



**FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

YMCA OF GREATER DES MOINES BEFORE & AFTER SCHOOL CARE

PARENT HANDBOOK

Updated May 2011



YMCA Mission: To put Christian principles into practice through programs that build healthy spirit, mind, and body for all.

TABLE OF CONTENTS

Parent Letter	1
Five Great Reasons to Entrust Your Child to the YMCA	2
Site Information	3
Program Purpose & Objectives /	
Ensuring a Great Experience	4
How to Reach the Sites	5
Admission Responsibilities / Financial Assistance	6
Explanation of Fees	7
Payment Procedures	8
Late Pick-Up Procedures /	
Enrollment Changes & Withdrawal	9
Inclement Weather	10
Withdrawal From the Program at the Center’s Request/	
Drug and Alcohol Policy / Nutrition Policy	11
Operating Procedures	12
Expectations of Staff & General Supervision	13
Release of Responsibility / Communication with YMCA /	
Staff Babysitting Procedure	14
Child Abuse / Neglect Reporting / Medications	15
Illness or Injury / Communicable Disease	16
Head Lice / Restroom Accident Procedure	17
Medical Emergency / Dental Emergency	18
Emergencies (Building or Severe Weather Emergency) /	
Outdoor Clothing Guideline.....	19
Conduct and Discipline	20 & 21
Vehicle Conduct / Parent Code of Conduct	22
Biting Policy	23 & 24
Supervision & Access Policy	24, 25 & 26
Volunteer Policy	26
Heat/Cold Indexes	27
Index Chart for Heat/Cold	28
YMCA Values	29



Dear Parents:

Thank you for choosing the YMCA of Greater Des Moines as your before & after school provider. We are dedicated to providing a fun, safe, and exciting program for your child. Your child will be cared for by well trained, positive adult role models, and participate in activities inclusive of recreation, arts and crafts, character development activities and much more. Through our YMCA program, we are acting on our commitment to build strong kids, strong families and strong communities.

The following Parent Manual is designed to help you and your child make the best of our program. It is your responsibility to read and understand the information. **Please don't hesitate to contact either your Site Supervisors or the Program Director** if you have any questions.

YMCA of Greater Des Moines
Before & After School Staff



**FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

FIVE GREAT REASONS
TO ENTRUST YOUR CHILD
TO THE YMCA

1. **Trained professional staff who are warm and responsive to your child's needs.**
2. Positive reinforcement in both words and actions of the values of Caring, Honesty, Respect, and Responsibility.
3. An environment that enables children to develop feelings of self-worth, independence and relationships with both children and caring adults.
4. A variety of creative, educational and fun activities. Your child will not be bored.
5. An organization that realizes the importance and value of family and continuously strives to support each child and their family.

SITE INFORMATION

Ankeny YMCA sites offered include:

Ashland Ridge Elementary	2600 NW Ash St	729-4965
Crocker Elementary	2910 SW Applewood St	729-0752
Northeast (East) Elementary	1705 NE Trilein Dr	729-0716
Northwest Elementary	1202 NW 1st St	729-0724
Southeast Elementary	1005 SE Trilein Dr	729-0750
Terrace Elementary	310 NW School St	729-0723
Westwood Elementary	2920 NW 9th St	729-0725

John R. Grubb YMCA site:

John R. Grubb YMCA	
1611 11th St	246-0791

Waukee YMCA sites offered include:

Brookview Elementary	
8000 EP True Dr	249-8165
Eason Elementary	
605 SE Boone Dr	249-8146
Waukee Elementary	
850 6th St	249-8253

The hours of operation for all sites are 6:30 AM to 6:00 PM. except for inclement weather and school closures/delays.

YMCA Before & After School Care will be closed on: Labor Day, Thanksgiving Day and the day after Thanksgiving, Christmas Eve, Christmas Day, New Years Eve, New Years Day, Memorial Day and Independence Day. If the holiday falls on the weekend then we will be closed either that Friday prior to or the following Monday.

PROGRAM PURPOSE & OBJECTIVES

The purpose of this program is to provide a safe, affordable and convenient child care program. We offer a high-quality program so you can go to work knowing that **your child is getting the best care when you're not there.**

- **The YMCA's first priority is the care, safety, and happiness** of the children. YMCA Before & After School Care staff are thoroughly trained in the areas of positive discipline, working with children, activity implementation, CPR, Mandatory Reporting of Child Abuse, First Aid, and safety.
- Through generous contributions from YMCA supporters and the United Way, no one is turned away due to inability to pay.
- **YMCA Before & After School Care programs build on children's natural** desire to learn and become more self-sufficient.
- We offer a variety of creative and educational activities, positive reinforcement, character development, and an environment that enables children to develop feelings of self-worth and independence.

TO ENSURE A GREAT BEFORE & AFTER SCHOOL EXPERIENCE REMEMBER:

- Eat a good breakfast & get a good nights rest.
- **Communicate with staff any "events" that have occurred that may affect your child's behavior.**
- The YMCA is not responsible for lost items
- Children are not allowed to bring personal items to the site. However, if these items are brought for a special day, the children will be responsible for all **personal property they bring to the program, therefore writing your child's name on** the personal item would be appreciated.
- Parents must call the Site Supervisor to report when their child is sick or will be absent. Credit is not given on a daily basis for days missed due to illness or absence.
- Parents are responsible for checking their parent pockets daily.

HOW TO REACH YMCA BEFORE & AFTER SCHOOL SITES

ANKENY YMCA

Please leave a message on the site voice mail by calling **965-8303**. Staff will check the messages often and call you back as soon as they get the message.

<u>Site</u>	<u>Voice Mail</u>	<u>Cell Phone</u>
Ashland Ridge	441	729-4965
Crocker	432	729-0752
Northeast	425	729-0716
Northwest	426	729-0724
Southeast	436	729-0750
Terrace	429	729-0723
Westwood	427	729-0725

**If you have tried to speak with your Site Supervisor and need further assistance, you may contact the Child Care Director for your site (listed below).*

Jennifer Denny - Child Care Director 515-965-8303 ext. 439

Holly Stadtlander - Day Camp Director 515-965-8303 ext. 433

GRUBB YMCA

Please call the John R. Grubb YMCA branch.

<u>Site</u>	<u>Phone</u>
Grubb YMCA	246-0791

**If you have tried to speak with your Site Supervisor and need further assistance, you may contact the Child Care Director for your site (listed below).*

Michelle Van Wyngarden - Youth & Outreach Director 515-868-0525

WAUKEE YMCA

Please contact the site directly at the number listed below.

<u>Site</u>	<u>Phone</u>
Brookview Elementary	249-8165
Eason Elementary	249-8146
Waukee Elementary	249-8253

**If you have tried to speak with your Site Supervisor and need further assistance, you may contact the Program Director (listed below).*

Joelle Kleihauer - Program Executive 515-868-0507

ADMISSION RESPONSIBILITIES

All registration information (registration form, enrollment form, emergency cards, etc.) must be received in the YMCA office prior to your child beginning the program without exception. We would also encourage you to set up a parent orientation meeting with the site supervisor before your child attends.

- *Forms include:* YMCA Before & After School Enrollment Form, 2 Emergency Cards, Before & After School Care Physician's Medical Forms and Allergy Information and/or Medication Request, if necessary.
- The parent will be informed of the opening and closing time of the program, weekly fees, discipline procedures and policies outlined in the parent handbook.
- The parent agrees to discuss any information about their child that will be beneficial to the program.
- Updating all information, including physicals, change of address, telephone numbers and/or family situations is the responsibility of the parent at the time of change. Please check every three months to make sure all information is current.

Upon signing the enrollment forms, parents and children agree to indemnify and hold harmless the YMCA and employees affiliated with the program from and against any and all liability for any injury which may be suffered by your child out of or in any way connected with the participation in the before & after school care program.

FINANCIAL ASSISTANCE

Through generous contributions from YMCA members and the United Way, no one is turned away due to the inability to pay. If you think you may qualify for financial assistance, please contact the Child Care Director, or the Child Care Payment Specialist.

EXPLANATION OF FEES

Before School (AM) Only Participants

Included:

- * Regular before school care starting at 6:30am.
- * AM care on late start days due to inclement weather (see inclement weather procedures for start times and locations) and scheduled late start days.
- * Full day care during no school days (scheduled and due to inclement weather), spring break and winter break.

Not Included:

- * Any PM care, which includes any early outs, scheduled or due to inclement weather.

After School (PM) Only Participants

Included:

- * Regular after school care until 6:00pm.
- * PM care on early outs, scheduled and due to inclement weather (see inclement weather procedures for closing times).
- * Full day care during no school days (scheduled and due to inclement weather), spring break and winter break.

Not Included:

- * Any AM care, which includes regular AM care, late starts due to inclement weather and scheduled late start days.

Before School (AM) & After School (PM) Participants

Included:

- * Regular before school care starting at 6:30am. Regular after school care until 6:00pm.
- * AM care on scheduled late start days and late start days due to inclement weather (see inclement weather procedures for start times and locations)
- * PM care on early outs, scheduled and due to inclement weather (see inclement weather procedures for closing times).
- * Full day care during no school days (scheduled and due to inclement weather), spring break and winter break.

Wed. AM Only Participants (Ankeny YMCA Sites ONLY)

Included:

- * Regular before school care on Wed. starting at 6:30am.

Not Included:

- * Regular before school care on Mon., Tues., Thurs., & Friday.
- * AM care on late start days due to inclement weather .
- * Regular after school care until 6:00pm.
- * Any PM care, which includes any early outs, scheduled or due to inclement weather.
- * Full day care during no school days (scheduled and due to inclement weather), spring break and winter break.

PAYMENT PROCEDURES

Semi-Monthly Fees:

- May only be paid credit/debit card.
- You will be charged the semi-monthly rate on the 1st and 15th of each month in accordance with the program for which your child is registered. Fourteen (14) days notice prior to your draft date is required to make any changes.
- If your membership status changes (i.e. you begin/cancel a YMCA membership) you must fill out an add/change form. This change will take effect on your next draft date.
- In case of insufficient funds in the account (NSF), you will be required to pay the amount due plus a \$20 processing fee to the YMCA.
- You will receive a receipt via email, each time a payment is drafted from your account.

Monthly Fees:

May only be paid by credit/debit card.

- You will be charged the semi-monthly rate on the 1st of each month in accordance with the program for which your child is registered. Fourteen (14) days notice prior to your draft date is required to make any changes.
- If your membership status changes (i.e. you begin/cancel a YMCA membership) you must fill out an add/change form. This change will take effect on your next draft date.
- In case of insufficient funds in the account (NSF), you will be required to pay the amount due plus a \$20 processing fee to the YMCA.
- You will receive a receipt via email, each time a payment is drafted from your account.

LATE PICK-UP PROCEDURE

Late Pick-Up Fees:

- If your child is picked up after 6:00pm (after 4:30pm on inclement weather days) you will be billed \$1 for every minute that you are late (1-5 minutes is an automatic \$5.00).
- You will be required to sign the late form at the time of the late pick-up.
- The payment is expected before your child can return to the YMCA before & after school program.
- If your child is picked up late more than 3 times, a conference will be set up with the Child Care Director to discuss the issue.

Late Pick-Up Policies:

- At 6:00pm if your child has not been picked up, the staff will start calling all the phone numbers listed on the emergency cards until someone is contacted and on their way to pick up the child.
- If by 6:15pm no one has been reached, the staff will try the numbers again.
- If by 6:30pm no one has been reached, and the child has not been picked up the police will be called.

ENROLLMENT CHANGES/WITHDRAWAL

- Any enrollment change must be requested on the add/change form located at the before & after school sites. No other type of communication will be accepted.
- Please remember that this is a full time program and therefore you will need to pay whether or not your child attends on a full time basis. This includes the weeks of winter and spring break.
- Withdrawal from the program also requires filling out the add/change form 2 weeks in advance.
- If a 2 weeks notice is not given for enrollment changes, you are responsible for payment. If proper notice is not given for withdrawal, you are responsible for **payment up to 2 weeks past the child's last day.**

INCLEMENT WEATHER

When winter weather hits, we would like everyone to be safe including children, parents and staff. Following are the inclement weather procedures that are put into place for our Before and After School Program. **Please review the information on page 7 to see what your care includes.**

2 Hour Delay:

All sites open at 7:00am. This is a HALF HOUR later than our regular program. Site remains open after school until regular time if school was held all day. If the two hour delay becomes a no school day, **all sites will close at 4:30pm!**

Early Out (Due to Inclement Weather):

When school is let out early due to inclement weather, we will **remain open until 4:30pm.**

No School Day (Due to Inclement Weather):

Only designated "inclement weather" sites are opened on these days at 7:00 a.m. Please check with your site director for designated sites in November. Breakfast will not be provided on these days. Please send a lunch with your child. **Sites will close at 4:30pm.**

Schools have final say over what sites are open during No School Days. We will do our best to communicate with you any changes. Please keep your email account up to date.

**More information about the sites that will be open and other additional information will be posted at the before & after school sites. Information will also be handed out to the parents at the beginning of the school year and periodically throughout the rest of the school year as a reminder.

WITHDRAWAL FROM THE PROGRAM AT THE CENTER'S REQUEST

- Every attempt will be made to accommodate each child in a YMCA program. If your child does not benefit from the care offered by the YMCA, or his/her behavior is detrimental to other children or staff, the child may be discharged from the program.
- Care will be terminated if the parent fails to provide the site with any required documentation or current medical information required by the State of Iowa.
- Care of your child may be discontinued if the YMCA and the parents cannot establish a mutual satisfactory working relationship.
- Families more than one week behind on payment of child care fees may be dismissed from the program until the account is paid in full. Continual late payment may result in expulsion from the program. Delinquent accounts will be referred to a collection agency.
- Repeated failure of parents to pick up a child on time may result in dismissal from the program.
- Repeated failure of parents to report absences for their child may result in dismissal from the program.
- All agreements may be terminated with one day written notice from the YMCA.

DRUG AND ALCOHOL POLICY

If the YMCA suspects that the person picking up your child is under the influence of drugs or alcohol, we will not release your child. In such case, we will call the emergency number and arrange for another ride.

NUTRITION POLICY

During the school year, each day breakfast is offered. During the school year, each day a nutritious, well balanced snack will be provided after school. There are four food components outlined by the Child and Adult Care Food Program. We will serve at least two required components to each child. Children are offered all foods on our menu and are encouraged, but not required to try all foods.

On in-service/vacation days and during summer day camp, lunches need to be **brought from home. A small cooler or lunch bag labeled with your child's name** should be used. Lunches are to include foods from the four food groups and should provide children with one-third of their recommended daily dietary intake.

OPERATING PROCEDURES

- YMCA staff will, under no circumstance, release a child to anyone other than those authorized by the parents, guardians or to an individual authorized by the parents in writing including relatives of children. Sign-in and sign-out logs will be maintained on a daily basis and kept on file at the program site and/or at the YMCA. Staff will require anyone other than yourself to show proper identification before we release your child. Please indicate all possible persons who may pick up your child on the enrollment form. All persons picking up are **required to be 18 years or older or be the child's parent/guardian.**
- Parents shall be afforded unlimited access to their children and to the provider **caring for their children during the center's hours of operation or whenever** their children are in the care of the YMCA provider, unless parental contact is prohibited by court order.
- **Parents will be informed on a regular basis about their child's program participation.**
- Staff and volunteers providing direct care for children will be identified by a name tag and YMCA staff shirt that is familiar to the children. Children will be instructed to avoid any person not so identified.
- On-site visits to each program will be the responsibility of administrative staff to insure that the program quality, standards and policies are being maintained.
- All staff and volunteers will receive an orientation, which includes written materials explaining YMCA policies, procedures, and regulations.
- Staff and volunteers are alert to the physical and emotional state of all children at each YMCA program. When any sign of injury or suspected child abuse is detected, the Child Care Director will be notified immediately.
- The YMCA does not discriminate in regard to race, creed, color, religion, sexual orientation, national origin, age, sex, or disability.

EXPECTATIONS OF STAFF

- YMCA staff and volunteers will not discipline children by use of physical punishment or by failing to provide the necessities of care such as food and shelter. They will not verbally or emotionally punish children.
- Two reference checks on all prospective employees will be conducted, documented and filed prior to employment. Criminal Record and Child Abuse and Neglect checks are conducted on all staff and volunteers working with or around the children as well as sex offender checks.
- Staff training will include information about the signs of possible child abuse and the approved procedures for responding to the suspicion of child abuse or neglect.
- Staff training will also include CPR, First Aid, Blood Borne Pathogens and Safety Training.

GENERAL SUPERVISION

- Research shows that the most important component of quality child care is the choice of staff. Our staff members are trained professionals chosen for both their experience and their warm and friendly natures. YMCA staff genuinely like being with children. They have the patience to listen and the experience to challenge the children to be their best.
- A staff person will supervise children at all times. Whether inside or outside, the staff person will position himself/herself so that all children in the area can easily be seen.
- Staff will be alert to weather conditions and the appropriate clothing for children. On cool days children must wear jackets or coats. On rainy days children will be kept inside and as dry as possible. Parents are responsible for sending children with the appropriate clothing. The YMCA staff will remind parents of children not coming with jackets, etc.
- On the playground, staff will move around frequently and position themselves in order to observe the entire group. The playground will receive a daily check to make certain the area is free of any harmful debris and equipment breakage.

RELEASE OF RESPONSIBILITY

In the event that your child is to leave the facility with someone other than a parent, or the child is to stay after school with the teacher, a permission slip is to be signed releasing the YMCA of responsibility and allowing someone else to sign the child in or out. Please contact your Site Supervisor or the Child Care Director for the appropriate paperwork. An example would be cub scouts or CCD.

COMMUNICATION WITH THE YMCA

Formal and informal exchanges between parents and staff provide valuable insights for both. Problems that your child may have at home could affect behavior at the YMCA program. The YMCA requests that changes at home affecting your **child (such as moving, hospitalization of parent or sibling, alteration in parent's relationship, etc.)** be reported to the staff so that they can better provide for the **child's needs by being aware of the situation. This will enable the YMCA to provide the best possible environment for the child's growth and development. The YMCA has an open door policy...you are encouraged to visit your child at any time.** Join the program for field trips, and arts and crafts projects or whatever your schedule will allow! However, prolonged visits may cause a disruption to your **child's daily routine. If disruption occurs, YMCA staff have the right to ask you to** step in to the hallway or to leave the site. Before going on field trips, etc. you will need to fill out volunteer paperwork and turn it into the site supervisor 2 weeks prior to the trip or event.

STAFF BABYSITTING PROCEDURE

As a client of the YMCA, you are notified that the YMCA supervises its employees and programs within the confines of the facilities under the policies of the YMCA and the programs approved and managed by the YMCA. The employees of the YMCA are not supervised by the YMCA during their off-duty hours and are not acting within the scope of their employment. You are respectfully requested not to ask any YMCA employees to baby-sit.

REPORTING PROCEDURES OF CHILD ABUSE AND NEGLECT FOR SITES

All YMCA Child Care Programs are required by law to report child abuse and/or neglect. When there is suspicion of child abuse and/or neglect, the staff or volunteers of the Center will follow these reporting procedures:

- Fill out an incident report with the facts.
- Notify the Site Supervisor who will then notify the Child Care Director who will then notify the Executive Director.
- The incident will be reported to the proper child protective services agency. The staff who observed and suspects the abuse will have the responsibility for reporting the suspected abuse.

Child Protective Services shall have the authority to interview children or staff and to inspect and audit child or facility records without prior consent.

All staff and volunteers will be sensitive to the need for confidentiality in the handling of information in this area. They will be instructed to discuss matters pertaining to abuse or suspected abuse only with the appropriate YMCA director.

MEDICATIONS

Medication for your child's daily health may be administered by the YMCA Child Care Site Supervisor. The YMCA will provide a Medication Request form to be filled out. This form must be completed and the medication must be stored in its original container. Over-the-counter medications may not be distributed without a prescription. In addition, the YMCA will not administer the first dose of any prescription medication.

ILLNESS OR INJURY

Parents should be sure that their child is in good health before coming to the program. Acute illness signs include:

- * Sore Throat
- * Fever (100+ degrees)
- * Runny nose, cough, sneezing or other signs of cold
- * Vomiting
- * Diarrhea
- * Infection with a communicable disease

If your child becomes ill or injured during YMCA care, you will be notified immediately. If you are unable to be reached, the emergency contact person will be notified. Your child will need to be picked up immediately from the program if they become ill or injured. **The child may return back to before & after school care once he/she is symptom free for 24 hours or with a doctor's note.**

The YMCA reserves the right to turn your child away if they appear to be ill or injured or running a temperature 100 degrees F and above. This policy is for the protection of your child as well as for the other children in the program.

COMMUNICABLE DISEASE

Chicken pox is the most common communicable disease which children contract. If your child is sent home during the program, the Site Supervisor will examine your child when he/she returns to determine if your child can be readmitted (your child should have no open sores. All sores should be well scabbed over). With any **other communicable or unknown illness, rash or disease, a doctor's release may be requested** before your child can be readmitted to the program.

When a child is known to have a communicable disease, all the parents at the Site will be notified so they can watch their child closely for symptoms.

HEAD LICE

Head lice is very common today! The YMCA's procedures are as follows:

- If your child is found to have head lice at the site, he/she will be isolated and you will be contacted to pick up your child immediately.
- All parents at the site will be notified immediately in writing of the presence of head lice.
- Your child will need to be treated with over the counter medication. The YMCA will provide information about treatment procedures.

Your child may be readmitted to the site if it has been at least 24 hours and when there is no longer evidence of nits in the hair. Parents will need to provide the YMCA with a copy of the receipt for the medication used for the head lice.

RESTROOM ACCIDENT PROCEDURE

If the event that a your child has a restroom accident the following actions will be followed:

Parents are allowed to send extra clothes/materials with them so the child can clean themselves up and change.

If the child is not responsible enough or able to clean themselves up the parent will need to pick up the child or bring clothes/materials and clean the child up themselves.

The YMCA Before & After School staff are under no circumstances allowed to clean up and change a child that has had a restroom accident as stated by YMCA procedure.

MEDICAL EMERGENCY

Parents of all children in YMCA childcare are required to submit a medical release form giving the YMCA permission to seek medical attention and/or authorize to leave the site with their child in case of emergency.

YMCA staff have been trained in CPR and First Aid, and will use it to the best of their ability until medical assistance is available.

If it is determined that further medical help is advised; every attempt will be made to contact the parent or guardian. If this is not possible, we will respect the information that you gave on the enrollment record and contact the emergency contact person. The emergency contact will take your child to the doctor or hospital listed on the form.

If immediate medical attention is needed we will call 9-1-1 and then the parent. *At no time will the YMCA staff transport the child.* The parent or guardian will be held responsible for any and all expense incurred.

DENTAL EMERGENCY

1. In the event of a dental emergency, the injured child will be assessed and cared for by staff #1.
2. Staff #2 will call 9-1-1 **or the child's dentist and follow the directions given by emergency/dental personnel.**
3. **Staff #2 will then contact the injured child's parents to advise them of the situation.**
4. Uninjured children will be taken to another care area at the site with the remaining caregivers.
5. Upon arrival of emergency personnel, Staff #1 will accompany the injured child to the hospital or other necessary facility and remain with the child until the **arrival of the child's parents.**
6. All involved staff will prepare an incident report and file it with the YMCA.

EMERGENCIES

Building Emergency:

If the YMCA program receives information from YMCA authorities, school administration or another credible source, the Site Supervisor will evacuate the premises based on the situation. Children will be safely escorted from the building with a **copy of your child's emergency card and a first aid kit. If the need arises, the children will be transported to safety as soon as possible.**

- Updates as to the location and status of the situation are called in to the YMCA Service Center.
- Cell Phones are available for emergency only. Also, a sign will be placed on the door with emergency information.

Severe Weather:

All Before & After School Sites are equipped with a weather radio. YMCA Staff are trained to know the approved safety shelter for the school/building that they are at.

YMCA Staff are trained in evacuation procedures for severe weather.

Your child will be kept in the approved safety shelter until Severe Weather Warnings have expired.

Parents are discouraged from calling site cell phones to check on their children. Phone lines can become jammed and this could prevent staff from giving children proper attention. Cell phones are needed for emergencies.

OUTDOOR CLOTHING GUIDELINE

As weather changes from warm to cold in the fall and back from cold to warm in the spring the following guidelines need to be observed for your child as we play outside in all temperatures.

- Up to 49 degrees:** Winter coat, mittens, gloves, and hats.
If there is snow on the ground, boots and snow pants are needed.
- 50-59 degrees:** Lightweight jackets or windbreakers with hoods are needed.
- 60+ degrees:** Long sleeves, sweatshirts, etc.

CONDUCT AND DISCIPLINE

It is our intent that your child enjoys the activities planned by understanding that he/she is responsible for his/her actions. With prior knowledge of our basic rules of safety and good conduct, each child is made aware of (1) how to exercise self-discipline, (2) that we are here to help him/her, and (3) to know that we want him/her to succeed.

As in any group activity, the inappropriate behavior of a few children can spoil the experience for the entire group. Therefore, the following conduct policies apply directly to each child and will be used in determining his/her eligibility to continue as a participant in the YMCA program.

Misconduct by a child may result in the loss of privileges for participating in specific activities, suspension from the program or termination from the program. If **in the sole judgment of the YMCA, your child's behavior is considered inappropriate** any of these actions may be taken in any order. The YMCA reserves the right to address each situation on an individual basis. The infractions listed below are some examples of misconduct. However, this is not inclusive of all possible misconduct.

1. The YMCA has a zero tolerance policy for fighting or behavior that is extremely aggressive. This type of behavior is an automatic two day suspension.
2. A child must be potty trained before participating in the YMCA Before & After School Program.
3. Intentionally and repeatedly going to unauthorized areas of facility or leaving the YMCA premises without permission.
4. Repeatedly using foul language and being repeatedly rude and discourteous to staff and peers.
5. Defacing YMCA property, rental property, or the property of facilities visited during excursions.
6. Repeatedly engaging in fighting as his/her only means to solve an issue.
7. Bringing or using an illegal substance, including cigarettes and chewing tobacco, as well as alcohol or non-prescribed drugs.

- *continued on next page*

cont. CONDUCT AND DISCIPLINE

8. Refusing to remain with his/her specific group in specific areas or on outings; intentionally and repeatedly leaving his/her group and activity.
9. Repeatedly not following specific rules with check-in and check-out procedures.
10. Repeatedly refusing to follow basic rules of safety while being transported to and from field trip excursions.
11. **Stealing or defacing other children's property and/or YMCA or school property.**

In the event that your child had proved he/she is not willing to respect the policies, YMCA staff will contact the parent/guardian. Depending on the severity and location of the infraction, the parent will be expected to:

- Pick up the child immediately from the YMCA or excursion site. Meet with the Child Care Director and the Site Supervisor for a conference concerning the infraction, during which time suspension or termination from the program may be a consideration.
- If in the sole judgment of the YMCA, your child must be terminated from the program for whatever reason, that termination may occur at whatever juncture the YMCA determines appropriate, with or without a conference.

TRANSPORTING CHILDREN TO AND FROM SCHOOL

- The YMCA will transport the children to and from school for our sites that do not have care at that elementary school.
- Weather permitting, there may be days that the staff will walk with your child from their school to the YMCA site.

VEHICLE CONDUCT

The YMCA before & after school program will offer many excursions for your child to enjoy. To get to these great places, we will drive a bus. The bus driver will have a CDL.

Children must follow basic rules of conduct while on the vehicle:

- Fighting, swearing or abusive behavior is prohibited
- Children must remain seated at all times and have all body parts inside of the vehicle
- Eating or drinking in the vehicle is prohibited, as well as throwing objects out of the window.

Staff will be monitoring behavior on the vehicles and enforcing rules. Transportation release forms must be signed by parents/guardians. On all of our off-site excursions, a cellular phone, a first aid kit, emergency numbers & medical authorizations, accompanies us to be used in the event of an emergency. We will take one additional staff over ratio on all excursions.

PARENT CODE OF CONDUCT

- Support & teach the YMCA values of Caring, Honesty, Respect, and Responsibility.
- Communicate any questions or concerns to the staff in a mature and private manner.
- Never discredit a staff member, parent, or child and especially not in front of any children.
- Work with the YMCA staff in a positive manner on all behavioral issues dealing with your child.
- Volunteer if you have the opportunity to do so.
- Read this parent handbook so you are familiar with all of the information in it.
- Read all information, and respond to if necessary, any information that is handed out at the site.
- Understand all of the payment and add/change procedures.
- Enter into all before & after school care sites OFF of your cell phone so that staff have the opportunity to relay important information to you and so that your child has your attention at drop-off and pick up times to encourage a smooth transition.

BITING POLICY

Biting is a very common behavior among children birth to three years. It is common but also a difficult behavior in a group setting. It can occur without warning, is difficult to defend against and provokes strong emotional responses in the biter, the victim, the parents and the caregivers involved.

For many children, the biting state is a passing problem. They are in the process of learning what is socially acceptable and what is not. For other children, biting is a persistent and chronic problem. They may bite for a variety of reason: Teething, frustration, boredom, inadequate language skills, stress or change in the environment, feeling threatened or to feel a sense of power.

No matter what the cause, biting in a group situation evokes strong feelings for all involved. It does help, however, to be aware of the potential problem before it happens and to form a plan of action if it does occur.

When a child is bitten:

For the biter:

1. The biter is immediately removed from the situation with no emotion, avoiding any immediate response that reinforces the biting or calls attention to the biter. The caring attention is focused on the victim.
2. The biter is not allowed to return to the area of play and is talked to on a level that the child can understand.
3. Redirect the child to another area of play.
4. Complete an incident report and notify the parents of the biter.

For the victim:

1. Separate the victim from the biter.
2. Comfort the child
3. Administer first aid. In a bite that does not break the skin, rinsing the area of the body and applying ice for pain is usually sufficient. In a bite that breaks the skin, the parents will be notified immediately. The area will still be rinsed and ice applied, however, parents will be notified that medical attention may be necessary at their discretion.
4. Complete an incident report and notify the parents of the victim.

BITING POLICY CONT.

If biting continues:

1. Staff will meet to form a strategy around the problem area (which may include evaluating (including but not limited to; schedules, activities, routines and transitions) and continual documentation will be done (which will include attempted bites, location of problem area, time, behaviors, staff present and circumstances).
2. Staff will keep all parents informed of the progress by providing confidential written documentation in the form of a behavioral report when the biting occurs. **A copy will also be kept in the child's file.**
3. **Staff will "shadow" children that have a tendency to bite, heading off a biting situation before it occurs.** Staff will also teach non-biting responses to situations and reinforce appropriate behavior.
4. Staff will work with parents of all children who are part of the biting sequence to develop a joint strategy for change, however only the name of the individuals will be relayed to the respective parents.
5. A conference will be scheduled with the parents of the biting child to develop a written plan of action. Schedule follow-up meetings or telephone conversations as needed.
6. If it is deemed in the best interest of the child, the YMCA Child Care program and/or other children in our care, termination of the child may be necessary for the duration of the biting stage.

SUPERVISION AND ACCESS POLICY

Any person in the center who is not an owner, staff member, substitute, or volunteer who has had a record check and approval to be involved with child care shall **not have "unrestricted access" to children for whom that person is not the parent, guardian, or custodian.** "Unrestricted Access" means that a person has contact with a child alone or is directly responsible for child care.

The YMCA has additional restrictions for sex offenders who have been convicted of a sex offense a minor who are required to register with the Iowa Sex Offender Registry, even when the sex offender is the parent, guardian, or custodian.

- continued on next page

cont. SUPERVISION AND ACCESS POLICY

A sex offender who has been convicted of a sex offense against a minor who is required to register with the Iowa sex offender registry (from Iowa Code 692A):

- * Shall not be on the property of the child care center without the written permission of the Program Director and Executive Director, except for the **time reasonably necessary to transport the offender's own minor child or ward to and from the center.**

- * Shall not operate, manage, be employed by, or act as a contractor or volunteer at a child care center.

The Director is not obligated to provide written permission. If the Director decides to give written permission, they will contact DHS prior to doing so.

If written permission is given it shall include the conditions under which the sex offender may be present, including:

- *The precise location in the center where the sex offender may be present.

- *The reason for the sex offender's presence at the facility.**

- *The duration of the sex offender's presence.**

- *The description of the supervision that the center staff will provide the sex offender to ensure that no child is left along with the sex offender.

- *The written permission shall be signed and dated by the Program Director, the Executive Director and the sex offender. It will be kept on file for review by the center licensing consultant.

The YMCA wants to ensure that the children at the center are safe. We want to prevent harm by being proactive and diligent in supervising not only the children, but other people present at the facility.

All staff members at the site are responsible for the supervision and monitoring of all individuals that enter the childcare center.

- continued on next page

cont. SUPERVISION AND ACCESS POLICY

Anyone present at the YMCA childcare programs do not have unauthorized access to children at the center. Parents, teachers, and any other individuals that are present at the center will be supervised and monitored at all times. "Supervision" is defined as controlling the entire center environment to make sure that no one has unrestricted access to the children. "Monitoring" is defined as being aware of all individuals that come into the childcare area and making sure they are there for a legitimate purpose.

Anyone deemed an intruder should be approached to determine their purpose for being at the site. If the staff member deems their business legitimate the visitor will sign-in and out similar to the visitors to the schools. If the staff member is not comfortable with the intruder's presence he or she will ask them to leave. If necessary, the police shall be contacted after discussing the situation with the Program Director. An "Intruder" is anyone who arrives at a childcare center, who does not have business there. i.e. not a parent, not authorized to pick up a child in the program, not a school or YMCA employee or volunteer.

VOLUNTEER POLICY

Any volunteer must first have a background check before volunteering in our Child Care Programs, such as going on a field trip.

In order to become a volunteer, these steps must be followed:

- *Person will apply online to be a volunteer

- *A background check will be conducted

- *If background check comes back with no hits, the Program Director will meet with the potential volunteer to discuss why they are wanting to volunteer.

- *If the person's intentions are valid and the background check is clear, that individual will be allowed to volunteer at the childcare programs.**

Volunteers will not monitor or supervise children on their own. At all times the volunteer will be under the supervision of a staff member.

HEAT & COLD INDEX

The YMCA will use the National Weather Service's Heat Index guidelines when determining whether or not it is appropriate to conduct programs outdoors. The grids on the following page will assist staff in determining safe temperature, humidity and wind chill levels.

Heat Index:

When the Heat Index is in the Safe Range there is little danger of heat related illnesses due to programming activities outdoors.

When the Heat Index rises into the Caution Range, activities can safely take place outdoors with caution. Children should be given frequent drink breaks and time out of the sun.

When the Heat Index climbs into the Extreme Caution Range programming should be limited to non-vigorous activities, and children should be given frequent drink breaks and time out of the sun.

When the Heat Index is in the Cancel Range, outdoor activities should be cancelled, postponed, or moved indoors.

Cold Index:

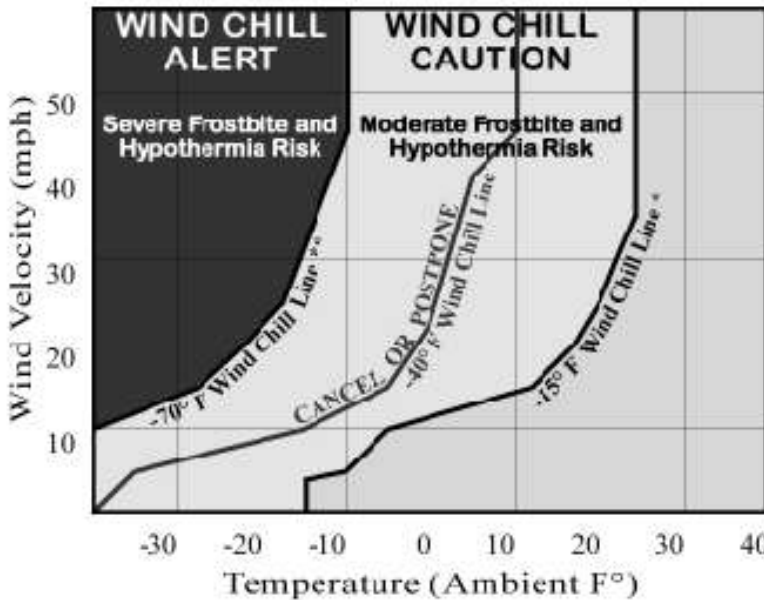
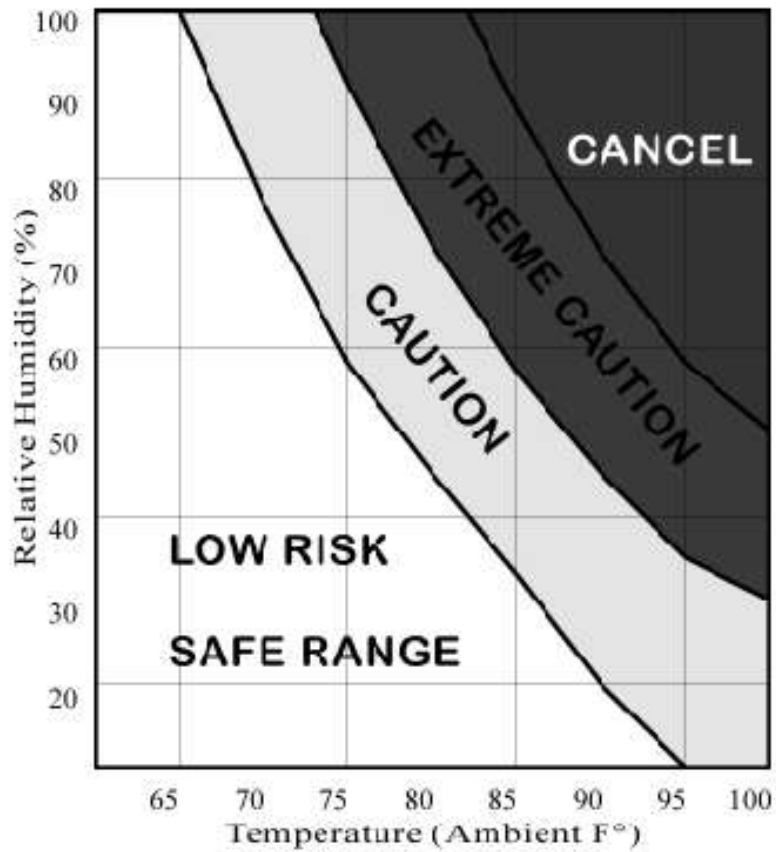
Outdoor activities should be limited when the temperature drops below the -15 degree wind chill line.

All outdoor activities should be canceled, postponed or moved indoors when the wind chill drops below the -40 degrees.

If the local school did not allow children to go outside for recess, then the children in the YMCA before & after school care should remain indoors.

COMPETITION INDEX FOR HEAT

Note:
Add 5° to Ambient Temperature for June through August, 10 a.m. to 4 p.m., on sunny days.



COMPETITION INDEX FOR COLD

CANCEL OR POSTPONE:

- Competition > 1 minute duration at -4° F
- All Activity at -20° F or at -40° Wind Chill

Notes:
* -15° F or greater Wind Chill — Exposed flesh can freeze in 1 minute
** -70° F or greater Wind Chill — Exposed flesh can freeze in less than 30 seconds

YMCA VALUES

We accomplish our mission through programs that develop character.

We develop character by teaching and demonstrating positive values.

Honesty: Fairness and honor, ethical behavior and integrity.

Responsibility: Trustworthiness and dependability, reliable and consistent behavior.

Respect: Consideration and appreciation, courtesy to all.

Caring: Kindness and sympathy, thoughtfulness and affection.

YMCA of Greater Des Moines
101 Locust St
Des Moines, Iowa 50309

Phone: (515) 282-9622
www.dmyymca.org