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This handbook is intended to familiarize families with the Burlington Area YMCA School Age Program policies, practices, and standards. The parent handbook is available on our website at <http://www.burlingtony.org> and upon request from the Child Care and Youth Development Director. The Burlington Area YMCA reserves the right to revise its policies, practices, and standards as deemed appropriate by the Director. Families will be notified of updates to the handbook.

MISSION STATEMENT

The mission of the YMCA is to put Christian principles into practice through programs that build healthy spirit, mind, and body for all.

CAUSE

At the YMCA, strengthening community is our cause. We believe that lasting personal and social change can only come about when we all work together to invest in our kids, our health, and our neighbors. That's why we focus our work in three areas: youth development, healthy living, and social responsibility.

GENERAL CENTER INFORMATION

Administration

CEO: Gina Crabtree

gina@burlingtony.org

(319) 753-6734 Ext. 115

Child Care & Youth Development Director: Lindsey Koopmans

lindsey@burlingtony.org

(319)753-6734 Ext. 128

Locations

Blackhawk Elementary (Before School Program only: 6:45a-until school bell rings)

2804 S. 14th Street

Burlington, IA 52601

319.572.4329

Sunnyside Elementary (Before School Program only: 6:45a-until school bell rings)

2040 Sunnyside Avenue

Burlington, IA 52601

319.768.8379

Burlington Area YMCA (After School Program only: Bell rings-6:00p)

2410 Mount Pleasant St.

Burlington, IA 52601

319.753.6734

Licensing

The Burlington Area YMCA is licensed by the State of Iowa, Department of Human Services. A copy of the Licensing Standards and Procedures is available to parents upon request. The center is inspected regularly by a childcare licensing consultant and our own staff to ensure that our program meets or exceeds health, safety, and other state requirements.

Ratios

The Burlington Area YMCA Child Care Center will maintain the following staff-to-child ratios at all times:

<u>Age of Children</u>	<u>Minimum Ratio of Staff-to-Children</u>
5 years- 10 years	1 staff for every 15 children
10 years and over	1 staff for every 20 Children

Staff

Qualified staff are vital to provide high quality childcare services to families. Our staff is required to complete certification in CPR, First Aid, Universal Precautions, Mandatory Reporter, and Child Care Essentials Pre-Service Training. Each staff member is also required to complete annual Professional Development courses.

Weather-Related Closings

The Burlington Area YMCA will follow the following during inclement weather for the Before School Programs at Sunnyside and Blackhawk:

- If the Burlington Community School District delays or cancels school, we will not offer the Before School Program at Sunnyside and Blackhawk.

The Burlington Area YMCA will follow the following during inclement weather for the Hybrid School Age Child Care Program held at the YMCA:

- If the Burlington Community School District delays or cancels school, we will offer the program at normal hours for the children that we registered to attend that day.

Confidentiality

Confidentiality is a top priority for the Burlington Area YMCA. Personal information of families and staff will not be shared for any reason without prior written consent of the individual. In situations regarding behavior problems and/or incidents, names of children involved will never be given to families.

Enrollment

The Before School Program and the Hybrid School Age Child Care Program are open to children Kindergarten through 5th grade. Children are enrolled on a first-come, first-serve basis. Others will be placed on a waiting list and accommodated as space becomes available. Registration packets are available at the Burlington Area YMCA front desk. All intake forms must be filled out properly and returned to the YMCA in advance of the child attending the program. There is a \$30.00 non-refundable registration fee per family.

No person shall in the case of race, color, religion, national origin, or sex be excluded from participation.

CURRICULUM COMPONENTS

Age-appropriate/ developmentally appropriate activities will be available daily with the children's interests providing the direction for the program. Curriculum components include but are not limited to the following:

- Literacy
- Arts & Crafts
- Games
- Service Learning
- Social Competence & Conflict Resolution
- Homework & Academic Support
- Science & Discovery
- Character Development
- Health, Wellness, & Fitness

Program Goals

Through the YMCA School Age Child Care Programs, the YMCA seeks to help children:

- Grow personally
- Clarify personal values
- Develop conflict resolution skills
- Appreciate diversity
- Become better leaders
- HAVE FUN!

Clothing

Children will play outside daily weather permitted. Parents should make sure their children are dressed properly for the weather, including boots, hats, coats, mittens etc.

We ask that children bring a change of clothing in case of an accident.

MEALS AND SNACKS

The Burlington Area YMCA Hybrid School Age Child Care Program provides a nutritious breakfast, lunch, and snack to all children enrolled in the program. The program follows nutritional guidelines established by the Child and Adult Care Food Program. Menus are posted in the Youth Zone and are available upon request.

Children are encouraged to try all food that is offered but will never be forced to eat. Please contact the Child Care & Youth Development Director if there are dietary restrictions so that accommodations can be made.

ARRIVAL AND DEPARTURE

Arrival

The Burlington Area YMCA will follow the following during arrival and departure.

- The Before School Program located at Sunnyside and Blackhawk will run from 6:45a-until the school bell rings. We require all children be brought to the drop off door by a parent. Please ring doorbell (Blackhawk) / knock on door (Sunnyside) and a staff member will come take your child's temperature and sign them in.
- The Hybrid School Age Child Care Program located at the Burlington Area YMCA will run from 7:00a-6:00p. We require all children be brought into the YMCA and to the Youth Zone door by a parent. Please knock on the door and a staff member will come to the door and take your child's temperature and sign them in.

Departure

We will only release your child to parents/guardians with legal custody or person over the age of 18 who are designated by you on the pickup list. Under no circumstance will a child be released to any person who is a registered sex offender. If someone unfamiliar to our staff is to pick up your child, it is imperative that you inform your child's teacher in advance of the pick-up. This person must be listed on the emergency contact /pick-up list and parent consent form. Please remind the individual that he/she will need to have picture identification with them to ensure your child's safety. Even if the individual has picked up before, he/she will still need to bring their identification (in case the teacher in charge has not previously met him/her before).

Once you have been reunited with your child, the Burlington Area YMCA is no longer responsible for your child.

If parents do not arrive to pick up their child by 6:00pm from the Child Care Center, a staff member will first try to contact the parent using all the phone numbers provided on the intake paperwork. If we are unable to contact the parents, we will call the individuals on the emergency contact form. If staff are not able to contact anyone within 30 minutes of closing time they will contact the Child Care and Youth Development Director who will then notify the Iowa Department of Human Services and the Burlington Police Department.

HEALTH AND SAFETY POLICIES

Illness

Our priority at the Burlington Area YMCA is to provide a healthy, safe learning environment for all children. An illness prevents a child from participating comfortably in activities, resulting in a greater need for care than the staff can reasonably provide without compromising the health and safety of the other children in the program. A child will be sent home as soon as possible if any of the following is experienced:

- **Fever** of 100 or greater, until 24 hours symptom free without fever reducing medication.
- **Diarrhea** not associated with diet changes or medication; multiple loose or watery instances within 1 hour or accompanied by fever and/or vomiting; until diarrhea stops for 24 hours.
- **Vomiting** (1 instance) the child can return after vomiting has been resolved for 24 hours.
- **Pink Eye** (conjunctivitis) until after treatment has been initiated for 24 hours.
- **Scabies** until 24 hours after treatment has been initiated.
- **Impetigo** until 24 hours after treatment has been initiated and blisters are covered.
- **Strep Throat** until 24 hours after initial antibiotics administered and fever free without fever reducing medication for 24 hours.
- **Chicken Pox** until all sores have dried and crusted with no oozing (usually 6 days).
- **Hand Foot and Mouth** until fever free without fever reducing medication for 24 hours.
- **Pertussis** until 5 days of appropriate antibiotic treatment has been completed.
- **Pneumonia** until a licensed health care provider has released back to childcare.
- **RSV** until a licensed health care provider has released back to childcare.

The Burlington Area YMCA reserves the right to make the final determination of exclusion due to illness. Any exceptions to our illness policy will require a written note from a licensed health care provider.

Notice of Exposure & Reporting Disease

If anyone in our program is exposed to a communicable disease, a general notice will be posted on the door of the Youth Zone and a letter will be sent out to all participants. If your child or anyone in your household becomes ill with a communicable disease, please notify the Child Care and Youth Development Director immediately.

In the event a child is reported to have a communicable disease, the Child Care and Youth Development Director will notify the Health Department. Additional information regarding illness or disease may be obtain from:

Nancy Granaman, RN Child Care Nurse Consultant

bngranaman@gmail.com

Handwashing

The Burlington Area YMCA complies with infectious control standards and requires all children and all staff to wash their hand before and after the following:

- Upon arrival at the center
- After each bathroom use
- Before and after all meals and snacks
- Before and after medication administration
- After handling bodily fluids (mucus, blood, vomit, etc)
- Before and after using the centers
- After coming indoors from the playground
- After cleaning or handling garbage

Warm water (no colder than 60 degrees F) and soap must be used. Hands must be rubbed vigorously for at least 20 seconds, including the backs of hands, between fingers, under nails and under any jewelry. A disposable paper towel must be used to dry off hands and turn off faucet.

Physicals and Immunization Records

Each child must have a current physical and immunization record on file at the Burlington Area YMCA. The physical on file must be updated at least yearly, immunizations must be updated whenever a new immunization is received, Updated physicals and Immunizations can be faxed to the Burlington Area YMCA Child Care Center directly at 319-753-6736.

Medication

Prescription and over-the-counter medications must be given to a staff member in the original container, labeled with the child's full name and date of birth. The Burlington Area YMCA Child Care Program will not administer any medication that is not in its original container, not labeled with appropriate information or without a signed Medication Authorization form. Forms can be obtained from a staff member or the Child Care and Youth Development Director.

Medications will be only be administered by an On-Site Director or the Child Care and Youth Development Director.

All prescription medications must have a Doctor's note attached to the medication. Note must include instructions along with the beginning and end date. A medication authorization form must also be filled out and signed by the parent. Prescription medications will only be given at the center if they are not able to be given at home (ex. Twice daily can be administered at home. Three times per day requires a middle of the day does and can be given at the center)

Documentation of Accidents/Incidents

Staff members will document accidents and incidents that occur at the Burlington Area using the accident/incident report. If the injury is serious, a staff member will contact you immediately. A staff member will talk to the parent/parents regarding the accident/incident at pickup on the same day the accident/incident occurred. Parent signature will be required on the accident/incident report. A copy can be made for the parent upon request. All accident/incident reports are given to the Child Care and Youth Development Director and kept in a permanent file.

Documentation of Health Incidents

Each time a parent is contacted regarding an ill child or symptoms of illness, a health incident report will be completed. A copy of the form will be given to the parent and the original will go to the Child Care and Youth Development Director to be placed in a permanent file.

Documentation of Allergies

A child with allergies must have an allergy action plan on file. All staff must review the allergy action plan to ensure understanding of emergency procedures should the child have an allergic reaction. All allergic reactions must be documented with a health incident form.

Documentation of Special Health Care Needs

An Emergency Care Plan will need to be on file for any child with special health care needs (seizures, etc.). All staff working in the classroom must familiarize themselves with this plan, to ensure preparedness should an emergency arise. If necessary, staff will receive training regarding a child's specific health care needs.

Sunscreen

The Burlington Area YMCA requires all children to wear sunscreen between the months of March through October. A permission slip must be on file before sunscreen can be applied to your child. If your child requires special sunscreen (different from the kind supplied by the center), parents will be required to supply it. Sunscreen must be SPF 15 or above and will be applied by childcare staff prior to going outside and regularly thereafter.

Tobacco Use

Cigarettes and smokeless tobacco products are prohibited on the Burlington Area YMCA's premises, including parking lots and outdoor play areas.

Mandatory Child Abuse Reporters

As childcare professionals who interact with children on a daily basis, each staff member at the Burlington Area YMCA is a mandatory child abuse reporter and must contact the Iowa Department of Human Services whenever abuse and/or neglect is suspected.

Access Policy

Any person in the center who is not a staff member or volunteer who has had a record check and approval to be involved with children shall not have unrestricted access. Center staff will approach anyone who is in the center without their knowledge to ask what their purpose is. If staff is unsure about the reason, they will contact the Child Care and Youth Development Director, or other management staff to get approval to be in the center. If it becomes a dangerous situation, staff will follow the "intruder in the center: procedures. Non-agency persons who are on the property for other reasons such as maintenance, repairs, etc. will be monitored by paid staff and will not be allowed to interact with children on the premise.

A National Sex Offender database is used to screen all: visitors, day pass customers, guests, and new members. A sex offender who has been convicted of a sex offense against a minor (even if the sex offender is the parent or guardian) who is required to register with the Iowa sex offender registry:

- Shall not operate, manage, be employed by, or act as a contractor or volunteer at the childcare center.
- Shall not be on the property of the childcare center.
- The On-Site Director and the Child Care and Youth Development Director will observe the child and come up with a behavior plan.
- The behavior log and plan will be discussed with the parents.

Parental Code of Conduct

All parents/guardians and those designated on the pick-up list are expected to be respectful to our staff and children at all times. Shouting and the use of profanity are prohibited in the center. Any matter that cannot be resolved by the staff and On-Site Director will be addressed by the Child Care and Youth Development Director. Persons shouting, using profanity, or engaging in disruptive behavior will be asked to leave and may result in the child's dismissal from our center.

Program Evaluations

The Burlington Area YMCA asks all parents to complete program evaluation forms annually. The information gathered is used by the staff to develop goals and to improve the overall quality of our program. A parent's point of view is different than a staff's point of view. Therefore, parent feedback is very important to the success of our program and satisfaction of our parents.

Questions/Concerns

If you have any questions or concerns, do not hesitate to bring them to the attention of the On-Site Directors. If the question or concern is not resolved, please contact the Child Care and Youth Development Director, Lindsey Koopmans, at 319-753-6734 Ext. 128 or lindsey@burlingtony.org

FEES AND BILLING POLICIES

The Burlington Area YMCA is offering the following 3 options for the 2020-2021 school year.

1. Before School Only: Located at Blackhawk and Sunnyside Elementary. The program runs from 6:45a-until the school bell rings and is provided to children when they are scheduled to be in school.
 - \$5.00/day (will be auto drafted monthly)
2. Hybrid School Age Child Care: Located at the Burlington Area YMCA Youth Zone when children are not scheduled to be in school. The program will run from 7:00a-6:00p. The Burlington Area YMCA will provide Breakfast, Lunch and afternoon snack at no additional cost.
 - \$23.00/day (will be auto drafted monthly)
3. Before School Program and Hybrid School Age Child Care: This option is a combination of both. The child will attend the before school program when they are scheduled to be in school and will attend the hybrid school age childcare program when they are not scheduled to be in school.
 - \$25.00/day (will be auto drafted monthly)

Child Care Assistance

The Burlington Area YMCA accepts all third-party pay (DHS Childcare Assistance, Promise Jobs, Etc.). All approvals must be received before the child can attend the center. Parents are responsible for renewing their DHS. If your application expires before your renewal, you will be responsible for full fees until new approval is received.

Late Pick-Up

The Burlington Area YMCA Hybrid School Age Child Care Program is open from 7:00am-6:00pm, Monday through Friday. Parents will be charged ***\$2.00 for every minute*** a child is present after 6:00pm. If there is a late pick-up fee, parents will receive a written notice from the Child Care and Youth Development Director stating the amount of the fee. The fee will be added to your payment the following week.

Returned Check/Insufficient Funds

All returned checks or debit/credit payments will be charged a ***\$25.00 penalty***. Repeated incidents of returned payments could result in termination of childcare services. A payment plan should be discussed with the Child Care and Youth Development Director if a family is having trouble making tuition payments.

Delinquent Accounts

Families that are more than 4 weeks or \$800 behind in payments are subject to termination of services. For information about assistance programs that will help cover childcare cost, please speak with the Child Care and Youth Development Director. A payment plan must be agreed upon between family and center before and account will be considered "in good standing" and no longer eligible for termination.

Tax Information

Annual tax letters will be mailed to the home address on file after the first of January.

Discharge

We hope that our center will be able to provide for the needs of your child. However, if difficulties arise that cannot be resolved, we reserve the right to ask a child not to continue in the program. Should difficulties arise, the problem will be identified, and conferences will be held with the parents. If difficulties are still apparent, then dismissal will be advised. This may be necessary to ensure the safety of all children, the trust parents place in our ability to provide a balanced environment, and ability to offer personal attention to each and every child.

If you would like to withdraw your child from the program, please contact Lindsey Koopmans, Child Care and Youth Development Director at 319.753.6734 Ext. 128

EMERGENCY PROCEDURES

Emergency Plan for Transporting Children

In the event an evacuation is needed, the center will relocate to the southeast parking lot of the YMCA. All immobile children will be carried or transported in their wheelchair. All parents will be notified by the Child Care and Youth Development Director. If weather is inclement, all children and staff will sit in the red YMCA bus.

Blizzard/Severe Winter Weather

The CEO and Child Care and Youth Development Director will monitor the weather and local news throughout the day to determine when it is appropriate to close the center early or cancel for the following day. The Child Care and Youth Development Director will contact parents to inform them of the situation. Routine activities will continue until parents can arrive.

Fire, Tornado, Bomb, or Other Emergency Situation

Fire regulations and tornado warning procedures are posted on the childcare door. Fire and tornado drills are conducted monthly.

In the event of a fire, bomb threat, or other evacuation emergency, children and staff will immediately leave the building and go to the southeast corner of the parking lot. If weather is inclement or building is damaged, children and staff will move onto the red YMCA bus. Staff will take attendance and contact parents if building is unsafe or unable to re-enter.

In the event of a tornado, children will be moved by staff to the racquetball hallway. staff will take attendance and ensure that all children are in the "tuck" position. staff and children will remain in the hallway until the warning has expired or are given the all clear.

For the safety of the children, parents, and staff we ask that parents do not attempt to pick up their child during an emergency situation.

Chemical Spill and Gas Leak

In the event of a chemical spill or gas leak in the area the Burlington Area YMCA will be notified by emergency personnel via emergency weather alert. The childcare center will follow procedures for sheltering and evacuation. Staff will take attendance and notify parents. Meeting location will be the southeast corner of the parking lot.

Earthquake

In the event of an earthquake, staff will follow the following:

- If indoors, staff will direct children to take cover under a desk, table, or bench against an inside wall or heavy framed doorway and hold on. All children and staff must stay away from windows, wall, or anything that could fall causing injury.
- If outside, staff will stay outside and direct children to move away from buildings, utility wires, and lights

After the quake has subsided, staff will take attendance and check for injuries. Staff will follow fire procedures and stay out of severely damaged buildings and contact parents immediately.

Nuclear Incident

In the event of a nuclear incident, staff and children will stay inside the building. Staff will close all exterior doors and windows and turn off any ventilation leading outdoors. If an evacuation notice is given, they will relocate to the southeast parking lot. Staff will take attendance and communicate with parents.

Power Failure

In the event of a power failure, staff members will locate the nearest flashlight (first aid bag), remain in the classroom, and if possible, proceed with activities as usual.

If power cannot be restored within a reasonable amount of time, the childcare center will close, and parents will be contact.

- The Child Care and Youth Development Director is responsible for contacting all parents to inform them of the closing and of the need to pick up their child as soon as possible
- Activities will resume as possible until parents arrive.

Assault

The number one priority at the Burlington Area YMCA is to ensure the safety of our staff and children. In the event of an assault, staff will contact the Child Care and Youth Development Director and call 911. The area where the assault took place will be sealed off, and staff will relocate children to Gym 2, take attendance and contact parents. All activities associated with the assault will be documented.

Missing and Abducted Child

The Burlington Area YMCA has the highest regard for the safety of your child. Staff will be extremely aware of the potential for children to go missing. Periodic attendance will be taken. In the event of a *missing child*, the On-Site Director and Child Care and Youth Development Director will be taking the following steps:

- The childcare team will be informed that the child is missing.
- A thorough search of the entire YMCA facility and outlying premises will commence.
- Staff members will be careful not to create an atmosphere of panic to ensure the other children remain safe and adequately supervised.
- All staff will be extra vigilant to any potentially suspicious behavior or person in and around the YMCA.
- If after 10 minutes of thorough searching the child is still missing, the Child Care and Youth Development Director will contact the Burlington Police Department and the child's parents.
- While waiting for the police, other staff will maintain as normal of a routine as possible for the other children.
- The Child Care and Youth Development Director will meet with the Burlington Police Department and the missing child's parents to coordinate any actions to be taken as instructed by the police.
- All incidents of children gone missing from the center, and/or in cases when police/social care have been informed, will be recorded on the accident/incident report.

In the event of an *abducted child*, the On-Site Director must immediately contact the Child Care and Youth Development Director, the Burlington Police Department, and the child's parents.

Intruder with Weapons

In the event that a person enters the YMCA carrying a weapon or makes a threat that he/she will use a weapon on the YMCA property, action will be taken immediately. Staff will remain calm and page the Child Care and Youth Development Director to the center. Staff members will relocate the children to the southeast corner of the parking lot, take attendance and contact parents at the safest possible moment, ideally while intruder is in another area.

Intoxicated Parents

The Burlington Area YMCA reserves the right to retain a child for their safety if the person picking them up appears to be under the influence of any substance which could impair their ability to safely transport or care for the child, therefore endangering their health and well-being. Individuals listed on the emergency contact/pick up list will be contacted. For the protection of all the children and staff, we cannot allow a sick child in the childcare

Health and Safety Policies

center. Please make other arrangements if your child has the following:

- Fever
- Diarrhea
- Vomiting
- Questionable rash
- Sore throat
- Communicable disease
- Symptoms indicating illness

If a child becomes ill at the center, parents will be notified and asked to pick up the child.

Injuries (minor and Major)

Minor Injury

- Bloody nose, scraped knee, etc. will be treated with medical supplies on hand
- Staff will evaluate children periodically to see if further medical attention is required
- Document treatment and evaluate in accident/incident report
- Consult with parents

Major Injury or medical emergency (the immediate concern is to aid the injured child. Proceed according to the following plan):

- On-Site Director will call 911 and parents.
- Victim will not be moved unless they are in a life threatening or dangerous environment.
- Life threatening injuries such as impaired breathing, severe bleeding, heart or circulatory, shock, etc. will be treated immediately. Depending on the seriousness of the injury, victim will be taken to the hospital by ambulance or parents.
- Document treatment in accident/incident report.

Infectious Disease Control (Universal Precautions)

Standard precautions including:

1. Handwashing: The Burlington Area YMCA complies with infectious disease control standards and requires all children and all staff to wash their hands before and after the following:
 - Upon arrival at the center
 - After each bathroom use
 - Before and after all meals and snacks
 - Before and after medication administration
 - After handling bodily fluids (mucus, blood, vomit, etc)
 - Before and after using the centers
 - After coming indoors from the playground
 - After cleaning or handling garbage

Warm water (no colder than 60 degrees F) and soap must be used. Hands must be rubbed vigorously for at least 20 seconds, including the backs of hands, between fingers, under nails and under any jewelry. A disposable paper towel must be used to dry off hands and turn off faucet.

2. Latex Gloves
 - Worn during contact with bloody and body fluids (such as vomit or feces)
 - Worn when child has cut, scratch, or rash which cause breaks in the skin.
3. Cleaning/Sanitizing
 - Toys and equipment cleaning, and sanitizing is done daily.