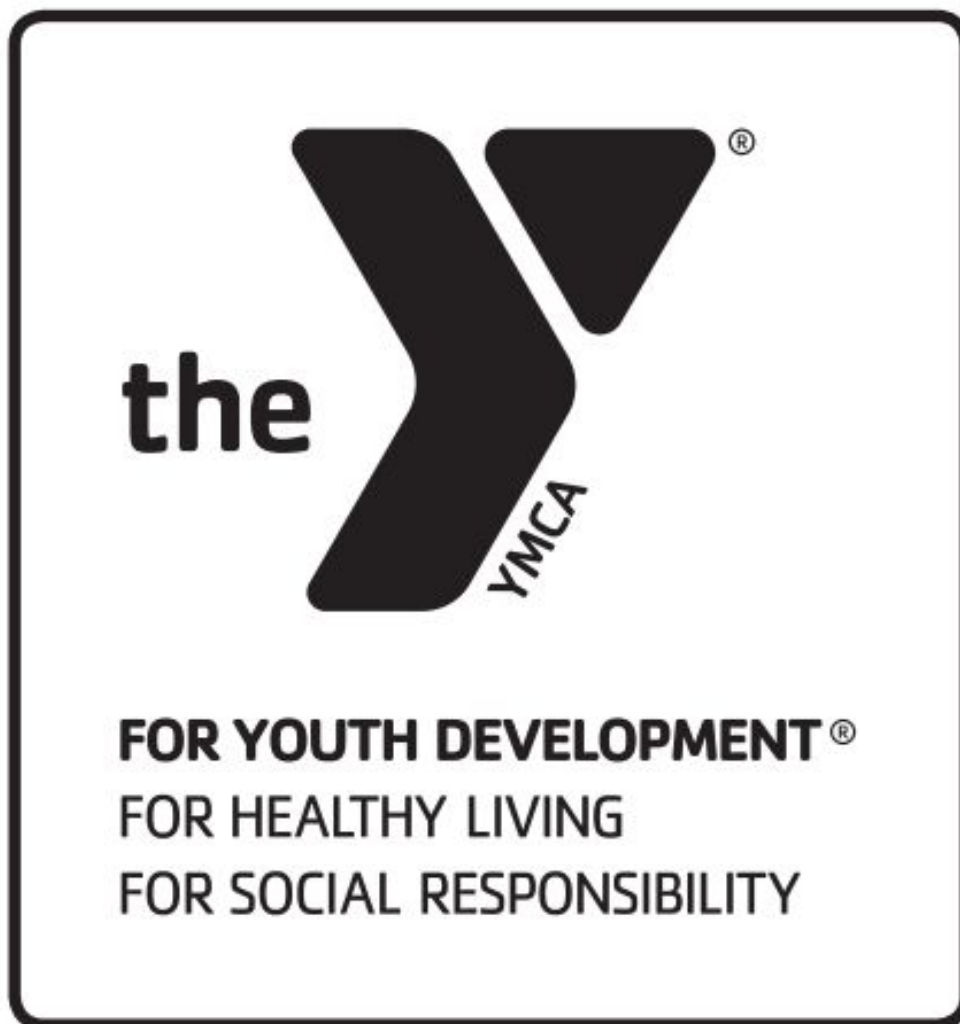


LICENSED CHILD CARE POLICY MANUAL



YMCA OF DANE COUNTY, INC.
www.ymcadanecounty.org

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Terms of Licenses for School Age Child Care Programs

Program	Capacity	Ages Served	Grades Served	Operating	Programs Offered
YMCA Core Knowledge 740 North Main St Verona, WI 53593	18	5-13	K-7th	Monday - Friday 7:00 am - 6:00 pm September - June	After School Before School Late Start
YMCA Cottage Grove 470 N. Main St Cottage Grove, WI 53527	17	5-13	K-5th	Monday - Friday 3:00 pm - 6:00 pm September - June	After School
YMCA Country View 710 Lone Pine Way Verona, WI 53593	27	5-13	K-6th	Monday - Friday 7:00 am - 6:00 pm September - June	After School Late Start Schools Out
YMCA Creekside 1251 O'Keefe Ave Sun Prairie, WI 53590	68	5-13	K-5th	Monday - Friday 7:00 am - 6:00 pm January - December	After School Before School
YMCA Eagle Point 201 N. Cleveland St DeForest, WI 53532	32	5-13	K-5th	Monday - Friday 3:00 pm - 6:00 pm September - June	After School
YMCA East 711 Cottage Grove Rd Madison, WI 53716	34	2 - 12	4K-6th	Monday - Friday 6:30 am - 6:00 pm January - December	4K Schools Out
YMCA Eastside 661 Elizabeth Ln Sun Prairie, WI 53590	64	5-13	K-5th	Monday - Friday 3:00 pm - 6:00 pm January - December	After School
YMCA Elvehjem 5106 Academy Dr Madison, WI 53716	45	5-13	K-5th	Monday - Friday 7:00 am - 6:00 pm September - June	After School Before School
YMCA Glacier Edge 800 Kimball Ln Verona, WI 53593	50	5-13	K-5th	Monday 7:00 am - 6:00 pm Tuesday - Friday 2:30- 6:00 pm September - June	After School Late Start
YMCA Gompers 1502 Wyoming Way Madison, WI 53704	20	5-13	K-5th	Monday - Friday 7:00 am - 6:00 pm September - June	After School Before School
YMCA Horizon 625 N. Heatherstone Dr Sun Prairie, WI 53590	51	5-13	K-5th	Monday - Friday 3:00 pm - 6:00 pm September - June	After School
YMCA Huegel 2601 Prairie Rd Madison, WI 53711	45	5-13	K-6th	Monday - Friday 7:00 am - 6:00 pm January - December	After School Before School Schools Out Club Wannago
YMCA Kennedy 221 Meadowlark Dr Madison, WI 53714	55	5-13	K-5th	Monday - Friday 7:00 am - 6:00 pm September - June	After School Before School
YMCA Northeast 1470 Don Simon Dr Sun Prairie, WI 53590	120	2½ -14	4K-6th	Monday - Friday 6:30 am - 6:00 pm January - December	4K Schools Out
Program	Capacity	Ages Served	Grades Served	Operating	Programs Offered
YMCA Northside Middleton	50	4-14	K-7th	Monday - Friday	After School

3620 High Rd Middleton, WI 53562				7:00 am - 6:00 pm September - June	Schools Out
YMCA Olson 801 Redan Dr Verona, WI 53593	45	5-13	K-5th	Monday - Friday 7:00 am - 6:00 pm September - June	After School Before School
YMCA Orchard Ridge 5602 Russett Rd Madison, WI 53711	24	5-13	K-5th	Monday - Friday 7:00 am - 6:00 pm January - December	After School Before School
YMCA Oregon 276 Soden Dr Oregon, WI 53575	50	2-13	4K-5th	Monday - Friday 7:00 am - 6:00 pm January - December	4K After School Before School Schools Out Club Wannago
YMCA Royal Oaks 2215 Pennsylvania Ave Sun Prairie, WI 5359	32	5-13	K-5th	Monday -Friday 3:00 pm - 6:00 pm September - June	After School
YMCA Sauk Trail 2205 Branch St Middleton, WI 53562	35	5-13	K-5th	Monday - Friday 2:30 pm - 6:00 pm September - June	After School
YMCA Schenk 230 Schenk St Madison, WI 53714	32	5-13	K-5th	Monday - Friday 7:00 am - 6:00 pm September - June	After School Before School
YMCA Stoner Prairie 5830 Devoro Rd Fitchburg, WI 53711	85	4-13	4K-7th	Monday - Friday 7:00 am - 6:00 pm September - June	4K After School Late Start
YMCA Sugar Creek 420 Church Ave Verona, WI 53593	35	5-13	K-5th	Monday 7:00 am - 6:00 pm Tuesday-Friday 2:30 pm- 6:00 pm September - June	After School Late Start
YMCA Sunset Ridge 8686 Airport Rd Middleton, WI 53562	60	5-13	K-5th	Monday - Friday 7:00 am - 6:00 pm January - December	After School Club Wannago
YMCA Westside 1320 Buena Vista Drive Sun Prairie, WI 5359	32	5-13	K-5th	Monday - Friday 3:00 pm - 6:00 pm September - June	After School
YMCA Windsor 4352 Windsor Road Windsor, WI 53598	32	5-13	K-5th	Monday - Friday 3:00 pm - 6:00 pm September - June	After School
YMCA Winnequah 800 Greenway Rd Monona, WI 53716	32	5-13	K-5th	Monday - Friday 7:00 am - 6:00 pm January - December	After School Summer Club

Enrollment/Registration

School Age Programs – Any child currently enrolled in 4K, Pre-K, or Kindergarten through age 13, and/or it is developmentally appropriate to attend programming for such age groups, is welcome to attend. Exceptions are made only with Director and Department of Children and Families (DCF) approval. Registration is completed online at our website www.ymcadanecounty.org. Families needing assistance with registration should contact Child Care Administration.

Families are required to complete child care registration with all the required information below before the child attends program. Additional information may be required by individual programs. Required information will include acceptance of registration and program waivers, child basic information, emergency contact information, child immunization record and health information, and agreement of program policies.

Registration

- Upon registration, parents and guardians must pay the nonrefundable registration fee, per child, per program. Child Care Administration will confirm with the family the child's available start date, provide a welcome letter, and confirm payments are scheduled through the duration of the school year, summer, or schools out program (applying financial assistance, third party subsidy, or other necessary adjustments, when necessary).
- Child Registrations will be printed and made available for programs. Our Y suggests that new families visit the program prior to the first day of attendance. Any specific questions or concerns can then be referred to the director.
- Except as required by law, program staff are prohibited from discussing any details provided to us through our registration forms, both the personal information regarding the child and the facts of others listed within those details. This does not apply to school personnel, when families provide written authorization from the family to share such information. Additionally, children's registration materials may be made available for review by the Department of Family and Children (for licensing), the City of Madison (for Accreditation), and YoungStar.
- Program staff, directors and Child Care Administration may consult with outside agencies as needed. However, this will be done with consideration to the expectation that the family's right to confidentiality will be maintained to the extent consistent with applicable law. Discussion that identifies a child or family will be limited to YMCA Employees and staff of other agencies as required by law. At the same time, in some circumstances, we may require that families sign a release of information to allow us to communicate with other agencies concerning the child's special circumstances. Written documentation of meetings and agreements will be kept on file.
- Parents and guardians are allowed access to their child's file at any time. Directors may be contacted for assistance. Typed summaries of attendance or behaviors may also be requested if needed.
- Schools Out programming is available in most school districts on days school has been scheduled to be closed. Locations and dates vary from year to year.
- No additional registration is required for early release days. If a child is registered to attend on a day school is scheduled to release early, the child may attend program. This **excludes** the last day of school if it is an early release. **All programs end on the last full day of school each year, so there will be no programs offered on the final day of school if it is a scheduled early release.**
- Summer programs are available at various locations each year, and require separate registration forms and fees than the school year programs. Summer Programs typically open March 1st for registration and more information is available at our website www.ymcadanecounty.org.
- Financial assistance for YMCA participation is available based both on the individual's demonstrated ability to pay and the YMCA's ability to fund and provide service.
- The YMCA will not discriminate in enrollment by race, color, religion, sex, disability, creed, national origin, sexual orientation, political persuasion, or any other basis prohibited by applicable law.

- We are best able to meet a child's needs **when special needs are identified prior to enrollment**. When informed that a child has a special need, we may require a formal meeting with the family, director, and any support staff. The purpose of the meeting will be to identify the child's needs, to discuss what would be required for the program to meet the child's needs, and to determine if outside resources are needed. Any outside resources staff working within a YMCA program shall act as a support for YMCA staff. The YMCA staff is the primary caretaker; the resource staff is present to aid and support the child.
- Children who cannot attend to their own personal care needs are welcome if families provide an individual personal attendant.
- Upon enrollment, the first 10 days of attendance are probationary. This period will be used to determine if the program can meet the individual needs of the child, either with or without reasonable accommodations, and that doing so will not cause an undue burden on the care of other children or a financial hardship for the program, and will not violate licensing requirements. If the program is found to not be a good fit for the child, enrollment will end and a refund will be made for a portion of the month not attended.
- Each program is licensed to provide care for a maximum number of children at one time. Enrollment is limited, so a waiting list may be maintained to inform interested parties of vacancies.
- The state licensing guidelines are available for families to review at each program, as well as online on the state website www.dcf.wisconsin.gov and at the following link: http://dcf.wi.gov/childcare/licensed/pdf/dcf_p_205.pdf. Our web site also provides a link for future reference.

For summer programs, families are required to complete child care registration with all the same information as before/after school programs. This must be completed before the child attends program. These need to be completed separately from the school year program, and a separate registration fee needs to be paid at the time of registration. See summer promotional materials and our website for more details.

Closings/Cancellations

- If the start of school is delayed, Before School and Late Start programs are cancelled for that school or school district, but After School will take place as scheduled.
- If school is cancelled or released early, all YMCA child care programming is cancelled for that school or school district.
- If the YMCA is closed, all child care programming is cancelled.
- Staff and administration will attempt to contact families via phone when possible to inform families if a decision is made midday by the school district to close or cancel.
- Please see local news for cancellations.
- If the YMCA were to have to close its program, the YMCA will notify the families with as much advance notice as possible.
- In some situations, the YMCA may choose to cancel or end child care early if weather is severe.

Fee Payment

Payments must be made through our online registration system by scheduling a payment to be withdrawn from a banking account or credit card. After initial registration, Child Care Administration can be contacted to discuss any changes to initial payment option.

- A late fee will be assessed for payments received after specified due dates.
- Fees not paid by the specified due date may result in the child's termination from the program. If issues occur and payments cannot be made by the due date, it is the responsibility of the family to contact the director or Child Care Administration and work on a payment schedule that is mutually acceptable and prevent the child's enrollment from being cancelled.
- The registration fee is required at the time of registration and is non-refundable and non-transferrable. This fee is not applied toward tuition charges.

- If a child ends enrollment by the choice of the family, a two week notice must be given to Child Care Administration. Sufficient notice is required in order for a scheduled payment to be cancelled. Notice given after a scheduled payment is made will be returned in the form of a system credit or the family may choose to attend the program for which they have paid, but a refund will not be made. When sufficient, two week notice is made, full refunds are available for programs paid for but not attended.
- Before the next due date in order to not be responsible for the next due fees. A two week notice is normally required, but due to changes throughout the calendar year, be aware of when your payments are scheduled as you may only receive a credit, rather than a refund if your notice is not received in time to prevent a scheduled payment from being processed. It is expected that full tuition be paid if notice is not provided.
- Changes in enrollment must be processed by Child Care Administration and are approved by directors based on the space in a program to accommodate the change.
- Those in financial need may be eligible for financial assistance through WI Shares or through the YMCA financial assistance oversight. The administrative specialist and assistant administrative specialists will handle the application process for all child care financial assistance.
- A fee will be charged for all unsuccessful scheduled payment withdrawals. It is the responsibility of the family to contact Child Care Administration to update payment methods as necessary, such as credit cards prior to expiration.
- There may be additional costs for field trips.
- If a child is absent, there is no reduction in fees. Extenuating circumstances, such as the child's extended illness or injury or a family's loss or reduction in work, may be discussed with the director for additional consideration.
- If a child arrives early or is picked up late, families will be fined. If this is a continuing issue, the child may be asked to end enrollment at the program.
- Programs may participate in annual fund-raisers and it is encouraged that families participate.
- Separate fees and registration are required for each of the following:
 - After School, Before School, and Late Start
 - Discovery Day Camp and Club Wannago
 - Schools Out
 - 4K

Accountability

General Accountability Procedures

- Each program has an accountability process specific to the needs of their program.
- Each program has Attendance sheets, which families or program staff will sign-in/sign-out by initialing and stating the exact time children arrive to and depart from the program.
- Programs open and close at designated times based on licensing regulations and building permits.
- If a child arrives early or departs late, fines will be assessed.
- If program staff are unable to contact an authorized person to pick up the child, Dane County Department of Human Services and the local police department may be contacted for temporary transfer of custody. The YMCA recognizes the traumatic effect this could have on a child, and urges families to communicate with staff and make every effort to follow the time schedule for arrival and departure, as well as to provide and keep current phone numbers for people who are available during program hours to assist in such a situation.
- A policy is in place to ensure all children are accounted for in a timely manner.
- It is the family's responsibility to get their child to and from program. The YMCA is not responsible for your child until your child has arrived and is signed in to program.
- All families can designate persons as authorized individuals to drop off and pick up their child from the program in the event that the parent or guardian is unable to do so. Authorized persons should be informed that they should bring photo identification. Children will not be released to authorized person's who appear to be under the influence of drugs or alcohol. Alternate authorized person will be contacted by program staff to arrange for pick up.

- Families must notify program staff prior to the start of program if their child will be absent or arriving late. Absences and late arrivals are to be reported to program staff by the child's legal guardian or an authorized person listed on the child's registration. Failure to report a late arrival or absence will result in a fine. Child Care Administration will make communication to arrange for payment of fines.
- Chronic failure to report absences, continuous early drop off or late pick-up, or failure to notify program staff of late arrival, when family delivers child to program, may result in the termination of a child's enrollment.
- A copy of a court order must be on file in addition to giving notice to program staff that a parent is to be denied permission to visit or pick up a child from program.

After School Accountability Procedure

- Upon school release, children are responsible to get to the program independently. If a child does not arrive to the program within 30 minutes of school dismissal, and families have not notified program staff of an absence, the program staff may take the following steps:
 - The program staff will begin to call the phone numbers provided on the child's registration form.
 - If the child is still not accounted for the program staff will contact the non-emergency police in effort to locate the missing child.

Before School, Late Start, Schools Out, & 4K Accountability Procedure

- Upon entering a YMCA program, families will sign their child in with the exact time of drop off and providing initials or signature.
- If families do not arrive to drop children off or have not notified staff of arrival time, staff will begin to call families and/or designated contacts within 30 minutes of the start of program.
- If families or designated contacts cannot be reached, the non-emergency police will be notified of the situation in an effort to locate children that have not been accounted for.

Field Trips/Transportation Accountability Procedure

- Programs will always have attendance records with the children, which documents the children in attendance that day. These will stay with program staff during both busing and walking field trips.
- Families will be given advance notice of field trips through newsletters, and emails, as well as a written note left in the program during the field trip.
- Upon entering the bus, an accountability check will be done by matching the faces to the names of children in attendance and then confirming with the sign-in/sign-out sheets to be sure all children are accounted for.
- Children requiring assistance to enter and exit the bus will be seated near an exit and assigned a staff to assist with emergency exit of the bus if necessary.
- If the bus makes more than one stop for pickup or drop-off of children, an accountability check will be done at each stop.
- Upon exiting the bus, program staff will again do an accountability check. After all children have exited the bus, a program staff will check all seats and entire bus to be sure all children have exited safely with all belongings.
- Program staff will verbally confirm with the bus driver that their program has all children accounted for and the bus has been cleared before the bus will leave.

Swimming Accountability Procedure

- The ratio for swimming is 1 staff for every 12 children (1:12) in the pool area if the children are 7 years of age and older. If the children are 5 and 6 years of age, the ratio is 1:6.
- Any children interested in swimming in the deep end must pass a deep water swim test and be at least 7 years old. Children will be given a bracelet and their name and information will be recorded at the facility and kept on file for the program.
- Staff are assigned a group of children and will position themselves at various locations in the pool depending on where and how many children are swimming.
- Children who are 5 and 6 years of age are required to wear a coast guard approved life jacket unless they are accompanied by parent/guardian or have passed the deep water test. Five and six

year olds who pass the deep water test will not be required to wear a life jacket, but must stay in the shallow end of the pool.

- In the event of an accident during swimming, the YMCA staff will respond along with lifeguards. Lifeguards at the YMCA and at other locations are trained first responders.

Procedures for Swimming

Swim abilities are identified by families either upon registration or prior to scheduled aquatic events, such as swimming at our branch pools. Testing out of our wearing a Personal Floatation Device (PFD) and testing to be allowed in the pool's deep ends will be administered on the first day of swimming.

- Swim bands should be placed on children prior to swim time and are representative of swim ability the family identified, or the swimmer has tested for.
- Program staff will be in the water to facilitate swim tests and will also maintain written record of changes to swim ability.
- Children's swim ability varies from day to day if a child is tired, both program staff and lifeguards have the right to send a child who has passed the deep end test back to the shallow end for the day if they appear too tired to perform the skills needed to safely remain in the deep end.
- The following information is provided to all program staff annually. This information is used to train staff and also for staff to educate children.
 - Enter the YMCA with inside voices and let the front desk know that group you are, sign in and indicate the number of children and staff for that day as well as the time you arrive.
 - Staff must be assigned appropriately to each locker room so that licensing ratios are maintained. If additional male or female staff are needed, arrangements should be made prior to arriving at the YMCA for swimming or prior to leaving for an aquatic field trip.
 - After exiting the bus and before entering the locker rooms, all children should be accounted for.
 - Accountability checks must occur again upon arrival in the locker room and again after children change, shower and get ready to exit the locker room.
 - Showers must be taken before entering the YMCA Pool.
 - No street clothes are allowed in the YMCA's pool. Shoes should not be worn on the pool deck. Only one piece swimsuits are allowed.
 - No persons with bandages, with any appearance of carrying infectious disease, or open wounds are not allowed in the YMCA Pool.
 - Once on deck, seat children in a designated pool area and wait for the OK from the lifeguard before entering the water. On the first day Pool Rules will be reviewed by the Lifeguards.
 - Children who would like to swim in the deep end must pass the deep-water test administered by a lifeguard and wear a *deep-water* wristband around either wrist. At least one program staff must be in the pool during the swim test, to swim/walk next to the child taking the test. In order to pass the Deep Water Test; a child must competently demonstrate that he or she is able to completely swim 25 yards (1 length of the pool) of front crawl. By competently, we mean that the child should have a horizontal body position with his or her arms coming out of the water, legs using a strong kick and their face is in the water for the majority of the time for a continuous 25 yards.
 - Children 6 and under who do not take or pass the Deep End Test must wear a personal flotation device (PFD) in the water. Program staff will put PFDs on children to make sure the correct size is correctly worn. Weak swimmers should wear a PFD. (Passing the Deep End Test, as a child age 6 or younger, allows the child to no longer wear a PFD, while always remaining in the shallow end of the pool.)
 - Program staff are responsible for maintaining accountability procedures at all times in and out of the pool. While in the water, program staff need to be spread out around the pool, not congregate together for long periods of time. Staff should position themselves proportionally among children, with at least one staff in either end if there are any children in that end of the pool.
 - One program staff must stay out of the water and remain on deck. This staff is accountable for children who are not swimming, those who chose not to swim, as well as any children who temporarily exit the pool, along with their buddy, to use the bathroom. The on-deck staff is responsible for knowing total number of buddy pairs and conducting the "buddy count" during each buddy check. Appropriate activities should be available on deck.

- Any time the lifeguard whistles, everyone must look at the guard.
- Once every 20 minutes, a lifeguard will blow their whistle and call out "buddy check." At this time, all children must swim to their buddy and hold a pair of hands above the water. Each staff is responsible for the buddies they are assigned. The on-deck staff is responsible for knowing total number of buddy pairs and conducting the "buddy count" during each buddy check. The lifeguard will blow a short whistle blast when the check is done so everyone knows they can resume swimming.
 - If at anytime a staff does not get the correct number of buddies they must immediately inform a lifeguard of the emergency.
- In an emergency, lifeguards will activate the Emergency Action Plan (EAP) which begins with blowing their whistle and shouting "CLEAR THE POOL". Program staff should help clear the pool and immediately gather all children on the pool deck away from the emergency situation. This may involve removing all patrons from the pool area and out the nearest exit to the locker rooms or emergency exit. The lifeguards may ask program staff, who are not in ratio with children, to help obtain emergency equipment (backboards, rescue tubes, etc).
- The lifeguard on duty has the final authority on decisions concerning safety. Lifeguards have the right to ask patrons to leave the pool and make choices of on deck activities if the child is consistently not following the rules and is at risk of their own or other's safety.
- At the conclusion of swim time, program staff and children should take responsibility for returning all toys, PFDs, etc. to their appropriate location.
- Ratio is one program staff for every 6 children age 5 & 6 while in the pool.
- Ratio is one staff for every 12 children age 7-12 while in the pool.
- Ratio is one staff for every 17 children who chose not to swim and remain on deck.
- Overall the ratio is one staff for every 8 campers in the pool area; this includes total number of children and staff in and out of the water.

Lightning Procedures for Swimming

- When lightning has been sighted near a branch, its indoor pools will close. Pools will remain closed until 10 minutes after the last sighting of lightning. All patrons will be asked to leave the pool deck in the event of lightning. An alternate plan will be provided to children in the event pool use is cancelled due to extended lightning sightings.

Child Leaves Program Accountability Procedure

- If a child leaves the program, a program staff will follow after the child until the child returns to the program.
- If sight and sound supervision of the child is lost, no more than 10 minutes will be spent trying to relocate the child before the police will be notified.
- The child's family will be attempted to be notified immediately following any elopement.
- If ratio does not allow for a program staff to follow the child, police will be notified immediately. A meeting must be held with the family before the child can attend the program again. This meeting will address the future enrollment of the child.

Emergency Procedures

- No two emergencies are the same. While the various steps and suggested actions outlined in this handbook represent sound procedure; staff's own judgment should be the final authority until staff are able to contact their supervisor.
- Policies for emergencies will be followed at program and on field trips.
- A vehicle will be made available if emergency medical teams cannot arrive on premises within 10 minutes.
- All programs will have emergency numbers included in the staff center and will take with on field trips.
- All programs have someone designated to respond within five minutes if an emergency occurs.
- Unfortunately, accidents do occur. Some can be prevented, but in spite of everything we do, know there will always be situations that call for special actions.
- Families will be notified in an emergency situation as soon as reasonably possible.
- In the event of an emergency, program staff will follow the procedures listed below:

Accident

- Assess the situation rapidly and accurately while remaining calm.
- Program staff will not leave the victim unattended unless absolutely necessary. Retrieval of first aid supplies such as gloves, airway masks, bandages, gauze, etc, may necessitate leaving briefly.
- Program staff will administer the appropriate first aid, using appropriate personal protective equipment, such as airway masks and gloves.
- Program staff will first record an incident in the program's medication and injury log book, then document the emergency on an accident and/or incident report, no matter how minor the injury appears. Forms will be completed immediately after the incident and will include all pertinent facts required related to the incident.
 - Program staff will not attempt to diagnose or place blame, rather simply state what happened.
- Staff will give the report to the director.
- All information will be kept confidential. Staff will not discuss any incident with anyone other than the family, program staff involved, emergency personnel, licensing specialists, and the YMCA's insurance company when necessary.
 - Children who have sustained injuries that require first aid will receive follow-up from the program staff and/or director.
 - Families are asked to provide follow up back to program staff or directors when an injury sustained in program results in additional/further medical attention.
 - Program staff may be required to discuss the incident with licensing specialists with the Department of Children and Families, as all incidents resulting in additional medical attention being received must be reported to licensing.

Accident Requiring Medical Transport

- The first staff that responds to the injury will determine if an immediate call 911 is necessary, then begin providing care within the scope of training.
- If two staff are present at the time of injury the first staff to arrive at the injured person will begin care and delegate the call to 911 to the second staff.
- If a call to 911 is necessary, program staff will contact the family and directors immediately thereafter, to notify them of the injury and call to 911.
- Program staff will continue to follow the accident procedures to provide care until advanced medical attention arrives.
- Each program will have a delegated staff assigned the task of meeting the ambulance at the entrance of the program, or entrance to any field trip location, and will direct the ambulance to the injured person.
- If ratios allow, a staff will ride in the ambulance with the child or follow behind in their vehicle.
- Proper documentation will follow including notification to licensing within 48 hours.

Emergency Facilities

- East Y Programs will transport to: Meriter Hospital, 202 S Park St Madison, WI 53715.
 - Phone:(608) 417-6000
- Northeast Y Programs will transport to: St. Mary's Sun Prairie Emergency Center, 2840 O'Keefe Ave., Sun Prairie, WI 53590.
 - Phone: (608) 229-8484
- West Y Programs will transport to: St. Mary's Hospital,700 South Park St, Madison, WI 53715.
 - Phone: (608) 251-6100

Procedure for Encountering an Animal

- Although we do not currently keep pets in our programs. Families would receive advance written notice if a pet or animal were to be brought in for education reasons.
- We teach the kids to respect nature and animals; animals in the wild are strong and will defend themselves and their young if threatened. Children are taught they should not approach wild animals, even small ones, and should never feed them.
- Children may observe animals at a safe distance.
- If at any time the animal appears to be aggressive, i.e. showing teeth, growling, hissing, or hair standing up on the animal's back, children will leave the area immediately, as taught and instructed by program staff. The rest of the program staff will be notified immediately of the location of the animal so that they can avoid the area with their groups of children.

- In the event a child touches an animal, the child will be removed from the area of the animal and immediately wash their hands with soap and running water.

Procedure for Animal Bites

- In the event that an animal bites a child, all children will be removed from the area so that no one else is at risk.
- Appropriate first aid will be given to the child and staff will follow the accident procedure.
- The following people will be called immediately:
 - The parent or guardian of the child
 - Public Health Madison & Dane County Animal Services Officers at (608) 267-1989.
 - If an Animal Services Officer is not on duty, contact Police Dispatch at (608) 255-2345.
 - Staff will contact their directors immediately and licensing will receive documentation within 48 hours of medical treatment.

Lockdown- Intruder Inside

- The Lead Teacher should call out "Lock Down" and call 911.
- The Lead Teacher should be prepared with flashlights, first aid kits, a cell phone, OSHA kits, children's registration forms, emergency information, and sign in/out sheets.
- Program staff should move all children into a secure lock down area, out of sight from windows and doors. Staff should then take the following actions:
 - Lock all doors, turn off lights, and cover interior windows (including door windows).
 - Keep all children as quiet and calm as possible.
 - Remain inside the secure area until the police clear the situation.
 - Program staff should immediately inform the director of the situation, giving the location, description, and nature of the situation.
 - Program staff should debrief the situation with the children afterward.
 - An incident report should be completed to document the event and turned into the director.

Ordered Lockdown-Intruder Outside

- If an intruder is outside the building, program staff should lock all exterior doors, close all shades, and move children to a secure location within the building.
- The Lead Teacher should alert all program staff and call 911.
- The Lead Teacher should also alert the director.
- Program staff should try to keep children calm.
- Program staff should not let anyone leave the building until the police announce that all is clear.
- Program staff should debrief the situation with the children afterward.
- An incident report should be completed to document the event and turned into the director.

Fire Evacuation

When the fire alarm sounds, program staff's first priority will be to get the children out of the building safely.

- Upon discovery of fire, hazardous spill, or the sound of a fire alarm, all staff and children will take the following actions:
 - Evacuate all children and staff members in an orderly manner using designated evacuation routes to an assigned meeting place, accounting for all children once evacuation is complete.
 - Pull the nearest fire alarm (if not sounding).
 - Call 911.
 - Program staff in the immediate vicinity will attempt to fight the fire with the closest extinguisher **only** if there is not a threat of injury. If the fire is out of control, staff will abandon efforts and evacuate the building.
 - Program staff should be prepared with flashlights, first aid kits, OSHA kits, cell phone, children's emergency information, and sign-in/sign-out sheets, but only if readily accessible.
 - Program staff will leave lights on and close all doors.
 - Program staff and children will assemble to the assigned area outside the building.
 - The Lead Teacher is responsible for greeting the fire department/emergency personnel and directing them to the location of the fire. Upon arrival, the emergency personnel is in command. Program staff will continue to account for all children while waiting outside, and immediately inform emergency personnel if any child is unaccounted for.
 - Program staff will not allow children or families to re-enter the building until they are given an all-clear signal by the emergency personnel. At this time, program staff will re-enter the

building and assume the positions of responsibility before the children resume their activities. Staff should account for all children upon return to the building.

- An incident report should be filled out and the director notified immediately after the incident.
- Evacuation procedures are discussed during training. An evacuation plan is located at each program. Programs are required to perform monthly drills and have fire and safety checklists to be reviewed where the Fire Marshal can find it. Programs will hold a fire drill and a tornado drill at least once a month during the school year, and once a week in the summer. Lead teachers and directors will train new staff and children about drills when they begin the program.
- As each program practices their drills, they will sound an alarm and follow the building evacuation procedure.

Severe Weather/Tornado

- Program staff are notified by weather radios or by the director of severe weather.
- **Watch** – severe conditions developing; program staff should be alert and ready to end all activities. If a severe weather watch is issued for the Dane County area, program staff will monitor events closely and alert all staff of weather conditions. Staff will also test flashlights in preparation.
- **Warning** – danger imminent; staff will escort children to take cover in designated areas. When severe weather conditions present an immediate danger, the civil defense sirens are sounded through the county, and the following plan is to be put into action immediately:
 - The lead teacher will make an announcement asking all program staff and children to move to the designated severe weather shelter and to sit on the floor. The lead teacher should bring sign-in sheets, emergency contact information, first aid kit, OSHA kit, flashlights, weather radio, and cell phone.
 - If program staff and children are outside they will immediately bring the children inside and proceed to the designated shelter area.
 - If program staff and children are not at their program when the tornado siren goes off, they will look for immediate shelter where they are.
 - Program staff will remember to stay away from windows, rooms with high ceilings, and rooms with paneling or plaster walls.
 - Flashlights, first aid kits, OSHA kits, cell phone, children’s emergency information, and sign-in/out sheets should be brought from each program area to the designated area.
 - All program staff and children should remain in the designated area until an all-clear signal is given by the lead teacher. Families may sign out their child, but under no other circumstances can a child leave prior to the all-clear signal.
 - If electricity fails, schools may have generators to create minimal back-up lighting until the power returns. Flashlights will be available.

Evacuation Procedure

- Program staff should follow the steps below:
 - Calmly gather children at the door. Once everyone is lined up, program staff will proceed to evacuate the children to the specified location, providing necessary assistance for children who may need accommodations.
 - Check the bathroom and all program areas to ensure all children have been evacuated.
 - When staff and children gather together at the evacuation site, staff will account for all children.
 - Program staff will have a cell phone, flashlights, first aid kit, OSHA kit, children’s emergency information, and attendance records.
 - Program staff will call their director and let them know the current situation and the program’s current location.
 - If a building experiences service loss due to extenuating circumstances, program staff will take children to their designated emergency evacuation location. Families will be attempted to be contacted to be provided the new location.
 - An incident report should be completed to document the event and turned into the director.

Loss of Building

- If a building that is licensed for child care is not able to be used, the program staff should evacuate to the designated locations.
- The YMCA facilities are available for immediate evacuations.
- Families may be notified to pick up their child if the building is not available, or given notice of the program’s alternative location.

Suspected Child Abuse

Program staff will observe children as they enter program, noting any questionable observations, including any questionable physical marks, statement or response. Questionable observations will spark an immediate inquiry to determine whether the situation is possible child abuse. When conducting an inquiry, program staff will use strategies provided in the Child Abuse Prevention training, (available for review on our web site and in our program's family centers) and is required annually for all YMCA Employees.

Questions or comments will be addressed with the child and/or parents/guardians in a non-threatening way using open ended questions and reflection. Questionable observations with details from the inquiry will be documented following program procedure and shared with a director. The documentation will be used to track possible patterns or compiled concerns.

If, after a thorough inquiry, a program staff and/or director decides the situation is an accusation of child abuse, they and the Y will take prompt and immediate action as follows:

1. At first report or allegation that child abuse has occurred, the program staff that has become aware of the situation will notify their immediate director. The director will provide guidance and support system throughout the reporting procedure, as the process could be stressful. The process of reporting by mandated reporters should not be delayed if a director is not immediately available for support. All program staff are mandated reports and have learned in their professional roles
2. The YMCA will make a report in accordance with with relevant reporting requirements and will cooperate to the extend of the law with any legal authority involved.
3. In the event that the reported incident involves a program staff or volunteer, the Branch Executive will immediately, without exception, remove the program staff or volunteer from the program in which an allegation occurred, and suspend them from the YMCA until an investigation is complete. If the incident involves a facility member or program member, Y leadership will decide whether further participation by that person is appropriate.
4. The parents or legal guardian of the child involved in the alleged incident will be promptly notified in accordance with the directions of the relevant state and local agency. If more than one set of parents or guardians is involved (e.g., child-on-child abuse,) the program staff's responsibility is to keep the names and contact information of those involved confidential. Families may learn that information some other way, such as through their child, but program staff should not provide it.
5. Whether the incident or alleged offense takes place on or off YMCA premises, it will be considered job related because of the youth-involved nature of the YMCA).
6. Reinstatement of the program staff will occur only after all allegations have been cleared to the satisfaction of the Branch Executive or his or her designate.
7. All program staff and volunteers must be sensitive to the needs for confidentiality in the handling of this information and therefore should discuss the incident only with the Branch Executive or his or her designate.

Dismissal of a Child

The YMCA tries to meet the needs of each child enrolled in our programs. The Child Care Department will make every effort to communicate and work with families if there are concerns. However, the programs do reserve the right to dismiss a child. The dismissal of a child may fall into different categories.

- In the event that the YMCA and the family agree that the placement of a child is inappropriate and/or not in the child's best interest to continue attending, written notification will be waived and the withdrawal date can be set. A refund will be issued for care that was paid for but not received.
- In the event that the family and the program staff are unable to come to a mutually acceptable course of action after identifying and processing a concern, the director reserves the right to dismiss a child. Written notification for the family prior to the withdrawal is not required when the director dismisses the child. A refund will be issued for care that was paid for but not provided.
- Every effort will be made to work with the child and the family to avoid the dismissal of the child. When dismissal is considered, the program staff (along with the directors) will initiate a conference or series of conferences with the family. The situation will be discussed, and plans will be made for

solutions, responsibilities, and follow-up. Options may include, without limitation, daily communication with families regarding progress, having a consultant observe the child, behavior modification plans, schedule change, and other necessary steps for the child to be successful in the program.

- Factors that may be considered when deciding if the program is an optimal place for a child:
 - Problematic behavior, including, without limitation, failure to cooperate with program staff, inability to get along with others, or threatening, violent, or intimidating behavior.
 - Child has a hard time adjusting to the environment of the program.
 - A demand on program staff's time that interferes with the care of other children in the program.
 - Program does not have adequate resources to accommodate child's needs.
 - Continuous disruption to the program.
 - Behavior is detrimental, emotionally or physically threatening, or abusive to the child, staff, or others at the program.
 - Destruction of program property, school, or YMCA facility. Destruction of property may also require the family pay for the repairs or the replacement of damaged items and is grounds for immediate dismissal.
 - Program staff are unable to meet the child's needs.
 - Child is not receiving adequate support or aid at the program.
(YMCA does not provide one on one care.)
 - A family fails to meet their obligations set forth by the YMCA, including, but not limited to, the following reasons:
 - **Non-payment or persistent late payment of program fees**
 - Lack of communication with program staff, directors, administrative specialists, or assistant administrative specialists.
 - Failure to meet with program staff or to work with staff in a cooperative manner.
 - Disrespectful behavior to program staff.
 - Failure to submit all required enrollment paperwork accurately and timely.
 - Failure to comply with policies set forth in this handbook, or those posted in the family center.

Re-enrollment After Dismissal

- Re-enrollment after dismissal If a child has been asked to leave a YMCA program for any of the reasons stated above, the following must occur in order to pursue re-enrollment to the program:
 - If fee related: Families must pay all outstanding fees related to any YMCA programming.
 - If behavior related: The family must discuss with staff and director, at staff discretion, how behaviors can be improved to an acceptable level. A behavior contract for the child may be put in place outlining the terms of enrollment.

Personnel Policy

- The YMCA is a not-for-profit volunteer organization governed by a board of directors.
- Child Care positions for the YMCA include: Youth Development Director of Child Care, Youth Development Director of School Age Child Care, Center Director, Lead Teacher, Assistant Teacher, Assistant Administrative Specialists, and Volunteers.
- All child care employees receive a copy of their signed job description and receive a copy of the YMCA of Dane County, Inc. Personnel Handbook, which is reviewed with program staff before they begin working with children. Information reviewed with all child care staff prior to beginning to work with children includes: information on work conditions, probation, and evaluations that are completed yearly. Program staff are provided a copy of their orientation training which is reviewed with staff within the first five days of employment, along with a detailed on-site training, which together cover:
 - YMCA philosophy and goals
 - Program policies
 - State licensing, City of Madison Accreditation and Young Star
 - Communication
 - Confidentiality
 - Child Abuse/Neglect (including reporting procedures)

- OSHA procedures and Universal Precautions (Blood Borne Pathogens Training)
- First Aid, CPR, AED, and Epi-Pen
- Shaken Baby Prevention (for all staff providing care to children ages 4 and younger)
- Accountability procedures
- Emergency procedures
- Children with special needs and specific health care needs
- Behavior guidance
- Daily schedules, transitions, etc
- Curriculum
- Program Environment
- Program staff training in First Aid, CPR, AED, Blood Borne Pathogens, Child Abuse/Neglect Prevention, and Epi-Pen are kept current.
- All orientation and training is documented on a monthly basis. All program staff are required to have continuous hours of training on various topics: children with special needs, behavior guidance, curriculum, etc.
 - Meetings are held weekly to discuss current topics and issues.
 - Trainings are offered each month throughout the year.
 - Trainings are held on needed topics related to child care.
 - Program staff who work over 20 hours receive 25 hours of continuing education annually.
 - Program staff who work less than 20 hours receive 15 hours of continuing education annually.
 - Food service personnel receive 4 hours of kitchen sanitation, food handling, and nutrition training annually.
 - Dates, topics, and hours of continuing education are incurred annually, and kept in staff files.
 - Reporting procedures for communication with Department of Children and Families
- All assistant teachers must have 40 hours of child development within 6 months of hire; lead teachers must have 80 hours upon hire and registry certification within 6 months of hire. Assistant teachers should never be left alone with children under the age of 8, unless in an emergency situation.
- The YMCA does not provide religious trainings.
- All program staff must pass a physical examination and tuberculosis (TB) test within 30 days of hire.
- Program Staff are required to:
 - Prepare curriculum plans and lead age appropriate activities
 - Attend required meetings and trainings
 - Meet state licensing education requirements
 - Adhere to State Licensing Regulations and City Accreditation Standards
 - Notify the licensee if they held professional license that has been denied, revoked, restricted or otherwise limited or if convicted of a crime: has been or is being investigated by a government agency: has a substantiated governmental finding: or is involved in a traffic violation when authorized to drive for program.
 - Adhere to YMCA Personnel Handbook
 - Be positive role models
 - Guide behavior in order to keep children safe
- **Staff Relationships Outside of Y Program**

For the safety and protection of your child and our staff, employees are not allowed to babysit for program participants, spend time outside of program with our families, transport children in their private vehicles, or contact families by personal phone, email, or internet. Please do NOT put our staff at risk of losing their position with us by asking them to do so.

Program Staff (and Volunteer) Background Checks

- Volunteers are required to follow the same procedures as staff regarding background and criminal history disclosure.
- All program staff and volunteers will fill out a Background Information Disclosure (BID) and a criminal history request and submit them to Human Resources so that a Caregiver Background

Check (CBC) is completed and reviewed by HR prior to beginning to work in our licensed child care. Program staff shall contact center administration as soon as possible but no later than their next scheduled working day when any of the following occurs:

- The staff has been convicted of a crime.
- The staff has been or is being investigated by law enforcement or any governmental agency for any act, offense, or omission, including an investigation related to the abuse or neglect, or threat of abuse or neglect, to a child.
- Directors are required to report any of the above situations as it relates to them to the Department of Children and Families as soon as possible, but no later than their next scheduled working day.
- If a volunteer/employee fills out the background information self-disclosure or criminal history forms incompletely or inaccurately, they will be asked to provide a written explanation that supplies or corrects the original information. The revised information will be reviewed by the program, regional, and executive directors to decide further action. Providing incomplete or inaccurate information may be grounds for immediate dismissal.
- If the data supplied on the background self-disclosure or criminal history forms comes back stating that the volunteer or employee has a relevant conviction record, the volunteer/employee may be asked to provide written explanation of the offenses. The YMCA will review all information and determine whether the conviction is in fact substantially related to the person's ability to care for children or to perform the job for which they were hired. This will include referring to the Department of Children and Families (DCF) and possibly consulting with legal counsel. Relevant conviction records may be grounds for immediate dismissal.
- Proper documentation will be prepared and retained in the case of an out-of-state residence indicated by the individual within the past three years, an attempt will be made to obtain the out-of-state background check and document it.
- If a staff member has been convicted of a crime or is being investigated by law enforcement agencies, staff may be suspended or terminated depending on the situation.
- If the report alleges that a volunteer or staff member engaged in abusive behavior, the Child Care Director will, without exception, suspend the volunteer or staff member involved in the reported incident(s). Reinstatement will occur only after a complete investigation, both internally by the YMCA and by the Child Protective Services, has cleared the reported volunteer or staff member.

Health and Safety

- Our Y provides programs that promote healthy lifestyles for the spirit, mind, and body, and strives to provide safe quality child care programs.
- Program staff will assist children in learning and carrying out habits of personal hygiene, and will encourage the development of independence and self-help skills.
- Program staff do not perform diapering or toileting cares except in cases of emergency. Written plans are in place to ensure children with special needs who require bathroom assistance can have their needs met during program.
- It is our goal to develop positive attitudes. In keeping with that goal, it is our responsibility to help supply children with the correct anatomical names for all body parts. In response to children's curiosity about their bodies, questions are answered in an age appropriate and factual way.
- If a parent, guardian, or authorized person enters a program appearing to be under the influence of alcohol and/or drugs, or is perceived to be acting belligerently, staff will contact another authorized person to pick up the child. If no other authorized person is able to be reached, staff will contact the police.
- Program staff and children are trained on proper hand washing procedures.
- All toys and equipment are sanitized with bleach and water as needed. Every program does a thorough cleaning at the beginning, middle, and end of the year.
- Wet and soiled clothing will be changed immediately. Families are encouraged to send an extra set of clothing to have in these situations. Each program keeps a clean supply of weather appropriate clothing for children to change into wherever necessary. Clothing is supplied for all size children.

attending program. Families are asked to launder the borrowed clothing and return it to program as soon as possible so that it can be kept on hand for future use.

- If a child is bitten by another child while at the program, both families will be contacted and first aid will be administered if appropriate.
- Please refer to the attached documents regarding staff training found in the appendix:
 - Code of Conduct (all employees are trained on this form and sign when understood)
 - Child Abuse/Neglect information packet
- New staff/substitutes will be informed of children's special health needs through training or orientation, sub notes, communication with current staff, etc.
- The following indications will be documented in a medical log book and reported:
 - Physical injuries and any other injury constituting bodily harm
 - Medication that is taken at program and administered by staff
 - Suspected abuse and/or neglect
 - Accidents or incidents that occur at and outside of program
- There is no reimbursement for missed program time due to short term illness.

Immunizations

- All children are required to fill out health forms and have immunization forms on file by the first day of attendance. Forms are required to be submitted for school year, summer, and schools out programming.
- Immunization requirements are waived upon signature of a physician that the child should not be immunized for health reasons or family checks the waiver "for personal or religious convictions".
- When children are in the process of being immunized, the program will request a note from the child's health care provider saying that the child is on schedule with immunizations and providing the date of the scheduled immunization. This note should be attached to the child's file until updated immunization records are received.
- If families choose not to immunize their children because of "personal or religious convictions" they must complete an immunization waiver (available on our website).
- If a communicable disease is reported, all families will be notified.
- If children who have not been immunized are present when a communicable disease is reported, it is highly recommend those children do not attend until safe.
- Program Staff will make every effort possible to keep children healthy, but it is the family's responsibility to make best judgment.

Allergies

- It is the responsibility of the family to provide notification of any known allergies of a child and to update registration information if allergies change or care for the allergies changes.
- Program Staff are trained on how to respond to allergies. All families supply health information regarding their child, including all known allergy information. Programs maintain a list of children and their known allergies.
- Families are responsible for providing all medications related to their child's health. Appropriate written instructions should accompany all medications.
- Medications kept at schools are not available to YMCA staff.

Illness

- Each child is greeted and observed upon arrival. If a child is found to have any signs of an illness (fever, rash, vomiting, etc) family will be contacted for immediate pick-up.
- Children shall be excluded from the program when ill. If a child becomes ill at a program, an isolation area shall be provided for the care of the child until the family can pick the child up. If there is not a separate room for the child there should be separate space unused by other children.
- If a child is not able to participate, but is not showing any overt symptoms of illness, a staff member should contact the family. The program staff has the authority to make the final decision as to whether the child should be sent home.
- A child with the following symptoms should not be allowed in program until the proper incubation period has passed. (This information is available on the communicable disease chart available in

family centers, our web site and the link:
<http://www.dhs.wisconsin.gov/publications/P4/P44397.pdf>)

Lice

- If a child has lice or nits, they are not able to attend program.
- If a child has a positive screening for lice, all families will be notified of the lice outbreak.
- Families will be encouraged to get their children checked for lice or nits
- All programs will take proper measures to appropriately clean their location. Cleaning will be done according to the Health Department regulations.

After an Illness

- The child may be readmitted to the program if the family provides a statement from a physician or if the child has been absent for a period of time equal to the longest usual incubation period for the disease.
- If a child is sent home with an illness a child should not return to care until 24 hours has passed with the child showing no signs of symptoms of illness, such as the following:
 - Sore throat, Fever, Lice, Rash, Vomiting, Bacterial diarrhea
- When a child is suspected of having a communicable disease or condition such as, but not limited to, chicken pox, German measles, infectious hepatitis, measles, mumps, poliomyelitis, lice, ringworm, scarlet fever, whooping cough, diphtheria, or meningitis, the county or public health department shall be notified by the YMCA.
 - When a diagnosis of a communicable disease is made, all children and families will be notified and made aware of the possibility of exposure.
 - If a child is diagnosed with a communicable disease, they will not be permitted to return until the department of health gives the clearance.
 - A child may return to the program with a letter from their physician or after the appropriate amount of time has passed.
- All staff are annually trained in Blood Borne Pathogens and OSHA annually. In order to prevent transmission of infection, all staff must wear gloves and personal protective equipment while dealing with any bodily fluids. After wearing gloves, staff should, remove and dispose of them properly, as trained, and wash hand immediately.
- All staff are annually trained on how to appropriately dispose of gloves and any OSHA clean-up supplies.

Medication Administration

- Families are encouraged to administer medication at home when possible.
- Program staff will ask all families to fill out a medical authorization form for any medication that is to be administered by program staff.
- Sunscreen and Insect Repellent require medication authorization forms (summer programs have permission granted registration). These medications do not require documentation in the program's medication injury log insect repellent and sunscreen when appropriate during the school year and summer programs.
- Children who require medication to be administered during program must have the following:
 - Medication in original container, clearly labeled with the child's name, name of medication, dosage, directions for administering, date prescribed, and physician's name. Ongoing prescribed medication must be updated every 3 months by the physician.
 - Families must fill out an authorization form, which gives staff permission and full instruction for administering medicine. The authorization must include: child's name, name of the medication, condition being treated, medication dosage, times medicine is to be given, duration to be given (not to exceed 3 months), parent/guardian signature, and that date the form was filled out. Cough syrups and topical medications also require an authorization.
 - If a child misses a dosage of medicine, families will be contacted and must authorize further instructions as to when medication can be administered. Staff will document conversation with families.
 - Medications will be kept in a locked container for storage.
 - Staff will document in a medication injury log after each time medicine is administered.

- Medications that are not authorized by a parent or guardian will not be accepted by or kept at the program.

Child Care Environment

- School age programs do not have a designated rest time, but do have quiet time available.
- All programs follow a daily schedule, which is posted for families to view on the family board.
- Announcements are an important part of every day, in which the teachers try to promote character development through small and large group discussion.
- The environment will always provide for alternate quiet and active time. Large and small group play is encouraged.
- All programs will be clean and organized at the start and end of each day.
- All programs should keep the indoor temperature at no less than 67 degrees. If the temperature exceeds 80 degrees, there will be fans or other means of air circulation available.
- All programs allow for outside time unless there is inclement weather.
- Children are always offered choices. Choices will vary throughout the day. Those children who participate in care all day will be given alternate choices in the morning and afternoon.
- Most programs do not have pets; if a program introduces a pet, parents will be informed.
- Programs make every effort to eliminate children having to wait in lines. The amount of transitions are minimized to the best of staff's abilities.
- The curriculum allows for large and small motor developments.
- All programs protect children from fatigue and overstimulation.
- All programs offer healthy snacks that meet state licensing requirements.
- All programs will provide a method of cooling children in extreme heat. If too hot, the children will be taken to the closest YMCA branch to keep cool.
- If temperatures fall below zero degrees (including wind chill) or above 90 degrees, children will not be permitted to play outside.
- Developmentally appropriate activities are provided and planned daily.
- Curriculum is structured to involve interpersonal relationships of children, identifying feelings, developing self-esteem, self-control, good manners, sharing, honesty, and safety. To provide diversity, each child care program does a variety of multicultural, theme-based activities. All programs use the YMCA curriculum. School Age Child Care also focuses on literacy, service learning, and academic enrichment.
- Research shows that physical activity is an essential part of children's lives. Our programs help children become less sedentary by: engaging children in physical activity (a minimum of 30 minutes before/after school care, 60 minutes all day program), staff will never withhold physical activity as a form of punishment (even upon parental/guardian request), no access to television or movies, limiting digital device time to less than 1 hour per day (homework or physical activity only), playing outdoors whenever possible.

Family Involvement

Families are an integral part of the child care program and family involvement is always encouraged.

- Upon attending program, all families will be introduced to and oriented with family center at program, which includes:
 - Daily attendance records and the program's process to sign children in and out of program.
 - Family board:
 - Daily schedule
 - Names of program staff and their delegation of authority
 - Program activities
 - Snack menu
 - Other general program information
 - Program license, compliance statements or corrective action plans, and any exceptions to the license approved for the program
 - Emergency phone numbers

- “Where we are” signs to give current notice of program location when they are briefly out of the program space.
 - Family communication notebook for families to communicate non-confidential information with program staff.
 - Family mailboxes where program staff deliver newsletters, notifications from administration, and other written communication. The mailboxes also provide a place for children to store artwork or other worksheets for continued access to in the program.
 - Daily information board, which is a white board where staff post daily notifications about, snack, program staff changes, special events or projects, program changes etc.
 - State Licensing Regulations and City of Madison Accreditation Standards (if applicable) are available on the family table for review.
 - Business cards of programs director.
- Daily, program staff will greet and communicate with each family regarding child’s day, any staffing changes and general daily happenings.
- In the event that a significant incident occurs at program, program staff will communicate with families immediately either in person or over the phone. Directors will follow up with a written notification to families within 24 hours of such an incident.
- Families are expected to interact with staff and other participants positively.
- Program staff will encourage families to fill out evaluations, regularly throughout the program. Feedback forms are available in all programs to provide feedback to program staff at any time.
- All programs offer family nights at least twice a school year and once per summer. This provides an opportunity for families to meet each other as well as discuss their child’s progress through the program.
- All programs distribute newsletters with information relevant to the family.
- All family members are invited to visit program at any time, unless prohibited by court order.
- Families are notified of what items their children need to bring to program, prior to their first day of attendance through welcome phone calls, emails and information provided through the registration process. Ongoing communication occurs through daily face to face communication, posted signs, phone conversations, emails, and newsletters.
- Informal or formal conferences may be requested by staff or parents regarding their child’s behavior. Typically, conferences are requested after multiple behavior reports or extreme changes in a child’s demeanor. We cannot emphasize enough how important it is that you share changes occurring at home or at school. Staff can better provide for a child’s needs when we are aware of changes.

Nutrition

- Program staff and children must wash their hands with soap and water before and after meals.
- Anyone working with food must wash their hands before food preparation and/or handling.
- Snacks are provided at all programs open for more than 2½ hours in the afternoon, and may be offered in the evening depending on the program’s hours.
- Schools Out and Club Wannago offer a morning and afternoon snack. Families provide lunch for these programs as well as for After School when their is an early release prior to the school offering lunch.
- Families are responsible for sending a lunch whenever necessary. Each lunch should include 1/3 of the daily nutritional requirement of the child and at least one item from each of the following categories:
 - Meat, poultry, fish, egg, cooked dried peas or beans, cheese, or another protein source
 - Two vegetables, or one vegetable and one fruit, or two fruits
 - Cereal or whole grain or enriched bread products
 - Water, or substitute beverage, such a soy milk
- Snacks consist of at least two of the following: milk product, fruit, vegetables, soy butter, whole grain, or enriched bread or cereal.
- Tips for packing a healthy snack:
 - Do NOT pack sugar sweetened drinks

- Choose whole grain foods with zero trans. fat
- Pack fruits or vegetables
- Suggestions: granola bars, dried/fresh fruits, raw vegetables with hummus, whole grain crackers with peanut butter, string cheese, whole grain cereal, and applesauce.
- All snacks will meet USDA child care food program requirements.
- Adequate amounts of food will be available so that second portions are available for children.
- Children are expected to eat only the food provided by their own family or the Y; staff should not allow children to share food brought from home in order to avoid potential allergic reactions.
- Snack menus are posted weekly. Menus are kept on site for three months.
- Cultural and ethnic preferences of children will be taken into consideration through communication with the families. Alternate snacks occasionally may need to be provided by the families.
- Families should notify staff about any allergies their child may have.
- Tables are washed and sanitized before and after meals.
- Meals are always served family style with staff sitting with children to assist. Children are encouraged to serve themselves.
- Children will never be denied food nor be forced to eat at regular snack or meal times.
- Families must inform the program if their child requires additional snack in the early morning or late afternoon.
- Snacks and meals are purchased at local grocery stores and local food distributors.
- Food is stored in clean, dry, ventilated areas.
- Perishable food or food products liable to rapid food spoilage shall be continuously maintained at safe temperatures of 40°F or below and 150°F or above, except during necessary periods of preparation and service.
- Cold storage facility shall be maintained at 40°F or lower (or 0°F or lower for freezers.) Thermometers will be kept in refrigerators at all times and in freezers when they are used for food storage. Freezers not used for program's food storage will be labeled and identified as not for food storage.
- Food is stored at least 8 inches above the floor to provide air circulation.
- Food is stored in such a manner as to prevent contamination by sewage, condensation, leakage, or vermin.
- Program staff empty trash cans as needed throughout program hours and at the end of the day.
- Families, children, and staff will receive nutritional education through written communication and staff meetings and trainings.
- Limited refrigeration is available at programs.

Child Guidance

Child Care Philosophy and Goals

We at the YMCA are committed to serving families. Our child care programs act as an extension to each family by providing support to both children and families during the program and site hours. YMCA child care provides quality programs for children in health, caring, and safe environments. Each program attempts to meet the needs of each child's physical, intellectual, emotional, and social development.

- YMCA Child Care's 13 goals:
 - Develop healthy lifestyle habits
 - Foster development of a good self-image
 - Encourage children to take responsibility
 - Encourage children to learn appropriate behavior in social settings
 - Encourage children to deepen respect for themselves, others, and their surroundings
 - Foster positive relationships between children and their family
 - Encourage curiosity, creativity, and open expression of ideas
 - Offer participation in active learning opportunities according to the children's developmental level and interest

- Reflect the cultural diversity of the families within the program
- Offer participation in active learning opportunities according to the children's developmental level and interest
- Encourage children to become better leaders
- Encourage children to clarify personal values
- Have fun
- Program staff will promote the four core values of the YMCA: Caring, Respect, Responsibility and Honesty
 - This is accomplished through YMCA School Age Curriculum, through positive guidance, redirection, and setting clear limits.
- Redirection of children is used to prevent and defuse conflict.
- In the event a child's behavior is inappropriate, a contract may be established between the child, staff, and family, at the discretion of the YMCA and as a condition of the child's continued participation. Children continuing to act inappropriately may be subject to suspension and/or termination. The YMCA reserves the right to immediately terminate a child if the safety of children or staff is threatened.
- Program Staff will:
 - Encourage children to solve their own problems when possible
 - Be positive role models for the children in their program as well as for their peers
 - Be calm, respectful, and caring with all children
 - Promote positive self-esteem and respect for the rights of others through positive guidance and redirection
 - Discuss expectations for behavior with all children
 - Provide positive reinforcement to encourage appropriate behavior
 - Encourage children to use conflict resolution skills when having issues with others
 - Help each child learn how to deal with feelings, self-control, and how to be respectful, honest, caring, and responsible
 - Program staff will respond immediately to crying children's needs and respond accordingly.
 - Provide behavior guidance to promote positive self-image and work to reduce negative attention from peers as a result of disruptive or negative behavior
 - Not intentionally embarrass a child at any time
 - Use logical and natural consequences as the framework for guidance
 - Not force children to apologize but provide opportunities for restitution and strengthening friendships and positive interactions
 - Assist children to resolve conflicts and determine if the child needs to take a brief break(which would be approximately a minute per year of age, and no more than 5 minutes at any given time) to calm down before beginning to deal with the conflict needing resolution.
 - Examples of specific behaviors that may influence a brief break are: hitting, kicking, fighting, foul language, anything that would be considered unsafe for the child and or the children attending the program.
 - Document information related to children's behavior within the program and communicate them as well as success to families daily with families
 - Develop specific accommodations to be made by the program. This may include, without limitation, the family participation in providing additional resources.
 - Child guidance should be a thoughtful process in which staff will make a decision about the approach that is likely to be most successful. This means that the specific approach may differ depending on a variety of circumstances:
 - Age of the child
 - Child's developmental level
 - Child's maturity
 - Behavioral patterns
 - Frequency of the occurrence
 - Nature of the problem
 - Staff are not permitted to use physical or corporal punishment in child guidance (even under parental/guardian request).
 - Depending on the individual child and the circumstances, a variety of child guidance measures may be implemented including, without limitation, the following:

- Ignoring may be effective for minor misbehaviors or for attention seeking behavior that does not interfere with others
- Logical consequences
- Redirection is provided to guide children to areas and activities that they can be most successful in for the child's current interests, behavioral or emotional needs
- Review of expectations
- Negotiation and mediation, especially in conflicts between children
- Discussing involving reflective listening
- Behavior Logs to track patterns and triggers of behavior
- Behavior contracts outlining both what the staff can do to help the child, and what the child can do to improve the behavior
- Temporary suspension and a Family Meeting as a condition of the child's return to program
- Confidentiality is maintained throughout the process of working with a child on his behavior and we keep the discussion on choices the child can make to do better next or to involve an camp counselors for support. Program Staff may not disclose an information between families regarding behaviors.

Termination

- If at any time a child's behavior is threatening to his/her health and safety, or that of staff or others, a family member may be asked to pick up the child within 30 minutes. If families are uncooperative, an immediate termination may result. A family meeting may be held with the family and directors as condition of the child's return to the program to prevent future incidents.

Disruptive Behavior

A serious behavior is defined as a child hampering the smooth flow of the program by requiring an extraordinary amount of attention, threatening or inflicting physical or emotional harm on self or others, or is otherwise unable to conform to the rules and guidelines of the program.

- Chronic disruptive behavior is when a child becomes problematic; children experiencing varying difficulties at different stages of their development. While this is quite normal, it is also important that problematic behaviors not be ignored. Generally, with cooperative efforts between families and staff, behavioral become manageable.
- In the event that the family and staff are unable to come to a mutually satisfying course of actions after identifying and processing a problem, the child care director reserves the right to ask families to find alternative care arrangements.
- If a child becomes physically or verbally aggressive while at program, families will be called to pick up the child immediately and a meeting will be scheduled with the family and director before the child can return to program. The family member will be asked to sign the Behavior Guideline Agreement when asked to pick up their child for negative behavior.
- If a conflict should occur with a child while at program every effort will be made to positively communicate and resolve the conflict. Persistent issues will result in a meeting with the director and families. If a solution is not agreed upon or families do not cooperate, children may be removed from the program.
- At the family's request a summary report of behaviors will be provided, as well as allowing them access to all records pertaining to their child.
- The goal of the YMCA Child Care program is to maintain an environment that ensures the safety and well being of each child. Helping each child succeed in our program will be possible only with a concentrated effort between all parties involved.
- It is our goal to model positive communication skills and to assist children in learning how to work through their differences using words rather than actions.
- In the event that a child behaves unacceptable and the safety of self or others is threatened (e.g. by biting, kicking, throwing objects, hitting, harming other, etc), the following guidelines have been developed:
 - If a child behaves unacceptable, program staff will intervene and try to work through the situation. If the child does not cooperate or if the behavior is severe, the director will be

notified of the situation and the family will be contacted to pick up their child within 30 minutes. If the child is not picked up in a timely manner, and the behavior continues, the child is subject to a suspension.

- A meeting with the lead teacher, director, parents/guardians, and child will be made to develop a behavior contract with the child. Appropriate behaviors and incentives for maintaining positive behavior will be clearly defined.
- Children continuing to display unacceptable behaviors may be subject to a suspension according to the seriousness of the incident. Suspension length will be determined by program staff and the director. In the event of suspension, a meeting with parent/guardians and the child care staff is required as a condition of the child's return to program.
- Children whose actions lead to more than one suspension may be terminated from all YMCA child care programs determined by program staff and directors.

Caring for a Distraught Child

- When a child is crying, fussy or distraught, program staff will work to calm and comfort the child, in ways that are appropriate for that specific child based on their individual needs at that time, their age, and the knowledge we have gained through working with the child and their family.
- Program Staff may do the following to comfort a child:
 - Allow the child to talk about their feelings
 - Provide physical comfort such as a side hug
 - Get down on the child's eye level
 - Position self to be near the child
 - Acknowledge it is ok to feel upset
 - Consider or determine if injury, hunger, thirst, overstimulation, feelings being hurt, or missing family is the cause or contributing to the child's feelings
 - If the unhappiness persists, we may contact the family to share what is occurring, and inquire if this might indicate onset of an illness, contributed to from change in the home, or request suggestions to specifically help the individual child at this time.

Toileting

All school age children are to be toilet-trained unless the lack of toilet training is due to a disability or special needs (and then accompanied by a personal care resource attendant) or special arrangements are made.

- The YMCA cannot provide 1:1 care, including but not limited to diapering and toileting.
- A written plan must be in place for any child who cannot tend to their own toileting so program staff's ability to provide direct supervision to the rest of the program is not compromised.

Transportation

- Whenever the program contracts with a firm for the provision of transportation, the program shall ensure that the firm complies with all applicable requirements of DCF 251 WI Administrative Code in the State Licensing Regulations for group day care centers.
- Children who are transported by YMCA minibus who are younger than 8 years and/or weighing 80 lbs or less will be properly restrained in a child safety seat in accordance with state law.
- When regularly scheduled transportation is provided by the center, the name of the driver, type of license held, the date of expiration of the license, and copy of driver's record shall be on file at the center. When services are contracted, the name, address, and telephone number of the contracting firm and the name of the representative of the firm who may be contacted after hours shall be on file at the center.
- At no point are staff allowed to transport children in their personal vehicles.
- Where applicable, the YMCA will obtain a copy of the staff members driving record and have it on file at the YMCA Association Office.
- All center-provided or center-contracted transportation vehicles will be registered by the state of Wisconsin and will be inspected for safety annually.
- The center will maintain a written plan for regularly scheduled transportation of children between pick-up points and the program, which will include:
 - A list of children transported and the method of taking daily attendance

- The schedule of the transportation route
- For regular transportation, a transportation agreement will be signed and dated by the parent or guardian of each child
- The vehicle driver will have an up to date record of all children, as well an address and telephone number where a parent or guardian can be reached for each child being transported, and the name, address, telephone number, and relationship of a person to be notified in an emergency.
- Fully stocked first aid kits are available for on the bus and off site.
- Children will not be left unattended in the vehicle.

Financial Assistance for Program

Provides membership, program, and child care assistance to individuals, children, and families in need and, in turn, the opportunity to participate in the YMCA high quality, character building programs. Applications are available on our web site and help is available by contacting Child Care Administration.

Code of Conduct

The mission of the YMCA of Dane County, Inc. is to respond to the needs of families through programs that build a healthy spirit, mind, and body for all. The YMCA principles include honesty, responsibility, caring, and respect. They are the basis for all we do as an organization. Using them as a guide, we have developed the following Code of Conduct to ensure that all that enter our facility enjoy a safe, welcoming and comfortable environment.

We ask individuals to act in a manner that upholds these principles at all times when they are in our facility of participating in YMCA programs. We expect those using the YMCA to behave in a way that shows respect and caring for others, which includes not using any language or engaging in any action that can hurt to frighten another person or that fall below a generally accepted standard of conduct. Actions not showing respect for others and are not permitted include:

- Wearing inappropriate attire. Attire must include swimsuits only in the pool area; shoes, shorts, and shirt or leotard are required in the other areas of the facility. Clothing with vulgar or profane writing or pictures is not allowed.
- Using angry or vulgar language, swearing, name calling, or shouting.
- Making physical contact with another person in an angry or threatening way.
- Engaging in sexual activity or contact with another person.
- Harassment or intimidation with words, gestures, or body language. Behavior which is inappropriate, threatening, or offensive in nature.
- Stealing or behavior which results in the destruction of property.
- Carrying or concealing devices or objects which may be used as weapons.
- Using or possessing illegal chemicals or alcohol on YMCA property or in vehicles.
- Smoking. All YMCA facilities and grounds and all schools we are in, offer a smoke free environment.

The YMCA of Dane County prohibits any form of discrimination based on race, color, creed, sex, religion, national origin, age, disability, veteran's status, marital status or any other prohibited basis as defined by law. This applies to all employment and scholarship decisions. Discrimination will not be tolerated by employees, members, program members, suppliers, or consultants.

The YMCA reserves the right to deny access to facilities and programs to any person who has been accused or convicted of any crime involving sexual abuse or any person who is or has been a registered sex offender.

Families are encouraged to be responsible for their own well-being and are free to ask others to refrain from any activity that threatens their comfort. If the situation needs additional assistance, program staff should be informed of the situation ask asked for assistance.

The Branch Executive will investigate all reported incidents. If the Branch Executive determines a violation of this Code of Conduct has occurred, suspension, or termination of YMCA membership privileges as stated in YMCA policy may result.