

# **Child Care Parent Handbook**

## **WELCOME:**

Welcome to the YMCA Early Learning Centers, Preschools & School-Aged Childcare Programs! We are excited that you have chosen the Y to educate and care for your child. We strive to provide a safe, positive educational environment and are committed to maintaining standards which meet the physical, intellectual, emotional and social needs of your child. All of our programs are licensed by the State of Iowa.

This is your copy of the parent handbook, please review and keep this for future reference as it will help assist you in understanding the program policies and guidelines.

We look forward to getting to know your child and appreciate you choosing the YMCA IMV as your childcare provider.

Lindsay Wadsager

Executive Director Childcare & Family Services

## **YMCA MISSION & CAUSE:**

To put Christian principles into practice through programs that build a healthy mind, spirit and body for all. The YMCA strengthens the community through youth development, healthy living and social responsibility.

## **PROGRAM PHILOSOPHY:**

The YMCA Early Learning, Preschool and School-Age programs are dedicated to providing quality childcare. Each location emphasizes the children's emotional, physical, social, cultural and cognitive developmental needs. Teamwork between parents and staff will ensure the best possible environment for the children.

The objective of the educational philosophy is to foster the growth and education of children in such a way that it makes an important contribution to their well-being. The program is designed to offer a variety of learning experiences.

## **PROGRAM PURPOSE & OBJECTIVES:**

- To provide families with a program that is educational, safe, nurturing and inviting
- To offer quality programming including formal curriculum and assessments
- To develop independence and a sense of worth leading to a positive self-image
- To provide the opportunity for enhanced positive self-esteem developed through activities that allow the child to be creative, unique and able to express their ideas
- To assist in developing age appropriate skills including; social, emotional, cognitive, physical and behavioral skills • To learn to share and cooperate with others
- To learn social skills needed for successful and positive interactions with peers and adults.

- To encourage each child to develop self-care skills
- To provide a written plan of daily activities for children with the same developmental needs.
- To provide alternating periods of active and restful play
- To provide an atmosphere that is conducive to self-expression
- To provide an opportunity for children to explore and read books to enhance early literacy
- To provide an opportunity for both indoor and outdoor, individual and group play experiences
- To develop healthy relationships by believing in the value of all people and helping children appreciate the diversity and uniqueness of others
- To provide a frequent exchange of information between staff and families regarding the child's development and the YMCA's program
- To provide qualified staff who understand child development and who will consistently work to meet child's individualized needs for emotional, educational and social growth
- To provide support for the family, offering child rearing tips and children's behavior management techniques
- To encourage children and families to become involved in other YMCA programs

### **OPERATIONS:**

The full-day Child Care & Family Services YMCA programs are licensed by the State of Iowa Department of Health and Humans Services. This means that each of these YMCA programs must meet the health, safety and programming standards established by the state.

These staff hiring standards include:

- all staff are trained in CPR and first aid,
- additional child development training,
- background checks
- staff must meet specific education, experience and/or training expectations to be a qualified teacher.

Staff are carefully chosen for their ability to nurture a child's individual needs. Many staff members have training in Early Childhood Education and the YMCA provides opportunities for ongoing education. Staff are required training in several areas, including; lesson planning, discipline, developmentally appropriate practices, communication, Iowa Early Learning guidelines. All staff members are mandatory reporters of child abuse.

A copy of the licensing standards is available on line and/or by request to the director. Each site has a copy of their licensing consultant's name and number available to you.

Each program follows the state determined ratios for that age group

Age Group	Iowa Ratio
6 weeks to 2 years	1:4 (up to 24 months)
2 years to 3 years	1:7 (24 months to 3 years)
3 years to 4 years	1:10
4 years to Kindergarten	1:12
School Age	1:15
<b>Swimming ratios</b>	
Toddler to Preschool	1:4
School Age	1:6
Field Trip ratios	Ratio +1

## DAILY ADMISSION & RELEASE PROCEDURES

### CHECK IN:

- Parents are expected to bring their child into the building, sign them in and see that the child is under supervision before leaving the premises (with the exception of children picked up from school by School Age Childcare personnel).

### CHECK OUT:

- No child may leave the program without being signed out by an authorized person on the enrollment paperwork. In the case of an emergency, a child may be released with authorization to an individual not listed however this will be determined on a case-by-case basis.
- For the safety of your child, ID verification is required for all individuals picking up a child whom the staff is not familiar with.
- Children will not be released to siblings or other children under the age of 16.
- Individuals listed as parents on registration forms cannot be denied access to their child unless a copy of the custody agreement that relinquishes such parental rights is on file.
- Parents wishing to pick up a child from an activity location away from the program site may do so only after the child has been signed out from the program staff.
- Individuals picking up a child and exhibiting signs of suspect intoxication will be reported to the police.

## TUITION

- Tuition payments are due on or before Friday prior to the week in which care is provided.
- Automatic weekly bank draft payment option

- Checks must be made payable to YMCA of the Iowa Mississippi Valley (YMCA IMV) with the child's name on the memo line. Payments may be made at any branch of the YMCA IMV or online at [www.ymcaimv.org](http://www.ymcaimv.org).
- If payment is not received timely, your child could be suspended from the program until your bill is paid in full.
- Returned checks will result in an NSF fee and could result in all future payments being made with cash or money order.
- Any unpaid balances will be turned over to a collection agency.
- Each Family will be allowed 1 week of vacation per calendar year effective January 1, 2025.

### **CHILDCARE ASSISTANCE:**

The State of Iowa offers financial assistance to families that qualify to pay for childcare. You will have to apply for this assistance and if approved provide a letter of authorization to be kept in your child's file. You will then be responsible for any lapses in authorization or any co-pays. Our programs are full-time, if families are approved for only part-time assistance; payment of the difference is parent responsibility. Your Child Care assistance only covers 4 absences a month, any absence over 4 your will be charged the absence fee.

### **FINANCIAL ASSISTANCE/SCHOLARSHIPS:**

The YMCA wants to provide a quality education and experience to all members of our community. If your family has some financial hardships, there are scholarships available to the Y programs. The director can help you through the scholarship application process. **You must apply for state child care assistance and be denied before receiving any type of scholarship from the program. The denial letter sent by the state must be presented for consideration.**

**Step 1:** Apply for DHS Child Care Assistance

**Step 2:** if you are Denied, submit Denial letter and 2 most recent check stubs to apply for a Scholarship with the Executive Director

### **TARDY PICK-UP FEES**

If a child (per child) has not been picked up by 6 p.m. the following charges will apply:

- 1-15 minutes late... \$20
- 16-30 minutes late... \$40
- More than 30 minutes late. \$60

The YMCA will notify both the local police and the Department of Human Services to make arrangements for any child who has not been picked up by 7 p.m. without notice to the YMCA from a parent or guardian. Parents who are consistently late in picking up the child will be dismissed from programming.

## **HEALTH POLICIES:**

### **Health/Illness and Exclusions:**

Children who become ill after arrival at childcare will remain in an isolated area until such time that reasonable arrangements can be made for the child's release to the parent or parent designated person. Reasonable time after an initial contact is made to arrange for child pick-up is one hour. Failure to arrange care for a child beyond one hour after contact may constitute child neglect. As a federally regulated referral agency, personnel are required to report any suspected abuse or neglect to proper authorities.

A child will be temporarily excluded if one or more of the following conditions exist:

The illness prevents the child from participating comfortably in activities as determined by the childcare provider.

The illness results in a greater need for care than the child care staff can provide: therefore, compromising the health and safety of the other children as determined by the childcare provider.

- Obvious signs of a contagious illness such as lethargy, uncontrolled coughing, inexplicable irritability or crying, difficulty breathing, wheezing, or other unusual signs for the child.
- The child shows any of the following conditions:
  - Fever exceeding 101°F, child may not return until fever free for 24 hours with no fever reducing medications unless the parent brings a note from their physician stating that the child is not contagious
  - Vomiting (must be symptom free for 24 hours to return)
  - Diarrhea (if stool is not contained in the diaper; if causing accidents for toilet trained children; if stool frequency exceeds 2 or more stools above normal for the child). Children are allowed to return to child care once the diarrhea has resolved for 24 hours.
  - Symptoms of other illnesses including: impetigo, scabies, ringworm, chicken pox, conjunctivitis (pink eye), measles, mumps, hepatitis, scarlet fever or strep infection

Children absent from the program with a contagious illness may not return without a signed statement from a medical doctor indicating that the child is no longer contagious and the child must be well enough to participate in usual daily activities.

If your child has been exposed to a communicable disease or condition, please notify staff at once. If your child has been exposed to a communicable disease while in a child care program you will be notified.

## **MEDICATION ADMINISTRATION:**

- Medication will be administered within full-day childcare programs only. (Exceptions may be made on a case-by case basis.)

- A medication administration form must be completed by the parent or guardian.
- All prescription and non-prescription medication must be in the original container labeled with the child's name, administration instructions and the physician's name.
- Medication will only be administered according to the instructions on the label.
- All medications must be in zip-lock plastic bags with the child's name and program location.
- Parents must provide the appropriate measuring tool/device (i.e. cup, syringe) needed to administer the medication.
- No medication will be stored by childcare personnel if not currently being administered.
- Medication will not be given on an "as needed basis" (PRN/when necessary).
- Antihistamines, antibiotics and decongestants are the only categories of medications that can be routinely administered by childcare personnel. Other physician prescribed medication may be administered after consultation with the prescribing physician. Parents must call or stop at the office to ensure medications are on the approved childcare medication list.
- Children must be on the medication at least 24 hours before a dose can be administered by childcare personnel.

### **SUNSCREEN:**

During the summer months (May-September), we will apply sunscreen before playing outdoors. Sunscreen is provided by the program, however parents may provide their own if desired (no aerosol permitted for under 5). All personal sunscreens must be labeled with the child's name. A specific consent form must be on file annually for it to be applied.

### **ACCIDENTS/INCIDENTS:**

If your child is injured or has an incident while at the program, the staff will document the incident and contact the parent when necessary. If medical attention is needed, it is the responsibility of the parent/guardian to seek medical attention unless it is an emergency.

### **EMERGENCIES:**

Scratches and scrapes, which are inevitable when children play, will be treated with water and a bandage. In the case of an accidental injury of a more serious nature, we make an immediate attempt to call the parent/guardian and summon an ambulance if necessary. It is very important, therefore, that we have current emergency contact information on file at all times.

### **CHILD & ADULTS CARE FOOD PROGRAM**

The YMCA programs do not charge for the meals and snacks served. If your income is at or below the eligible Federal Income level, your child may be eligible to be claimed for free or reduced-price meals. Also, if you receive food stamps, TANF or commodity assistance for your children, they may be eligible to be claimed for free meal reimbursement. This allows the center to receive additional federal money for meals and snacks served to eligible children according to the eligibility criteria. The Free/Reduced Price Application enclosed in your registration packet must be completed, even if you may not qualify.

The Child and Adult Care Food Program (CACFP) provides reimbursement to homes and centers that serve healthy meals and snacks to children and adults in approved facilities. The CACFP helps ensure that children from birth through the age of 12 and adults in day care receive nutritious foods as meals and snacks must meet federal guidelines.

Under the Child and Adult Care Food Program, the same meals will be made available to all enrolled children at no separate charge.

### **FIELD TRIP POLICY**

Children may participate in field trips as part of developmental and recreational programming. Parents will be given information regarding date, time and destination no later than 48 hours prior to the trip. Childcare staff are responsible for taking children on field trips, however parents are encouraged to volunteer and accompany children. Parents volunteering under the guidance of Childcare staff will never be left alone in charge of groups of children. Childcare forms indicate field trips on them, when you register you are giving permission for your child to participate and be transported to/from these trips. All activities and field trips are subject to change, notification will be given as soon as possible when it becomes necessary to make changes.

### **TRANSPORTATION POLICY**

Staff will have the children sit with backs against the seat, or car seat, and facing forward. Staff will not transport children under the age of five in any form of transportation without car seats with the appropriate 5 point harness. Staff will take with them on any experience outside of the building emergency supplies including, but not limited to:

- Class roster, allergy list, and special needs list
- Emergency contact numbers
- First aid kit

Staff will use the class roster to count the children before, during, and after the trip, specifically when loading to return to the center, and again when they arrive back at the center. Multiple staff will do a double-check along with the bus driver to ensure no child is left on the bus. Staff will identify each child using name to face recognition and checking them on the class roster. Children will never be left alone in a vehicle.

### **DRESS CODE:**

- We ask that children wear comfortable, washable clothing that will enable them to participate freely in the many activities provided. We do many messy activities, so please take this into consideration when dressing your child.
- The YMCA programs go outside in all types of weather, so please ensure your child is dressed appropriately with the needed extras, such as coats, hats, gloves, scarves in cold weather.
- In addition, tennis shoes and socks should be worn all year long in the program. Sandals are not permitted and can be very hazardous to play.

All children must arrive at childcare clean and well groomed. Children who repeatedly arrive in soiled clothing or who are unwashed may be considered victims of possible child neglect and will be reported to the Supervisory team.

### **PERSONAL ITEMS:**

- We ask that children do not bring personal items other than the requested items. This includes but is not limited to electronics and toys.
- YMCA program staff are not responsible for any articles brought from home.

### **ELECTRONICS:**

Children are not to bring any electronics into programming unless it is a school issued laptop and is needed for homework. If your child is on any electronic device that is not for homework it will be confiscated and returned to the parent at pick up.

### **PHOTO USE:**

Snapshot pictures may be taken throughout the year. Some of these pictures may be used in promotional materials for the YMCA. You will be asked at enrollment to sign a picture/video consent form for each child enrolled in the YMCA program.

### **SUSPENSION POLICY:**

Parents will be contacted and asked to remove their child if the child becomes unable to control his/her behavior. A child may be deemed to have a behavior problem if he/she is unruly, uncontrollable or if his/her conduct is such that it interferes with, causes physical harm to other children and does not respond to adult supervision. The procedure for suspension of children from Childcare program is as follows:

- Parents will be notified when picking up their child concerning any incident resulting in unacceptable behavior.
- In the event of suspension, the number of days the child will be required to be out of the program will be determined on a case-by-case basis.
- The decision to remove a child from the Childcare program will only take place after all alternatives have been explored and attempted.
- Removal will be determined by the Executive Childcare & Family Services Director and Program Director.

### **GRIEVANCE POLICY:**

The YMCA programs believe in community and working closely with our families to provide positive, helpful, kind and understanding programs. We recognize that parenting is one of the most difficult and intense activities an adult can undertake. We want to provide a forum to share your thoughts and hopes for your children. We understand that you want what is best for your child and it is your job to advocate for them.

We as staff make mistakes that can create misunderstandings and occasionally communicate poorly. When these mistakes occur please let us know, so that we can work through the situation. We want you to feel comfortable giving input, suggestions, asking questions, and sharing concerns. When you have a concern:

- If you are not comfortable, you may then speak with the director. The director will then investigate and ask the teacher questions. The director will then follow up with you regarding the solution.

- Sometimes we cannot make a change due to other restrictions, however we ALWAYS want to hear your suggestions.

### **WITHDRAWAL POLICY:**

Withdrawal from Childcare requires a two-week advance notice to the Program Director in one of the following ways:

- In person
- By telephone
- In writing

Re-admission to the program will require notification by phone, unpaid balances paid in full and at least a 2 business day notice. Re -admission is not guaranteed and will be based on space availability.

### **DISMISSAL POLICY:**

Participants may be dismissed from the program for the following reasons:

- Delinquency in the fee payment with no immediate payment coming
- The child is unable to follow the procedures and policies
- Parents have failed to provide required records or to meet the standards of the Iowa Department of HumanServices
- Parents are consistently late in picking up the child
- Child’s needs cannot be met by our program
- Child poses a threat to other children, staff or self
- Parents that are verbally abusive towards staff.

### **CLASSROOM VISITS:**

Parents/family/guardians are always welcome in the Y programs any time during the hours of operation when their child is present. We ask that you be mindful of the children’s schedules and cause as little disruption to the day's schedule and activities as possible during your visit. You are encouraged to participate in activities. Depending on the involvement, you may be asked to have a background check completed on file.

### **PERSONS WITHOUT AUTHORIZED ACCESS**

109.4(2) h – DHS Licensing Handbook

- Any person in the center who is not an owner, staff member, substitute, subcontracted staff or volunteer shall not have “unrestricted access” to children for whom that person is not the parent, guardian, or custodian, nor may they be counted in the staff to child ratio.  
\* “Unrestricted access” \* means that a person has contact with a child alone or is directly responsible for child care. All persons approved to be involved with child care shall have had a record check before being allowed access. People that have not had a record check and been cleared to work with children may not assume child care responsibilities or be alone with children.
- Persons who have not been approved for unrestricted access will be under the direct supervision and monitoring of a paid staff member at all times and will not be allowed

- to assume any child care responsibilities. The primary
- responsibility of the supervision and monitoring will be assumed by the teacher unless he/she delegates it to the teacher assistant due to a conflict of interest with the person. Supervision means to be in charge of an individual engaged with children in an activity or task and ensure that they perform it correctly; Monitoring means to be in charge of ensuring proper conduct of others.
  - Center staff will approach anyone who is on the property of the center that is not an owner, staff member, substitute, subcontracted staff or volunteer, parent, guardian, or custodian of a child enrolled in the facility to ask what their purpose is. If staff is unsure about the reason they will contact their site manager or another management staff to get approval for the person to be on site. 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 the children. A sex offender who has been convicted of a sex offense against a minor (even if the sex offender is the parent, guardian or custodian) who is required to register with the Iowa sex offender registry (Iowa code 692A) shall not operate, manage, be employed by or act as a contractor or volunteer at the child care center. They shall not be on the property of the child care center without written permission of the center director except for the time reasonably necessary to transport the offender's own minor child or ward to and from the center.
  - The center director is not obligated to provide written permission and must consult with the licensing consultant before providing this permission. If written permission is granted 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 offenders presence at the facility, the duration for the sex offender’s presence, and a description of how the center staff will supervise the sex offender to ensure the sex offender is not left alone with a child. This written permission must be signed and dated by the director and the sex offender and be kept on file for review by the center licensing consultant.

### **SPECIAL ACCOMODATIONS**

Accommodations may be made when possible and reviewed by the Executive Child Care & Family Services Director on a case by case basis. Any additional fees/charges incurred due to these accommodations will be the responsibility of the parent.

### **PROCESS IMPROVEMENT/QUALITY IMPROVEMENT:**

The YMCA has Quality Teams that meet regularly to evaluate the YMCA programs. This team determines next steps in quality initiatives, survey staff and parents to make sure we are providing the services our families want. At any time be sure to communicate any questions or concerns with your child’s teacher and/or the Director.

### **NON-SMOKING:**

All YMCA programs are non-smoking facilities; please do not smoke on the YMCA premises or grounds.

## **NOTICE:**

All outlined policies in this handbook are subject to change at any time without prior notice. If you require these documents in another language please notify the director.

## **DIVERSITY & INCLUSION POLICY:**

At the YMCA, we value what everyone brings to the table. We work to ensure that all segments of our communities are welcome at the YMCA, and have equal opportunities to become connected to other participants, members, staff and volunteers at all levels of the organization. We make it a priority to educate and empower staff and volunteers to intentionally think, act and communicate with a diverse, inclusive and global approach to serving all.

The YMCA promotes and provides access to healthy lifestyles for all children and adults, including those with disabilities. Through positive recreational experiences, we emphasize each person's abilities and individuality and help participants build social skills. Our adaptive programs will work toward a healthy mind, body and spirit.

# EARLY LEARNING CENTERS

## ENROLLMENT

Enrollment is open to any child ages 6 weeks to kindergarten. Registration is first come, first served, provided the site has not reached licensed capacity. Enrollment forms are required to be completed annually along with an enrollment fee before your child can begin the program. Our program uses our operating software for all enrollment forms.

## LOCATIONS & HOURS OF OPERATION

SITE	LOCATION	PHONE	HOURS
Davenport Early Learning Center	624 E. 4 <sup>th</sup> St.	(563) 323-5770	Monday – Friday 6:30am-6:00pm
Palmer Early Learning Center	724 Harrison St.	(563) 323-4668	Monday – Friday 6:30am-6:00pm

## HOLIDAY CLOSURES

All childcare programs will be closed in observance of the following holidays:

- New Year's Day
- Good Friday close at 12:00 for Staff Training
- Memorial Day
- 4th of July
- Labor day
- Wednesday Before Thanksgiving
- Thanksgiving Day and Day After
- Christmas Day
- Christmas Eve and New Years Eve Palmer ELC will be Closed
- ELCs will close at 12:00 on Christmas Eve and New Year's Eve at the Davenport ELC ONLY.

## CURRICULUM & DAILY SCHEDULE:

The YMCA utilizes Creative Curriculum as a guide to offer content geared toward the individual needs and abilities of each child. The program includes learning through play, sensory, discovery and imagination. A typical day involves rotating through various centers such as:

- Dramatic play allows each child the opportunity to develop social skills
- Science promotes and encourages an understanding of nature
- Reading in the class library encourages children to select books independently and provides a quiet area for self reflection
- Music & Art allow natural expression of feelings
- Manipulatives (puzzles, stringing beads, Legos) help development fine motor skills

Each child will have a rest/nap period. When weather permits children participate in outdoor

activities daily and may include field trips to museums, zoos.

One of the many things that make the YMCA special is all the extra programs that may be available to children during childcare hours. These programs may include: swim lessons, large motor activities, classes such as dance, sports and creative movement. Ask the director for more details.

### **LATE ARRIVAL, ABSENCES & LEAVE POLICY:**

- Notification of a child not arriving by 9:00 am must be called into the center. All children should arrive by 9:00 am so that they can be a part of the daily learning and be counted for lunches needed.
- Notification of a child's absence or change in their schedule must be called into the Program Director at the site your child attends so that all children registered may be accounted for.
- One week family vacation period will be permitted annually with no charge to hold your child's place. This week must be taken in full week (Monday-Friday). Parents must contact the Program Director at least two weeks in advance prior to using vacation credit and the account must be current prior to vacation.
- When a child is absent beyond the vacation period, full fees must be paid in advance or the enrollment slot will be lost.
- We do not offer refunds or credits for child absences from the program due to illnesses or other canceled days.

### **REFUNDS**

- Credits will be first applied to other YMCA program balances
- Refunds of program fees will be given with proper two-week notification of withdrawal from the program to the Child Care Administration team in writing. Enrollment fees are non-refundable.

### **NUTRITION:**

- We are committed to providing a healthy breakfast, lunch and afternoon snack. Monthly menus are posted in each room and include balanced nutritional meals and snacks in accordance with Federal food guidelines.
- For infants, the centers provide Parent's Choice Advantage formula and age appropriate baby foods and snacks. If you prefer, you may bring food from home or a different type of formula/breast milk.
- During meal times, the staff are talking with and interacting with the children while modeling appropriate table manners. Meals are served family style to children and the staff will sit with the children and help them serve themselves.
- If your child has allergies to food, there must be a doctor's diagnosis in the child's file. All allergies will be posted for the staff to see. Please make sure that all food issues/ allergies are communicated with the program team. A current list of allergies is kept in

each room to ensure that all teachers are aware of any allergies. Dietary restrictions based on family preferences need to be communicated so it may be documented for your child's file. The program will make every effort to accommodate requests.

- Our YMCA programs participate in CACFP (Child and Adult Care Food Program) federal food program, you will be asked to fill out the corresponding paperwork that is required for enrollment.
- Children may not bring food from home (except for infants and special occasions) without a letter from a physician stating and explaining special circumstances. In this case, when a lunch is sent, your child's teacher may supplement this lunch with foods being served if the lunch from home does not meet all state requirements.
- **We are PEANUT FREE** and ask that no food prepared with peanuts come into the center. Any food brought to be shared with the children must be whole fruits, pre-packaged vegetables or a commercially prepared and packaged food. No homemade products are permitted.

### BITING POLICY:

Even in the best child care center, periodic outbreaks of biting occur among preschoolers. This is an unavoidable consequence of grouping young children together. When it happens, it can be scary and very frustrating for children, parents and teachers. Understanding the reason for biting is the first step to changing a child's behavior. Children bite for a variety of reasons: teething, simple sensory exploration, cause and effect, imitation, crowding, seeking attention, frustration and stress. Childcare group situations are difficult: dealing with others constantly around, sharing attention and toys, and too much or too little stimulation are all very difficult for children. Biting is not something to blame on children, their parents or their teachers. When biting breaks out, a high quality childcare program immediately takes action, not to blame the biters but to change the environment and help children change their behavior.

It is important that the caregivers remain calm and in control of their emotions when biting occurs. Staff should not show anger or frustration towards the child. The caregiver should calmly respond to the child, letting them know that biting is not ok. In addition the following steps will be taken.

1. The teacher will remove the child from the situation and focus caring attention on the child who was bitten.
2. Encourage the biter to help take care of the child that was bitten (hold ice pack, comfort the child).
3. The caregiver should talk to the child who bit (if able to communicate) and talk about different strategies that the child can use next time (give them appropriate words-if able) instead of biting. This should be done in a short, simple way.

It is important to explore the reasons for biting when it occurs. Staff need to work with parents to gather information about the child's behavior and begin observations to determine the reasons for biting. Examples of some triggers would be: communication deficits, transitions, hunger, lack of sleep, need for oral stimulation or teething pain. Once triggers are identified, staff can work on prevention strategies and start teaching replacement skills. Below are some examples of how the teacher will begin this assessment.

- The teacher will examine the context in which the biting is occurring and look for patterns. The teacher will document and ask the following questions:
  - Was the space too crowded
  - Were there too few toys
  - Was there too little to do or too much waiting
  - Was the child who bit getting the attention and care he/she deserved at other times, other than when he/she was biting
1. The teacher will change the environment, routines or activities if necessary
  2. The teacher will work with the child who is biting to resolve conflicts and frustrations in more appropriate manners, including using words, if they are capable of them.
  3. The teacher will observe the child, to get an idea of why and when they are likely to bite.
  4. The teacher will identify children likely to be bitten and make special efforts to reduce their chance of being bitten.
  5. The teacher, parent and administration will meet regularly to regulate an action plan and to measure the outcome of these changes.
  6. If biting continues the teacher will observe the group more closely and work with the parents to seek out additional resources as necessary to shadow the child who is biting.

#### First Aid in response to biting (both child and adult)

1. Wear gloves, clean wounds with soap and water. Run water over the wound for 5 minutes.
2. Apply ice or cool compress to help reduce the pain or swelling.
3. Bandage the wound as necessary.
4. Write a detailed incident report for both children involved with the incident.

#### First Aid if bite breaks the skin. (both child and adult)

1. Wear gloves, clean wounds with soap and water. Run water over the wound for 5 minutes.
2. Control the bleeding.
3. Cover the wound with sterile dressing and bandage.
4. Contact the parents of BOTH children involved and encourage them to contact their healthcare provider to determine if they need to be seen.
5. Write a detailed incident report for both children involved with the incident.

When children bite, their parents are informed personally and privately the same day. All information is confidential and names of the children involved in the incident are not shared between parents. In addition, biting is always documented on our standard incident form which is completed and signed by teacher, parents and an administrator is notified. One copy is given to the parent and one copy is kept in a locked file cabinet in office.

#### When biting occurs, here's what you can expect from us:

- We will put the child's safety first and provide first aid as well as comfort, support and advice to any child who is bitten.
- We will provide appropriate programming for children to help prevent biting.
- We will make current information and resources on biting available to you.
- We will provide teachers with adequate knowledge and training to deal properly and

effectively with biting.

- We will take your concerns seriously and treat them with understanding and respect.
- We will tell you what specific steps we are taking to address biting and explain the reasoning behind those steps.
- We will respond to your questions, concerns and suggestions—even when our response to some suggestions is no.
- We will work to schedule conferences about biting with you, at a time you can attend.
- We will keep your child’s identity confidential if he or she bites. This helps avoid labeling or confrontations that may prolong the behavior.

We wish we could guarantee that biting will never happen in our program, but we know there is no such guarantee. You can count on us to deal appropriately with biting so it will end as quickly as possible. We want the best for all the children in our program. If you want more information on biting or have questions or concerns, please let us know—we are here to help you and your child on their journey to independence!

### **DISCIPLINE POLICY:**

We believe children will learn self-control by being treated with respect and use of the following discipline techniques:

- Setting clear, consistent, fair limits for behavior and helping the children set their own goals.
- Valuing mistakes as learning opportunities
- Redirecting children to a more acceptable behavior or activity
- Posting classroom rules and reminding children when necessary
- “Time out” (1 minute for every year old) will be used in cases of disruptive behavior and if other listed measures fail.

The following will not be used as discipline in any Y program:

- Corporal punishment, including spanking, hitting, pinching, shaking
- Denial of food or water
- Isolation for long periods of time
- Confinement in small places
- Binding to restrain movement of mouth or limbs
- Verbal abuse or derogatory remarks

### **WHAT TO BRING:**

- Children must have a complete change of clothes that is left in the center. All clothing must be labeled with the child’s name.
- Parents of children in diapers or toilet training must provide **wipes/diapers/pull-ups for their child.**
- Children must bring his/her own blanket for rest time which must be taken home and washed at the end of every week.

### **DIAPERING & BATHROOM USAGE:**

- At the YMCA ELCs, Diapering will only be completed using the designated changing

table and/or in the bathroom for those children who are beginning to toilet train.

- Children that are toilet training will be provided help as needed and placed on the toilet regularly. When privacy can be maintained the staff will make every effort to do so. Children wash their hands after each change or use of the toilet. All Children are reminded of the proper times to wash their hands.

# SCHOOL AGE CHILDCARE – BEFORE / AFTER SCHOOL

## ENROLLMENT

Enrollment is to any child ages 5 (currently in Kindergarten) -12. Registration is first come, first served, provided the site has not reached licensed capacity. Enrollment forms are required to be completed annually along with an enrollment fee before your child can begin the program. Enrollment forms are all in your account in our operating software.

## LOCATIONS & HOURS OF OPERATION

The School Age Childcare hours are Monday – Friday, 6:00am until school begins and/or after school until 6:00pm.

KIDS CLUB SITE	SCHOOL DISTRICT	
Bridgeview Elementary	Pleasant Valley	Before & After school care
Cody Elementary	Pleasant Valley	Before & After school care
Grant Wood Elementary	Bettendorf	Before & After school care
Herbert Hoover Elementary	Bettendorf	Before & After school care
Hopewell Elementary	Pleasant Valley	Before & After school care
Paul Norton Elementary	Bettendorf	Before & After school care
Pleasantview Elementary	Pleasant Valley	Before & After school care
Riverdale Heights Elementary	Pleasant Valley	Before & After school care
Riverside Church 415 W 53rd St, Davenport	Davenport	TBD

## DAILY ACTIVITIES:

Children need time to relax and have fun! School Age Childcare is not an extension of the school day and is designed to enhance your child’s feelings of positive self-esteem and belonging. Opportunities are provided for children to pursue their interests, to develop skills and to spend time in positive relationships with peers and adults. A variety of activities are designed to engage children in a fun and friendly environment. Activities include recreation and games, arts and crafts, reading, music, time to work on homework. Rooms are arranged to be conducive to these activities by creating “centers”, including dramatic play, science and nature, quiet areas and others. When weather permits, children will also have time outdoors.

## EARLY DISMISSAL/LATE START/SCHOOL CLOSING

- When school is dismissed early due to heat, our staff will maintain the regular program

at the site.

- Scheduled early school dismissals will not affect the School Age childcare program.
- When school is dismissed early due to extremely cold /wintery weather conditions, the School Age childcare program will be considered canceled as well.
- When school is late starting, staff will be at the sites to run the program at 8:00 am until school starts.
- If school is canceled due to extreme weather we will be open at the Bettendorf Y and for No school day care for kids currently enrolled.

### ABSENCES:

- Notification of a child's absence or change in their schedule must be called into the site your child attends, so that all children registered may be accounted for. If we locate your child on site grounds, and we are unaware that the child is not supposed to come to the program, we will bring your child with us for his/her safety.
- We do not offer refunds or credits for child absences from the program due to illness, vacations or other canceled days.

### NUTRITION:

- Breakfast and afternoon snacks are served daily during the school year at Before & After School Sites. Children must arrive no later than 7:45 am to be served breakfast during the school year.
- Afternoon snacks are served at After School Sites.
- Menus are posted at the site and have been approved by the Food Services Division and the USDA.
- All required precautions will be observed during meal times including the cleaning and disinfection of tables as well as appropriate hand washing procedures for children and staff.
- **We are PEANUT FREE** and ask that no food prepared with peanuts come into the center. Any food brought to be shared with the children must be whole fruits, pre-packaged vegetables or a commercially prepared and packaged food. No homemade products are permitted.

### DISCIPLINE POLICY:

We believe children will learn self-control by being treated with respect and use of the following discipline techniques:

- Setting clear, consistent, fair limits for behavior and helping the children set their own goals.
- Valuing mistakes as learning opportunities
- Redirecting children to a more acceptable behavior or activity by providing choices
- Discussing inappropriate choices and giving an opportunity to make a new choice
- Staff will encourage and assist all children in following the Code of Conduct, a copy of which will be provided upon the child's first day of attendance

Parents whose children cause physical/emotional harm to themselves or others or exhibit ongoing disruptive behavior will be called for a staff/parent conference. Parents may be requested to pick up their child for the day. If a child's behavior does not improve, the child may be released from the program at the discretion of the YMCA. Staff is required to handle disciplinary measures at the site. If your child experiences any difficulties, speak with the site staff. Staff adhere to the following disciplinary steps:

- Redirection or elimination of choices
- Separated for a period of time from the rest of the group (1 minute for every year of the child's age)
- If a problem continues, another separation period is used (up to 3 in one day)
- If the child continues to have problems after 3 separations the parent will be called to pick up their child.

The following will not be used as discipline in any Y program:

- Corporal punishment, including spanking, hitting, pinching, shaking
- Denial of food or water
- Isolation for long periods of time
- Confinement in small places
- Binding to restrain movement of mouth or limbs
- Verbal abuse or derogatory remarks

## SCHOOL AGE SUMMER CAMP

## ENROLLMENT

Enrollment is to any child ages 5 -12 (5 year olds must have completed Kindergarten) . Registration is first come, first served, provided the site has not reached licensed capacity. Enrollment forms are required to be completed annually along with a registration fee before your child can begin the program. All enrollment forms will be found in your YMCA account.

## LOCATIONS & HOURS OF OPERATION

	LOCATION	HOURS
Bettendorf YMCA	3800 Tanglefoot Ln Bettendorf	Monday–Friday 6am–6pm
Bittner YMCA	630 E 4th St Davenport, IA	Monday-Friday 6am-6pm
North Scott YMCA	104 S 3rd Ave Eldridge, IA	Monday-Friday 6am-6pm
Riverdale Heights	Bettendorf. IA	Monday-Friday 6am-6pm
Forest Grove	Bettendorf. IA	Monday-Friday 6am-6pm
Riverside Church	Davenport, IA	Monday-Friday 6am-6pm

## HOLIDAY CLOSURES

- New Year’s Day
- Memorial Day
- 4th of July (if it falls on a Saturday we will close at 1:00pm on that Friday)
- Friday of the BIX Bittner Summer camp will be closed
- Labor day
- Thanksgiving Day and Day After
- Christmas Day
- Christmas Eve and New Years Eve

## ABSENCES LATE ARRIVAL & LEAVE POLICY:

- All children need to arrive by 8:45 am, if you are going to be late you need to call the site and let them know ahead of time. We send in our meal count numbers at 9:00 am.
- No child can be dropped off or picked up from a field trip location or local park.
- Notification of a child’s change in their schedule must be called into the Program Director at the site your child attends, so that all children registered may be accounted for.
- Registration is on a week-by-week basis, this way you only register for the weeks that you need!
- All schedule changes or cancellations must be submitted via the [Camp Change Form](#) (per camper) by the following deadlines:
  - Weeks 1–5 (June 1–July 3): Submit by May 15
  - Weeks 6–11 (July 5–August 14): Submit by June 15

- After these dates, no refunds or credits will be issued. Registration secures your child's spot, staffing, and program resources regardless of attendance.
- We do not offer refunds or credits for child absences from the program due to illness, vacations, dismissal from program or other canceled days.

## **NUTRITION:**

- Children wanting Breakfast will need to arrive no later than 8:00 am
- Breakfast, lunch and afternoon snack are served daily during the summer at the above licensed sites.
- Breakfast, lunch and afternoon snack are served during other school breaks and in-service days when a YMCA program is offered at the above licensed sites.
- Summer meal menus are posted at the site and have been approved by the Food Services Division and the USDA.
- All required precautions will be observed during meal times including the cleaning and disinfection of tables as well as appropriate hand washing procedures for children and staff.
- We are PEANUT FREE and ask that no food prepared with peanuts come into the center. Any food brought to be shared with the children must be whole fruits, pre-packaged vegetables or a commercially prepared and packaged food. No homemade products are permitted.

### **Summer Feeding Program: (Bittner Y)**

- Children enrolled in a full-time childcare program may participate in the summer feeding program offered by the local school districts which are open to all community members under the age of 18.
- Staff will ensure children enrolled in our programs are effectively supervised and seated separately from nonprogram participants.
- Children may bring their own meals but are not permitted to bring soda and are encouraged to bring nutritious items.
- If children walk to another location for the summer feeding program, the walk will be treated as a field trip and require one additional staff member above ratio to assist with safety during travel.
- If weather does not permit walking to the summer feeding program lunch site, the on-site supervisor will purchase items at the local grocery store to prepare a CACFP approved sack lunch.

## **DISCIPLINE POLICY:**

We believe children will learn self-control by being treated with respect and use of the following discipline techniques:

- Setting clear, consistent, fair limits for behavior and helping the children set their own goals.

- Valuing mistakes as learning opportunities
- Redirecting children to a more acceptable behavior or activity by providing choices
- Discussing inappropriate choices and giving an opportunity to make a new choice
- Staff will encourage and assist all children in following the Code of Conduct, a copy of which will be provided upon the child's first day of attendance

Parents whose children cause physical/emotional harm to themselves or others or exhibit ongoing disruptive behavior will be called for a staff/parent conference. Parents may be requested to pick up their child for the day. If a child's behavior does not improve, the child may be released from the program at the discretion of the YMCA. Staff is required to handle disciplinary measures at the site. If your child experiences any difficulties, speak with the site staff. Staff adhere to the following disciplinary steps:

- Redirection or elimination of choices
- Separated for a period of time from the rest of the group (1 minute for every year of the child's age)
- If a problem continues, another separation period is used (up to 3 in one day)
- If the child continues to have problems after 3 separations the parent will be called to pick up their child.

The following will not be used as discipline in any YMCA program:

- Corporal punishment, including spanking, hitting, pinching, shaking
- Denial of food or water
- Isolation for long periods of time
- Confinement in small places
- Binding to restrain movement of mouth or limbs
- Verbal abuse or derogatory remarks

### **BATHROOM & LOCKER ROOM USAGE:**

- Restrooms that are not accessible to the public or family changing rooms will be used whenever possible and available.
- If a public restroom is used staff will ensure there is adequate staff to supervise children in ration and additional staff to check the bathrooms before children enter. Once the restroom is determined to be free of non-program participants the staff will allow children to enter based upon the number of stalls in the restroom.
- Staff will stand in the doorway of the restroom to effectively monitor the children waiting in the hall as well as those in the restroom to ensure children are using the restroom and washing their hands before exiting to the hall.
- Should a non-program participant attempt to enter the restroom, they will be directed to another restroom or asked to wait until our children have exited the restroom.
- At no time will staff members use the restroom facilities while children are present in them.
- If a locker room needs to be used for children to wash their hands or use the restroom the same policies as outlined above for public restrooms will be followed.

### **USE OF YMCA BRANCH FACILITIES:**

Summer childcare & no school day program participants will have an area designated as their “home” space that is available to program participants and staff throughout the hours of operation, in most cases this will be a gym area. In addition to the designated areas the program staff will also utilize racquetball courts, meeting rooms and swimming pool areas. Please check the schedules posted at each facility for planned activities.

# SCHOOL AGE NO SCHOOL DAYS

## ENROLLMENT

Enrollment is to any child ages 5 -12 (5 year olds must be enrolled in Kindergarten) . Registration is first come, first served, provided the site has not reached licensed capacity. Enrollment forms are required to be completed annually along with a registration fee before your child can begin the program. All enrollment forms will be found in your YMCA account

## LOCATIONS & HOURS OF OPERATION

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Riverside Church	415 W 53rd St Davenport, IA	Monday-Friday 6am-6pm

## NO SCHOOL DAYS OFFERED:

- On days that school is not in session licensed care may be available. Advanced Registration is required so we can plan staffing and meals.
- During Christmas, Spring and Summer breaks, a full day care program is available. Registration information will be sent to families in advance of these breaks.

## ABSENCES LATE ARRIVAL & LEAVE POLICY:

- All children need to arrive by 9:00 am, if you are going to be late you need to call the site and let them know ahead of time. We send in our meal count numbers at 9:00 am.
- Notification of a child's absence or change in their schedule must be called into the Program Director at the site your child attends, so that all children registered may be accounted for.
- Registration is on a week-by-week basis, this way you only register for the weeks that you need!
- We do not offer refunds or credits for child absences from the program due to illness, vacations or other canceled days.

## NUTRITION:

- Children wanting Breakfast will need to arrive no later than 8:00 am
- Breakfast, lunch and afternoon snack are served daily.
- Breakfast, lunch and afternoon snack are served during other school breaks and in-service days when a YMCA program is offered at the above licensed sites.
- Summer meal menus are posted at the site and have been approved by the Food Services

Division and the USDA.

- All required precautions will be observed during meal times including the cleaning and disinfection of tables as well as appropriate hand washing procedures for children and staff.
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whenever possible and available.

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