

YMCA OF GREATER BRANDYWINE

Childcare Early Learning Program

Family Handbook



Brandywine YMCA, Jennersville YMCA, Kennett Area YMCA, Lionville Community YMCA, Octorara YMCA, Oscar Lasko YMCA, Upper Main Line YMCA and West Chester Area YMCA

Updated 8/28/23



Dear YMCA Family,

Welcome to the **YMCA of Greater Brandywine** Early Learning Program!

Thank you for choosing us as a partner in your child's education. We are excited to work with you in the nurturing and growth of your child.

In our pursuit to provide high-quality care, we offer a developmentally appropriate curriculum that supports cognitive, physical, social and emotional development. Our goal is to create a safe and fun educational environment, the YMCA early childhood program uses the PA State Early Learning Standards to guide teaching and lesson planning. We are licensed annually by the PA Department of Human Services (DHS) and we follow all state requirements to provide safe, healthy, and quality care. Our staff has had various experiences working with children and must complete annual in-service trainings, fire safety training, first aid, CPR, and child abuse prevention. All staff has had criminal background checks and a child abuse registry check performed.

Within the first 45 days of enrollment your child's teacher will offer a "getting to know you conference." This is an optional conference to go over your child's goals and our observation over the first 45 days. We feel this meeting is necessary to continue to develop the parent/teacher relationship.

We thank you for choosing the YMCA to serve you and your child. Please contact our Childcare Admin Team, at (610) 643-9622 x2190 for any billing questions or concerns you may have.

We hope that this information will serve as a resource for you and your family.

Sincerely,

The YMCA of Greater Brandywine Early Learning Center Team

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YMCA Mission

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

YMCA of the Greater Brandywine Pursuit of Excellence Child Development Promises

Atmosphere: We will provide an inviting, positive and safe environment, in which children will learn, grow and thrive.

Support: We will provide programming that supports social, emotional and cognitive development for children and opportunities to report progress to families.

Connections: We provide opportunities for families and guardians to participate in activities that support the program, the Y and each other.

Options: We will include active youth health initiative components including healthy eating and physical activity.

Inspiration: We will exhibit character development values of Caring, Honesty, Respect and Responsibility to recognize and address the diverse needs of those we serve.

YMCA Core Values

The YMCA of Greater Brandywine is committed to a value-based character development curriculum. Teaching of the following core values is incorporated into all youth activities:

Caring: Interest and concern - including compassion, friendliness, generosity, kindness, love, mercy.

Honesty: Fairness of conduct and adherence to facts - including sincerity, truthfulness, honor, tact, forgiveness, moderation, orderliness.

Respect: Special regard for others - including assertiveness, consideration, courtesy, gentleness, unity, tolerance, humility.

Responsibility: Moral, legal, and mental accountability - including courage, determination, helpfulness, justice, reliability, loyalty, self-discipline, obedience, cleanliness.

Location, Contact Information and Hours of Operation

PROGRAM HOURS:

7:00 am- 6:00 pm Monday through Friday

**** With the exception of days off, emergencies or inclement weather (see below)**

Senior Association Directors:

Loraine DiSciullo at ldisciullo@ymcagbw.org

Jennersville, Octorara, Oscar Lasko, Upper Main Line, West Chester

Jennifer Eckert at jeckert@ymcagbw.org

Brandywine, Kennett, Lionville

Billing:

Guillermina Rios (Gigi)

Association Director of Childcare/Camp Administration

grios@ymcagbw.org 610-643-9622, ext. 2104

Childcare Admin Team at childcareadmin@ymcagbw.org 610-643-9622, ext. 2190

Program Information

The Early Learning Center hallway is locked at all times with a security code system or key fob system. This code should not be shared with anyone else.

INFANT AND TODDLER PROGRAMS

The Infant and Toddler programs offer a warm, safe and secure environment for your child to grow and learn. Our caring staff guides each child through experiences that focus on their cognitive and physical development.

PRESCHOOL PROGRAMS

The YMCA's Preschool programs provides each child a warm and supportive environment in which to grow. We meet the needs of each child with experiences that foster development and a sense of self-esteem. Y programs strive to develop the total child, with particular emphasis on educational, physical, social emotional skills necessary for success in the coming school years.

STARS PROGRAM

Keystone STARS is an initiative of the Office of Child Development and Early Learning (OCDEL) to improve, support, and recognize the continuous quality improvement efforts of early learning programs in Pennsylvania.

STARS stands for:

- Standards
- Training/Professional Development
- Assistance,
- Resources and
- Support

STAR 1, STAR 2, STAR 3, and STAR 4.

Each level builds on the previous level and utilizes research-based best practices to promote quality early learning environments and positive child outcomes. The standards address staff qualifications and professional development, the early learning program, partnerships with family and community, and leadership and management.

Keystone STARS is managed through a partnership of the Office of Child Development and Early Learning (OCDEL) and the Pennsylvania and Regional Keys.

ELIGIBILITY

Any child age 6 weeks through 5 years, regardless of race, creed, religion, or socioeconomic background and any other characteristic protected from discrimination under the law is eligible to enroll in this program.

NONDISCRIMINATION STATEMENT

All people are welcome at the YMCA regardless of race, sex, national origin, religion, sexual orientation or abilities. Children and parents who have limited English language ability can be assisted with the translation of written information or with an interpreter. Contact the Program Supervisor to make necessary arrangements. In our efforts to promote an awareness and understanding of the world around us, lessons about customs and celebrations of other cultures are a part of our curriculum.

CELC will reflect and respect the diversity in our community. Religious education is not part of our program. The YMCA of Greater Brandywine is committed to providing developmentally and culturally appropriate programming that respect, reflect, and support children and families; cultivate an understanding among children and staff and incorporate an anti-bias approach to curriculum.

ATTENDANCE/ARRIVAL/DEPARTURE/SECURITY/REPORTING ABSENCE

Please note that school begins at the YMCA Centers at 9:00am. We ask that all children arrive no later than 10:00 am. A guardian/adult must sign their child in and out daily. Once your child is signed out of the program, they are no longer in our care and is in your custody.

Your child's pick up information, registration forms and any other forms, must be updated as changes occur and/or every six months, in ePact, per PA DHS regulations

DAILY SIGN IN/SIGN OUT PROCEDURES

- A sign in/out area will be available when you arrive at the site. ***Sign in/out iPad is located in our Program area. Each parent and authorized individual will have a unique pin.***
- Please wait to be acknowledged by a staff person before leaving.
- Your child will only be released to the parent/guardian or other authorized adult listed on the Parental Consent/Emergency Information sheet.
- Please provide a copy of your custody agreement if applicable.
- Identification may be checked daily. Anyone who you have listed as an authorized pick-up person will be asked to show picture identification at time of child pick-up. While we know it can be inconvenient to show your ID every day, we appreciate your support of our staff in helping to keep children safe.
- Pick up your child on time each day. If an emergency arises and you are unable to reach the Y before closing, call the staff to inform them of your progress.

Please be advised that if an adult **not** on the pick-up list comes for your child, we will not be able to release your child to that person, even if the child recognizes that person. ***All persons signing out children must be at least 18 years of age*** and your child may not sign themselves in or out!

RELEASE OF CHILDREN - EMERGENCY

In an emergency a child may be released to an individual upon the oral designation of the parent/guardian, if the identity of the individual can be verified by a staff person

1. Identifying Parent/Guardian for oral designation
 - After parent/guardian requests an oral designation for pick up staff must verify it is the parent/guardian who is making the request.
 - Staff must call the parent/guardian back via one of the telephone numbers listed on the child's contact information form.
 - If the parent/guardian answers and confirms that they made the request, log the following information:
 - The name of the parent/guardian making the request.
 - The date and time of the request.
 - The name of the individual to whom the child is to be released.
 - The name of the staff person taking the call
 - The name of the staff person releasing the child.
 - When the oral designee pick up arrives check their ID to ensure they are the designee and log their ID state and number before releasing the child.
2. For the safety of the children we serve, we will not release a child to anyone who appears to be under the influence of drugs and/or alcohol.

SUPERVISION

Every child in the YMCA's child care program will be supervised at all times. Staff members teach and model the YMCA Character Development values of caring, honesty, respect and responsibility. Our supervision staff to child ratios follow DHS guidelines.

- Infant 1:4
- Toddlers 1:5
- 2 years 1:6
- 3-5 years 1:10

Registration

All registration must be completed online after receiving a special registration link from Childcare Center Director. A \$85.00 non-refundable registration fee is required. The following forms must be completed in full and submitted before your child begins the program:

1. Financial Agreement form
2. Parental Consent/Emergency Contact form
3. Health Appraisal: A current yearly health appraisal and immunization record, ***signed by the doctor***, must be on file for all children. Any child under the age of 3 must have a current health appraisal and immunization record in accordance with the American Academy of Pediatrics. Children under the age of 2 must have a health appraisal no older than 6 months. CELC Handbook Receipt Acknowledgement
4. ELRC/CCW Release Form (if applicable)

All information included in the registration materials must be updated as changes occur, so we ask that you update the information with your Childcare Director within 24 hours

if your information has changed. Families are required in accordance with the state's regulations to confirm and update this information every 6 months. YMCA childcare staff will also ask you to review your information mid-year and sign a 6 month review, which is in accordance with state regulations. ***Childcare services must be temporarily suspended if forms are not on file and complete.***

TUITION/FINANCIAL POLICY

Payment for child care services is due on the Sunday, 2 weeks before the services are delivered.

Tuition fees are weekly and are based on your child's enrollment in the program and not on attendance. The parent or guardian is responsible for paying every week via auto-draft to secure placement for your child in the program. Payments not received by the due date will incur a ***10% late fee*** per week per child. Any account delinquent for 5 days or more may result in the suspension of your child's participation privileges. Participation privileges may be restored upon settlement of your account.

Families needing assistance resolving their account should contact the Childcare Admin Team at childcareadmin@ymcagbw.org. Tuition reductions are not given for vacations or short absences. If your child should become ill and not be able to attend the program for an extended period of time (more than one month with a doctor's note), your child's place will be held until the end of the second month of the absence. At the beginning of the third month, we are financially obligated to fill the vacancy.

There is a sibling discount for families with 2 or more children. The sibling discount will be 10% off the lowest program fee. The Sibling Discount form, listed on our website, must be completed by the parent/legal guardian to receive the discount.

Multiple discounts is not an option on any account. If you are receiving IBM discount you cannot receive a Sibling Discount.

A fee to cover incurred charges will be assessed by the Association office for all returned checks. You will be notified by the Childcare Admin Team and must bring in a cash payment of the full amount plus the returned check charge. Your child will be temporarily suspended until this balance is cleared.

TEMPORARY WITHDRAW -

A ***thirty-day written notice*** to the Director and the Childcare Admin Team is required for temporary withdraw your child. Temporary withdraw is approved for a family whose child will be absent from our program for a minimum of ***four (4)*** consecutive weeks and maximum of ***twelve (12)*** consecutive weeks. Families will be responsible to continue paying the weekly tuition at a 50% discount, to guarantee your child spot, for your return. Without written notice the families will be responsible to continue paying the weekly tuition at the full rate. ***Temporary withdraw will only be approved once a year.***

LATE PICK-UP & FEES

Child care is available until 6:00 pm. If you are going to be late picking up your child, please arrange to have an emergency pick-up person arrive by 6:00 pm and call your YMCA Early Learning Childcare Center to inform the staff of your emergency.

A late fee of \$5.00 for pickup one to five minutes past program end time, and \$1.00 per minute thereafter will be charged for pick-up after 6:00 pm.

The Center staff will attempt to contact the parent(s)/guardians of any child who has not been picked up by closing time. If parents are unreachable, staff will begin contacting the person(s) authorized to pick up the child. If staff is unable to reach anyone for a period exceeding thirty minutes, we will contact local authorities, including the PA State Police Department and the Department of Children, Youth & Families.

INCOME BASED MEMBERSHIP

Financial assistance is available to those families who demonstrate sufficient need and provide the required documentation. Consideration for such assistance is dependent upon your timely and accurate completion of the necessary information. If you do not qualify with Childcare Works (CCW) or are wait listed, then you may apply for YMCA financial assistance.

Please contact the YMCA for further information or to pick up a Financial Assistance application. You must also contact the Chester County Early Learning Resource Center (ELRC) to see if you qualify for subsidized child care at 1-866-262-8565. Eligibility for financial assistance will be determined upon availability of space and funds, review of the information given and letter of intent. The YMCA of Greater Brandywine reserves the right to deny assistance to any applicant who provides false information or withholds pertinent information relating to need. The level of need is determined by our financial assistance scale, which is available for yearly family incomes less than \$80,000 per year, and written documentation submitted by the applicant.

PROGRAM TERMINATION/WITHDRAWAL -

A **thirty-day written notice** to the Director and the Childcare Admin Team is required to withdraw your child. Without written notice, a financial charge of one month's tuition will be assessed. Re-enrollment is not guaranteed.

ePACT

YMCA of Greater Brandywine is proud to announce our use of ePACT Network for better safety! ePACT is a secure emergency network, which we will use to collect medical, emergency contact information, Program Fee Agreement and Draft Authorization electronically. ePACT will also ensure we have a way to communicate with you in the event of an illness, injury, or larger scale emergency. ePACT must be completed prior to your child's first day of care.

ePACT- HOW IT WORKS

1. You will receive an email invite to share information with YMCA of Greater Brandywine.
 - *Past participants can use their existing ePACT account, allowing you to simply verify your information is still up to date.

2. Click "Complete Request" to create a free account, or log-in if you already have an existing ePACT account. **Username & password is not the same as your Y account.**
3. Follow the steps. Any common family information will pre-populate, so you only need to enter it once.
4. If you have already added a legal guardian, emergency contact, medical provider or insurance information, you can select Add/Remove >Select From My Network to add it to a different profile.
5. If you added an email address for your contacts, they will receive an email to confirm that they accept this responsibility (and they can double-check their contact info.)
6. Enter the required information, like medical conditions, and share it with YMCA of Greater Brandywine so that program staff have access.
7. You can update your information at any time in the year, and we will automatically be notified (e.g. a new cell phone number)
8. Our program requires a Health Form (signed by your doctor), Program Fee Agreement and Draft Authorization Form, so be sure to upload it in the **Shared Files** step.

On the final step, click the **Share** button to give the YMCA access to your information. You will receive an email to confirm that you were successful!

ePACT makes it far easier for you to share emergency information with us, while also ensuring we have access to records anytime, anywhere with the mobile app – even without an internet connection.

Rest assured that you always own your account and the information in it. In addition, ePACT maintains the same levels of security as online banking, and limits access only to the administrators we assign for enhanced privacy.

EFACT SUPPORT

Have questions or feedback? Please contact help@epactnetwork.com or call 1-855-773-7228 ext. 1 to speak with ePACT's Customer Success team.

Nutrition Policy

BREAKFAST/LUNCH

Breakfast & Lunch are families. Please try to avoid food that contains an excessive amount of sugar, preservatives, artificial flavorings and caffeine. Chocolate, candy, or soda will not be served.

All food should be provided ready-to-serve (fruit peeled and cut). We ask that you put all perishable items into a Ziploc gallon sized bag, labeled with your child's name, in the classroom refrigerator or designated area for refrigeration.

NUT-FREE POLICY AND ALLERGY POLICY

We recognize food allergies can cause serious, life-threatening conditions for some children in our childcare program.

Our nut free policy dictates that no food will be permitted in our classrooms if it **contains** tree nuts, peanuts or peanut butter in the ingredients or indicate they were **manufactured** in a plant using nuts.

To further reduce the risk of exposure, children will be required to wash their hands upon arrival and any time after eating. All childcare staff will follow the same rules as the children in regard to food ingredients and hand-washing.

The Y believes the health and safety of our children is a collaborative partnership with our families involving prevention, education, communication and the development of food allergy action plans for all children with allergies.

When filling out the emergency contact/parent/guardian consent form, please be sure to specify if your child has any food or materials (example: latex) allergies. An Allergy Action Plan must be completed by the pediatrician and the family member prior to the YMCA providing care to your child. All necessary medications must be provided along with the allergy action plan i.e. Epi-pen or Benadryl. It is our policy that if your child is prescribed an Epi-pen and it is used in response to an emergency situation, paramedics will be notified immediately.

BIRTHDAY CELEBRATIONS

Birthdays may be celebrated at the center. Please check with your child's teacher and/or director prior to bringing in snacks. We ask that the treats brought to the center are store bought, individually packaged and ingredients listed.

INFANT FEEDING

All bottles and bottle caps must be clearly labeled with the child's first name and last initial and come ready to serve. Bottles will be reheated with warm water (not exceeding 110°F), shaken then temperature tested before feeding. Instructions regarding a schedule must be provided by a parent and updated as necessary. Any remaining milk will be discarded after feeding, therefore please only put the amount of formula or breast milk the child will eat during one feeding. We suggest a smaller bottle be provided for any supplemental feedings throughout the day.

When solid foods are being introduced, we ask that parents only send foods that have been tried at home. All solid foods must be in small labeled portioned jars or containers with the child's name and date. The food will be warmed using warm water before serving.

Medical Policy

ILLNESS POLICY

In order to best care for all children in the program, we ask that a sick child be kept at home. Many communicable diseases start with cold-like symptoms. The YMCA should be informed about the nature of the illness. If, at any time, the staff feels that your child is too sick to remain in the program, you will be called. You, or someone you designate, must pick up your child within one hour of receiving the phone call. Your child should not attend school, and will be sent home, if any of the following conditions are apparent:

- A temperature of 100.4 degrees
- Vomiting or diarrhea
- Rash (unidentified)
- Suspected communicable disease (i.e. Chicken pox, impetigo, scabies)
- Severe cold with/without fever, hacking or persistent cough, unclear mucus

- Bronchitis or other throat infections such as strep
- Nits or lice in hair
- Test positive for COVID-19

Families should notify the Childcare Early Learning Center Director within 24 hours if your child has a communicable disease, such as chicken pox, strep throat, lice, or COVID so that we can inform other families and staff. Your child is not permitted in the program unless the child has been fever free and, in some cases, symptom free for 24 hours without Tylenol, Motrin, etc. or with a note from the doctor confirming that the child is no longer contagious.

MEDICATION POLICY

A medication form must be completed prior to the administration of **all** medication. All **prescription medication** must be in its original container with the pharmacy label intact, with your child's name, dosage, doctor's name and phone number, date the prescription was filled, expiration date and specific instructions for administering and storing the medication. You may want to ask your pharmacist to divide the medication into two bottles; one to be kept at home and one to be kept at school.

Over the counter medication will be given to a child only after a medication form is completed and signed by the parent/guardian. Over the counter medication will only be accepted if it's in its original container.

Families must provide detailed information on dosage. Dosage requested that does not comply with the medication administration guidelines on the medication packaging must include a physician prescription.

MEDICAL EMERGENCY PROCEDURES

In case of an accident, the following emergency procedures will be followed:

1. A staff member will administer immediate, basic first aid.
2. 911 will be called if needed. 911 is called for all serious neck/head injuries. A staff person will accompany the child to the hospital and stay until a parent or guardian arrives.
3. A staff member will contact the family member if immediate medical care is necessary.

Information regarding the accident will be recorded. Any necessary forms will be completed by YMCA staff and forwarded to you for your signature.

Evacuation/Emergency Procedures

- In the event of an emergency and we are required to evacuate our learning areas, (but stay in the facility), we will use the interior bathrooms or windowless rooms as shelter.
- If we have to leave the facility, the children will be evacuated, based on the center's Emergency Plan. The center will provide you with the location and address. Children and staff will walk to the evacuation site.
- In the event of an emergency, parents will be contacted via telephone.
- Families will be notified via telephone that the emergency has ended and where to pick up their children.

- Emergency message will be sent out to families via ePACT.

We ask that you not call during the emergency. This will keep the main telephone lines free to make emergency calls and relay information. We will call you to let you know that we've taken one of the protective actions. We will also call you when we've resolved the situation and it's safe for you to pick up your child.

School Day

TOYS FROM HOME

The YMCA provides children with developmentally appropriate toys and materials. These are for your child's enjoyment and learning throughout the school day. Therefore, toys from home are not needed.

SWIMMING—THIS IS BRANCH SPECIFIC AND SHOULD NOT BE INCLUDED AS A STANDARD PRACTICE IN ALL

A swimming session will be held once a week for children ages 3 and older. Please have your child dressed in a bathing suit under clothing. They will need a pair of water shoes and towel to go to the pool. Please make sure to pack a plastic bag, shoes, socks and underwear for the child to change into after swimming. ***Please label all items.***

ITEMS TO BRING FOR YOUR CHILD

Infants

- Crib sheets
- 2-3 complete changes of clothing
- Diapers
- Wipes
- Several Bibs/Burp cloths
- All food and drink utensils needed to serve food
- Outerwear (hat, mittens, jacket)
- A non-porous reusable tote bag to store coats and jackets
- An arms free sleep sack. No infants will be swaddled.

You will be responsible for providing clean crib sheets at least once per week. We will gladly apply diaper creams; however these require an appropriate authorization form.

All items must be labeled with your child's first name and last initial. Please re-label as needed. Any items to serve food such as bowls, spoons, cups, etc. must be provided by the parent. Bottles must be prepared at home. We provide refrigeration for storing bottles and food.

Toddlers and Preschoolers *Full change of seasonal clothing*

- Lunch and afternoon snack
- Recommended a box of utensils in their cubbie
- A non-porous reusable tote bag to store coats and jackets
- Crib sheet or covering the child's rest cot and a favorite sleep toy or blanket. All nap items must fit into the sleep cubbie.

All items must be clearly labeled with your child's first name and last initial.

As your child grows and seasons change we recommend that you provide extra clothing. Please send your child to school in rubber soled, closed-toe shoes. Flip-flops are only permitted to and from the pool.

Every effort is made to play outside daily. Please dress your child appropriately for the weather as we will go outside as weather permits. We will go outside with temperatures between 25 degrees - 90 degrees.

TOILET TRAINING

We understand that toilet training is one of many skills children acquire between the ages of 2-3. This skill will be reached in your child's own time, but is encouraged in the 2 year old classroom. Your child's teacher will work with you directly to determine a plan for your child. As accidents do happen, we ask that you provide extra clothing and an extra set of shoes during potty-training time.

NAP/REST TIME

Rest Time is between 1 pm - 3 pm. The classroom will have the lights dimmed and quiet music will be played. This is a time of relaxation for both nappers and non-nappers. Children who do not fall asleep during nap time can select quiet activities such as puzzles and books while remaining on their cot.

Infants will rest on an individual schedule provided by the families. All infants will be placed on their back in the crib since we follow safe sleep practices. There are no blankets or toys allowed in the crib. Please provide a sleep sack for your child in place of a blanket or swaddle blanket.

TELEVISION USE

The YMCA uses hands-on learning through play. On rare occasions such as holidays or special events the children will watch a movie or television show. They will not watch any more than 30 minutes of a G or PG rated movie.

TRANSITION

The YMCA will ensure we work together to ensure your child is ready for the next step in his or her development. Prior to classroom transition we will notify you in writing with a timeline and what we are working on to ensure an easy transition. We welcome you to meet with your child's new classroom teachers to discuss your child's needs.

Delays And Closure

CLOSINGS, WHEN NO CARE IS PROVIDED:

Labor Day, Veteran's Day, Thanksgiving, Friday after Thanksgiving, Christmas Day, New Year's Day, President's Day, the Friday before Easter, Memorial Day, and Independence Day. Please review the YMCA Childcare calendar for more information or additional days.

INCLEMENT WEATHER POLICY

Changes to the center's schedule will be determined by the branch leadership and senior directors. If there are any adjustments, families will receive an email and/or text from the CELC director via Tadpoles. Please note that status updates can also be obtained through the YMCA branch Facebook page, website (www.ymcagbw.org) and phone recordings.

2 Hr. Delay: YMCA will open at 9am

3 Hr. Delay: YMCA will open at 10am

Closure: YMCA will be closed.

In case of an early closure, all families will receive a phone call and an email. For the safety of all parties, the expectation will be that all children are to be picked up by the stated closure time. The YMCA will make every effort to provide as much notice as possible to allow ample time to travel safely to the Y. The safety of the children, families, and the staff are our first priority.

YMCA Behavior Management Guidelines

As participants in the YMCA Early Learning Programs, your child has the opportunity to interact with a variety of people. This is a unique chance to exercise a new level of autonomy without parental authority.

CHARACTER VALUE EXPECTATIONS

In keeping with the YMCA mission and character values of Caring, Honesty, Respect and Responsibility, appropriate behavior is expected of all participants in YMCA programs. Respectful interactions with program participants and YMCA staff are at the core of the YMCA mission and essential to having a successful program experience.

1. Every person has the right to be safe and healthy within his or her YMCA program environment.
2. Every person has the right to an opinion, and to be heard in a constructive and positive manner.
3. Every person has the right to be respected and treated fairly in a civilized manner.
4. Every person has the right to grow in spirit, mind and body and is equally valued and important to the YMCA. It is implied that these rights apply to all individuals, staff and parents alike. If a person infringes on another's rights, the YMCA staff will practice zero tolerance and take appropriate action to remedy the situation.

POSITIVE BEHAVIOR MODIFICATION

Positive Discipline (day to day behavior correction) is a model that focuses on the positive points of behavior, based on the idea that there are no bad children, just good and bad behaviors. YMCA staff teach and reinforce the good behaviors while weaning the bad behaviors. Positive behavior modification includes a number of different techniques that, used in combination, lead to a more effective way to manage a child behavior through:

- a. Mutual respect. Adults model firmness by respecting themselves and the needs of the situation, and kindness by respecting the needs of the child.
- b. Identifying the belief behind the behavior. Effective discipline recognizes the reasons kids do what they do and works to change those beliefs, rather than merely attempting to change behavior.
- c. Effective communication and problem solving skills.
- d. Discipline that teaches and is not punitive.
- e. Focusing on solutions instead of punishment.

- f. Encouragement (instead of praise). Encouragement recognizes effort and improvement, not just success, and builds long-term self-esteem and empowerment.

ACCOUNTABILITY AND CONSEQUENCES

It is the responsibility of the YMCA to ensure each person's right to achieve our goals within the YMCA program environment.

1. Behavior that conflicts with essential YMCA values will be addressed in a nature appropriate to the disruptive behavior and is at the discretion of the YMCA staff and directors.
 - a. **Types of Disruptive Behavior:** Disrespect of other children, and staff, continuous disruptive/uncooperative behavior, hitting, biting, fighting, obscenity, theft, and destruction of YMCA, or other people's belongings.
 - b. **Bullying:** The YMCA practices zero tolerance for bullying behaviors. Bullying is when someone repeatedly and on purpose says or does mean or hurtful things to another person who has a hard time defending himself or herself. Bullying as defined in the YMCA of Greater Brandywine policy also includes cyberbullying.
2. The use or possession of alcohol, tobacco, weapons, or any controlled substances is prohibited on YMCA property. Criminal behavior of any sort will not be tolerated.

PROGRESSIVE BEHAVIOR MANAGEMENT

The safety and well-being of each child in our care is our number one priority. When behavior expectations are not met (when Positive Behavior Modification is not effective), YMCA staff will implement our Progressive Behavior Management policy to help correct the undesired behavior. Listed below are the steps utilized by our staff:

1. Verbal warning given: explain why behavior is inappropriate.
2. Take a break or partial loss of activity time - time to refocus and redirect. Parent will be notified of the incident.
3. If repeated behavior occurs, verbal communication between parent and program staff with written notice of incident(s).
4. If repeat behavior occurs, a parent conference with the activity staff and program director, followed by a written summary of the meeting. Child, parent and staff sign a written contract agreeing to acceptable behavior and alternative solutions, and consequences if behavior does not improve. The Executive Director is also notified of the incident and meeting.
5. If inappropriate behavior continues, the child may be suspended from the program for one day, up to one week. A parent conference will be required prior to return to the program.
6. Prolonged disruptive and inappropriate behavior will result in dismissal from the program.

We are aware that children sometimes copy the behaviors of other children. Therefore, in order for a child to understand the seriousness of their actions, any child engaging in behavior that is inappropriate at the YMCA, will receive a Parent Feedback Report. This No Tolerance Procedure will enable us to better communicate with our families.

Any problems your child may be having at home may affect his/her behavior in the Y program. Please keep the Director informed so that we can be sensitive to your child's needs. Any information of a confidential nature will be shared only with those who need to know.

SUSPENSION AND EXPLUSION POLICY

The YMCA believes every person has the right to be safe and healthy within his or her YMCA program environment. When behavior expectations are not met, YMCA staff will implement our Progressive Behavior Management policy to help correct the undesired behaviors. Progressive behavior management includes age appropriate and consistent discipline techniques including but not limited to verbal warnings, alternate activity choice and parent notification. The YMCA is committed to helping a child's behavior align with our core values of honesty, caring, respect and responsibility and only in extreme cases to our best judgement will a child's behavior warrant immediate suspension or expulsion from the program.

Special Needs

The YMCA of the Greater Brandywine strives to provide programs that include children of different abilities. Our goal is to provide high quality programs and highly qualified staff to enable your child to have a fun, successful, and enjoyable learning and social opportunity. However, YMCA of Greater Brandywine is not a program specifically designed for the management of medical, physical, behavioral or intellectual abilities and challenges.

If your child has a behavioral plan the YMCA welcomes the opportunity to discuss a care plan for your child before care can be started. This can include the need for families to provide additional services (TSS, PCA, aide) if you or the YMCA feels that they are necessary to ensure your child's experience in the program will be fun and rewarding. If a TSS or PCA is assigned, they are to remain with your child at all times to provide the necessary support to make your child's experience successful.

Release of Records

A request must be made in writing prior to the YMCA releasing any records. Requests for the release of records will only be granted to persons/caregivers registering the child for services. Any release of information will be made according to the YMCA of Greater Brandywine operating procedures with regards to business records.

Surveys

Several times throughout the school year, the YMCA will send out paper/electronic surveys to families to provide you with a voluntary opportunity to provide anonymous feedback on the program and our level of service to you and your child. We encourage your participation in these surveys as it is a significant tool for the YMCA to strive for program excellence.

45 Day Observation

As a DHS licensing requirement and quality initiative, any child in YMCA care for 15 hours or more will be given a 45 day observation. The teacher will use ASQ screenings, which are completed by parents and scored by the staff. Observations will be available for families to review and after reviewing families may request a conference with YMCA staff.

Child Abuse

The Child Protective Services Law of Pennsylvania requires all licensed care givers or any persons in contact with children to report any suspected child abuse to CHILDLINE immediately. Every staff person at the YMCA will comply with this law to protect the health and safety of all the children. If a parent or guardian is perceived to be under the influence or impaired at time of pick up, staff will ask for the child to be transported by another approved adult and/or contact proper authorities immediately.

Partnering With You – Parent Engagement

At the Y, we strive to provide you with timely and relevant information on our programs, engaging you as a partner in your child's success. This includes bi-annual satisfaction surveys, monthly newsletters and daily informal communication. To best support you and your family at our Y, please feel free to provide suggestions for improvement regarding these communication tools. In addition to providing suggestions and feedback, we encourage parents to be engaged in our programs by attending special events and family nights throughout the year.

OPEN DOOR POLICY

We believe that communication and cooperation between families and teachers are invaluable in providing and maintaining the highest quality childcare program for your family. We encourage family participation at all times. You may visit your child, speak to our staff and join us in our activities. For the safety of all children enrolled, visitors are required to register at the member service desk. They must have their license or identification present. A staff member will then escort the visitor to the classroom and the visitor will be accompanied by a staff person at all times.

We provide several different tools for you to receive information on your child's progress and day.

DAILY REPORTS - TADPOLES

A report is prepared on each child electronically through Tadpoles. This will provide you with an overview of the activities your child participated in and information about toileting and meals. A report is emailed to the guardians at the end of each day.

FAMILY CONFERENCES

At least twice a year or more often by request, we schedule a formal family/teacher conference. At this conference we will provide a formal assessment. This will give you information on your child's development and progress. Information Boards

Information Boards are located outside your child's classroom door. These boards will have information regarding upcoming school and YMCA events. They will also have class

schedules, lesson plans/daily highlights, and snack. We encourage you to check the boards regularly to stay informed.

NEWSLETTERS

Informative newsletters are sent home periodically to keep families posted and informed on school activities.

OPPORTUNITIES FOR FAMILY INVOLVEMENT

We appreciate any of your thoughts and suggestions on things that would enhance our learning environment, and we enjoy having families come into school. Please let us know if you have a special talent or a profession you would be willing to share. We will ask for volunteers to help with our various programs and events throughout the year. Parents will be invited to attend parent education nights, designed to provide more understanding of our curriculum.

Code of Conduct

BABYSITTING

The YMCA of the Greater Brandywine Staff Code of Conduct prevents all staff from babysitting or transporting any program participants.

RELATIONSHIP BETWEEN FAMILIES AND STAFF

The YMCA believes that the best way to ensure a great childcare experience for your child is for families and staff to have a relationship with the best interest of your child in mind. We want to work together to learn about your child. Please come to the Director and/or teaching staff with any questions or concerns.

The staff treats families and visitors with professionalism, and we ask that they be treated in the same manner. Behavior that is inappropriate, disrespectful, threatening or abusive in nature will not be tolerated.

FAMILY/STAFF COMMUNICATION

We believe that communication and cooperation between families and teachers are invaluable in providing and maintaining the highest quality childcare program for your family. We encourage family participation at all times. We welcome families and others to share in the children's experiences at our program.

*Please make every effort to read any materials that we send home with your child. family/teacher conferences will be held either semi-annually or per your request to discuss your child's progress and development.

Custody and Visitation

At enrollment you will be required to inform us of any arrangements regarding a custody agreement. If there is a custody agreement that prohibits a family member from picking up your child, we must have the agreement from the court in your child's file. If you anticipate a problem, please contact the director with concerns.

Community Resources

The YMCA of Greater Brandywine recognizes and strives to make information available to its members and program participants that may be seeking social services such as

food, health, and other needs. The following information is listed in hopes of helping those individuals.

www.helpinpa.state.pa.us - the PA Help and Human Services Portal

www.heretohelp.pa.gov - a webpage with links to PA resources

www.facebook.com/HelpinPA - information and updates about PA resources

Child Care Information Services (CCIS) 610-344-5717

<http://www.chesco.org/2017/Child-Care-Information-Services-CCIS>

Child Care Information Services (CCIS) has been designated as the hub for child care information in Chester County. CCIS manages the subsidized child day care program, which is a Federal and State funded program through a contract with the Department of Human Services, Office of Child Development and Early Learning DHS/OCDEL).

Children's Health Insurance Plan (CHIP) 1-800-986-KIDS (5437)

<http://www.chipcoverspakids.com/>

CHIP puts health coverage within reach for all uninsured kids and teens who are not eligible for or enrolled in Medical Assistance.

Children, Youth and Families 610-344-5800

<http://www.chesco.org/201/Children-Youth-Families>

The mission of the Department of Children, Youth and Families is to utilize high quality, comprehensive social services that strengthen the family's ability to provide for the safety and well-being of each child.

Chester County Intermediate Unit (CCIU) 484-237-5000

<http://cciu.org/>

The Chester County Intermediate Unit various educational, supplemental and support services for ages 3-21.

Housing Assistance:

Human Services, Inc. – Rental Assistance Program: 610-429-3033, ext. 189

Community, Youth, and Women's Alliance: 610-384-9591*

Legal Service:

Chester County Bar Association: 610-692-1889

Mental Health Services:

Chester County Dept. of Mental Health/Intellectual and Developmental Disabilities: 610-344-6265

Warm Line (for non-emergency mental health calls): 866-846-2722

Holcomb Behavioral Health: 610-363-1488

Food Services:

Church of the Holy Trinity/Act in Faith: 484-324-8492

West Chester Food Cupboard: 610-344-3175

The Salvation Army: 610-696-8746

St. Agnes Church Day Room: 610-429-0697

Other Important Numbers:

All services: 211

Compassionate Friends (bereaved parents): 610-933-2346

Downs Syndrome Interest Group of Chester County: 610-889-0291

Mothers Against Drunk Driving: 800-948-6233

National Alliance for the Mentally Ill: 717-238-1514

Parents, Families, & Friends of Lesbians & Gays: 484-354-2448

Parents Without Partners: 610-383-9830

Women's Resource Center: 610-687-6391

Crime Victims: 610-692-7420
 Crisis Intervention (Mental Health): 877-918-2100
 Domestic Violence: 888-711-6270
 Drug & Alcohol Information and Referral: 866-286-3767
 Red Cross Emergency Number for S.E. PA: 215-299-4889
 Chester County Aging Services: 800-692-1100, ext. 6350
 Chester County CareerLink: 610-384-9393
 Chester County Department of Drug and Alcohol Services: 610-344-5630
 Chester County Health Department: 610-344-6225
 Chester County Dept. of Human Services: 610-344-6640
 Chester County Department of Mental Health/Intellectual and Developmental Disabilities: 800-692-1100, ext. 6265
 Chester County District Attorney: 610-344-6801
 Chester County Domestic Relations Support Hotline: 800-221-4636
 Chester County Library System: 610-280-2600
 Chester County Assistance Office (Welfare Office): 888-814-4698 or 610-466-1000

Stakeholders

We recognize those groups or individuals who are significantly impacted by children and families who are served by our facility or those who have potential to impact the family. Families are encouraged to participate in building a list of Stakeholders who directly or indirectly impact the health and welfare of our children.

PA School District Offices

Avon Grove	610-869-2441
Coatesville	610-466-2400
Downingtown	610-269-8460
Great Valley	610-889-2100
Kennett Consolidated	610-444-6600
Octorara	610-593-8238
Owen J. Roberts	610-469-5100
Oxford	610-932-6600
Phoenixville	484-927-5000
Treddifryn/Easttown	610-240-1900
Unionville-Chadds Ford	610-347-0970
West Chester Area	484-266-1000

West Chester University 610-436-1000

Delaware County Community College 484-237-6200

United Way of Chester County 610-429-9400

Pediatric Dental Practices

Chester County Dentistry for Children 610-400-1172 or
 484-252-2796
 Children's Dental Health Associates 610-388-2131

Pediatric Medical Practices

Chester County Pediatrics 610-524-5437
Paoli Pediatrics 610-644-9380
CHOP Care 610-869-4700
AllStar Pediatrics 610-363-1330
Pediatrics Care of Children 610-594-6440
Pediatric Association of Main Line 610-647-5022
West Chester Pediatrics 610-436-8611

Head Start

Coatesville 610-383-6800
Downingtown 484-237-5100
West Chester 610-692-5805
Oxford 610-932-2721
Phoenixville 610-933-3763
Kennett 610-444-2880



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Subject: Nondiscrimination in Services

To: Program Participant Parents

From: Loraine Disciullo & Jennifer Eckert, Senior Association Directors of Early Childhood Development

Admissions, the provision of services, and referrals of clients shall be made without regard to color, race, religious creed, disability, ancestry, age, sex, or national origin (including limited English proficiency).

Program services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to, equipment redesign, the provision of aides, and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods.

Any individual and/or their guardian who believes that they were discriminated against may file a complaint of discrimination with:

YMCA of Greater Brandywine

1 East Chestnut Street
West Chester, PA 19380

U.S. Department of Health and Human
Services

Office for Civil Rights-Suite 372

Public Ledger Building
150 South Independence Mall West
Philadelphia, PA 19106-9111

PA Human Relations Commission
110 North 8th Street, Suite 501
Philadelphia, PA 19107

Commonwealth of Pennsylvania

DPW Bureau of Equal Opportunity
Southeast Regional Office

801 Market Street, Suite 5034
Philadelphia, PA 19107

Department of Public Welfare
Bureau of Equal Opportunity
Room 223 Health & Welfare Building
P.O. Box 265
Harrisburg, PA 17105



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

CELC Parent Handbook Receipt Acknowledgement
Please return this page with your registration paperwork.

I have received and read the CELC parent handbook. I have also had the opportunity to ask questions regarding these policies. I agree to all of the policies and procedures set forth.

Parent Signature: _____

Child's Name: _____

Date: _____

Please initial that you understand the following policies

_____ Illness Policy

_____ Behavior Policy

_____ Allergy Action Plan

_____ Late pick-up