment of children upon the basis of race, color, religion, sex, national origin, or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq. To file a discrimination complaint, write or call Health and Human Services (HHS) or ODJFS. HHS and ODJFS are equal opportunity providers and employers.

Write or Call:
HHS
Region V, Office of Civil Rights
233 N. Michigan Ave, Ste.
Chicago, IL 60601
(312) 886-2359 (voice)
(312) 353-5693 (TDD)
(312) 886-1807 (fax)

Write or Call:
ODJFS
Bureau of Civil Rights
240 30 E. Broad St., 37th Floor
Columbus, OH 43215-3414
(614) 644-2703 (voice)
1-866-277-6353 (toll free)
(614) 752-6381 (fax)
1-866-221-6700 (TTY) or (614) 995-9961

For more information about childcare 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://ifs.ohio.gov/cdo/families.stm>.

Building for the Future

This childcare 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 millions of children participate in CACFP at childcare 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 five components)
Milk Fruit OR Vegetable Grains or Bread* *Meat/Meat Alternate may replace entire grain up to 3x/week	Milk Meat or meat alternate Grains or bread Vegetable AND Fruit or Second Vegetable (if serving two vegetables they must be different foods)	Milk Meat or meat alternate Grains or bread Fruit 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 childcare centers, Head Start programs, and some for-profit centers.
- **Family Child Care Homes:** Licensed private homes.
- **After School Care Programs:** Centers in low-income areas provide free snack and/or meal 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 aged 12 and under,
- Migrant children aged 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

Kendall Raymore, CACFP Coordinator
Warrensville Heights Family YMCA
4433 Northfield Rd.
Warrensville Heights, OH 44128
Email: kraymore@clevelandymca.org

Ohio Department of Education and Workforce

CACFP Program Specialist
25 S. Front Street, MS 303
Columbus, OH 43215-4183
Phone: 614-460-2945
Toll Free: 1-800-808-6235

Nondiscrimination: In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity. Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-QASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-8992, or by writing a letter addressed to sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. Mail:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or

2. fax:

(833) 256-1665 or (202) 690-7442; or

3. email: Program.Intake@usda.gov

This institution is an equal opportunity provider.

CACFP MEAL PATTERN FOR CHILDREN			
BREAKFAST- SELECT ALL THREE COMPONENTS FOR A REIMBURSABLE MEAL			
Food Components¹	Ages 1-2	Ages 3-5	Ages 6-12
MILK <i>1 serving, fluid milk</i>	1/2 cup ²	3/4 cup ³	1 cup ⁴
FRUIT/ VEGETABLE⁵ <i>1 serving juice, fruit and/or vegetable</i>	1/4 cup	1/2 cup	1/2 cup
GRAINS / BREAD⁶ <i>1 serving grain</i>	1/2 oz eq ⁷	1/2 oz eq ⁷	1 oz eq ⁷
LUNCH- SELECT ALL FOUR COMPONENTS FOR A REIMBURSABLE MEAL			
Food Components¹	Ages 1-2	Ages 3-5	Ages 6-12
MILK <i>1 serving, fluid milk</i>	1/2 cup ²	3/4 cup ³	1 cup ⁴
FRUIT/ VEGETABLE⁵ <i>2 servings equal to juice, 2 fruit (f) and/or vegetable (v)</i>	1/8 cup	1/4 cup	1/4 cup (f) 1/2 cup (v)
GRAINS / BREAD⁶ <i>1 serving bread or cold dry cereal or grains</i>	1/2 oz eq ⁷	1/2 oz eq ⁷	1 oz eq ⁷
SNACK- SELECT TWO OF THE FOUR COMPONENTS FOR A REIMBURSABLE SNACK			
Food Components¹	Ages 1-2	Ages 3-5	Ages 6-12
MILK <i>1 serving, fluid milk</i>	1/2 cup ²	3/4 cup ³	1 cup ⁴
FRUIT/ VEGETABLE⁵ <i>1 serving juice or fruit and/or vegetable</i>	1/2 cup	1/2 cup	3/4 cup
GRAINS / BREAD⁶ <i>1 serving bread or cold dry cereal or grains</i>	1/2 oz eq ⁷	1/2 oz eq ⁷	1/2 oz eq ⁷

¹ Must serve all three components for a reimbursable meal. Offer versus serve is an option for at-risk afterschool care and adult day care centers.

² Must be unflavored whole milk for children age 1.

³ Must serve unflavored milk to children 2 through 5 years old. The milk must be fat-free, skim, low-fat, or 1 percent or less.

⁴ May serve unflavored or flavored milk to children ages 6 and older. The milk must be fat-free, skim, low-fat, or 1 percent or less.

⁵ Juice must be pasteurized. Full-strength juice may only be offered to meet the vegetable or fruit requirement at one meal or snack, per day. A vegetable may be offered to meet the entire fruit requirement. When two vegetables are served at lunch or supper, two different kinds of vegetables must be served.

⁶ Must serve at least one whole grain-rich serving, across all eating occasions, per day. Grain-based desserts may not be used to meet the grains requirement. Meats/meat alternates may be offered in place of the entire grains requirement, up to 3 times per week at breakfast. One ounce equivalent of meats/meat alternates credits equal to one ounce equivalent of grains. Through Sept. 30, 2025, breakfast cereals must contain no more than 6 grams of total sugars per dry ounce. By Oct. 1, 2025, breakfast cereals must contain no more than 6 grams of added sugars per dry ounce. Information on crediting grain items and meats/meat alternates may be found in FNS guidance.

⁷ oz eq = ounce equivalents. Ounce equivalencies for processed/combination and grain items are not to be mistaken for serving instructions; please calculate appropriate serving sizes.

^{**} Select 2 of the 5 components for snack.

^{**} Children are able to bring outside breakfast/lunch/snack to eat during meal serving time and will still be served the YMCA meal options.

HOUSEHOLD LETTER - Dear Parent or Guardian

Please help us comply with the requirements of the U.S. Department of Agriculture's Child and Adult Care Food Program (CACFP) by completing the attached income eligibility application for free and reduced-price meals. All information will be treated with strict confidentiality. The CACFP provides reimbursement to the child care center for healthy meals and snacks served to children enrolled in child care. The completion of the income eligibility application is optional. Complete the application on the reverse side using the instructions below for your type of household. You or your children do not have to be U.S. citizens to qualify for meal benefits offered at the child care center. Households with incomes less than or equal to the reduced-price values listed on the chart at the bottom of this page are eligible for free meal benefits. An application must contain complete information to be considered for free or reduced-price meals. Households are no longer required to report changes regarding the increase or decrease of income or household size or when the household is no longer certified eligible for food assistance (SNAP) or Ohio Works First (OWF). Once approved for free or reduced-price benefits, a household will remain eligible for these benefits for a period not to exceed 12 months. During periods of unemployment, your child(ren) is eligible for meal reimbursement provided the loss of income during this time causes the family to be within eligibility standards for meals. In operation of the CACFP, no person will be discriminated against because of race, color, national origin, sex, age or disability §226.23(e)(2)(iv). If you have questions regarding the completion of this application, contact the child care center.

PART 1 - CHILD INFORMATION: ALL HOUSEHOLDS COMPLETE THIS PART (*denotes required info)

- Print the name of the child(ren) enrolled at the child care center. All children (including foster children) can be listed on the same application.
- List the enrolled child's age and birth date.
- Check box indicating if the child is a foster child. Foster children that are under the legal responsibility of the foster care agency or court are eligible for free meals. Any foster child in the household is eligible for free meals regardless of income. Attach documentation to show foster child status.

PART 2 - HOUSEHOLDS RECEIVING FOOD ASSISTANCE OR OHIO WORKS FIRST: COMPLETE THIS PART AND PART 4 - If a child is a member of a food assistance (SNAP) or OWF household, they are automatically eligible to receive free CACFP meal benefits.

Circle the type of benefit received: Food Assistance (SNAP) or Ohio Works First (OWF).

- List a current food assistance or OWF case number for each child. This will be a 7-digit number. Do not list a swipe card number.

SKIP PART 3 - Do not list names of household members or income if you listed a valid Food Assistance (SNAP) or OWF case number for each child in Part 2.**PART 3 - TOTAL HOUSEHOLD SIZE, GROSS INCOME AND HOW OFTEN RECEIVED: ALL OTHER HOUSEHOLDS COMPLETE PARTS 3 & 4.**

- a) Write the names of all household members including yourself and the child(ren) that attends the child care center, noting any income received. A household is defined as a group of related or unrelated individuals who are living as one economic unit that share housing and/or significant income and expenses of its members. This might include grandparents, other relatives, or friends who live with you. Attach another piece of paper if you need more space to list all household members.
- b) Check the box for any person listed as a household member (including children) that has no income.
- c) For each household member, list each type of income received during the last month and list how often the money was received.
 1. Earnings from work before deductions: Write the amount of total gross income each household member received the last month, before taxes/deductions or anything else is taken out (not the take-home pay) and how often it was received (weekly, every two weeks, twice per month, monthly, annually). Income is any money received on a recurring basis, including gross earned income. Households are not required to include payments received for a foster child as income. If any amount during the previous month was more or less than usual, write that person's usual monthly income. If you normally get overtime, include it, but not if you only get it sometimes. If you are in the military and your housing is part of the Military Housing Privatization Initiative and you receive the Family Subsistence Supplemental Allowance, do not include these allowances as income. Also, in regard to deployed service members, only that portion of a deployed service member's income made available by them or on their behalf to the household will be counted as income to the household. Combat pay, including Deployment Extension Incentive Pay (DEIP) is also excluded and will not be counted as income to the household. All other allowances must be included in your gross income.
 2. List the amount each person got the last month from welfare, child support or alimony and list how often the money was received.
 3. List the amount each person got the last month from pensions, retirement, Social Security, Supplemental Security Income (SSI), Veteran's (VA) benefits or disability benefits and list how often the money was received.
 4. List all other income sources. Examples include: Worker's Compensation, strike benefits, unemployment compensation, regular contributions from people who do not live in your household, cash withdrawn from savings, interest/dividends, income from estates/trusts/investments, net royalties/annuities or any other income. Self-employed applicants should report income after expenses (net income) in column 1 under earnings from work. Business, farm or rental property report income should be entered in column 4. Do not include food assistance payments.

PART 4 - SIGNATURE AND LAST 4 DIGITS OF SOCIAL SECURITY NUMBER: ALL HOUSEHOLDS COMPLETE THIS PART (* denotes required info)

- a) * All applications must have the signature of an adult household member.
- b) * The adult signing the application must also date the form.
- c) * Only an application that lists income in Part 3 must have the last four digits of the social security number of the adult who signs. If the adult does not have a social security number, check the box marked, "I do not have a Social Security Number." If you listed a food assistance or OWF number for each child or if you are applying for a foster child, the last four digits of the social security number are not required.

PART 5 - RACIAL/ETHNIC IDENTITY - OPTIONAL

You are not required to answer this part in order for the application to be considered complete. This information is collected to make sure that everyone is treated fairly and will be kept confidential. No child will be discriminated against because of race, color, national origin, gender, age or disability.

NON-DISCRIMINATION STATEMENT: In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [How to File a Complaint](#), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov. This institution is an equal opportunity provider.

REDUCED-PRICE INCOME ELIGIBILITY GUIDELINES

Guidelines to be effective from July 1, 2024 through June 30, 2025. Households with incomes less than or equal to the reduced-price values below are eligible for free or reduced-price meal benefits.

HOUSEHOLD SIZE	ANNUAL	MONTH	TWICE PER MONTH	EVERY TWO WEEKS	WEEK
1	\$27,861	2,322	1,161	1,072	536
2	\$37,814	3,152	1,576	1,456	728
3	\$47,767	3,981	1,991	1,838	919
4	\$57,720	4,810	2,405	2,220	1,110
5	\$67,673	5,640	2,820	2,603	1,302
6	\$77,626	6,469	3,235	2,986	1,493
7	\$87,579	7,299	3,650	3,369	1,685
8	\$97,532	8,128	4,064	3,752	1,876
For each additional family member, add	+9,953	+830	+415	+383	+192

WIC Provides:

- One-on-one meeting with a nutrition expert.
- Breastfeeding support.
- Healthy foods like fruits and vegetables, eggs, milk, yogurt, cheese, and more.
- Infant formula.
- Referrals to other programs and services.

CALL 1-800-755-4769

VISIT signupwic.com

WIC promotes breastfeeding as the best way to feed your baby.

This institution is an equal opportunity provider.



**Department of
Health**

Women, Infants, and
Children Program (WIC)