

# Lebanon Valley Family YMCA



**2019-2020  
School Age Childcare  
(SACC)**

## **Parent Handbook**

**Lebanon Valley Family YMCA  
A.L. Hanford Center  
201 North 7<sup>th</sup> Street  
Lebanon, PA 17046  
(717) 273-2691 (Main YMCA)  
(717) 376-1384 (Direct Childcare #)  
(717) 273-6752 fax  
[www.lebanonymca.org](http://www.lebanonymca.org)**



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

**Lebanon Valley Family YMCA  
2019-2020**

	<b>Weekly</b>	<b>Monthly</b>
<b>SCHOOL AGE RATES</b>		
5 days one session	\$70	\$320
5 days two sessions	\$95	\$415
<b>KINDERGARTEN</b>		
5 days one session	\$97	\$445
5 days two sessions	\$119	\$515

## **WELCOME!**

Welcome to the Lebanon Valley Family YMCA Child Care Programs! YMCA Child Care programs are state-licensed, not-for-profit, childcare facilities founded in 1988. All child care teachers meet the Department of Public Welfare guidelines for working with children. YMCA programs are unique in their approach – promoting quality care, values, fitness, and education.

### **PHILOSOPHY**

The YMCA offers a child care program that meets the needs of working parents and their children. This program offers a child directed curriculum with age appropriate activities designed to meet the developmental needs of children. The Pennsylvania Learning Standards are used as a guide when developing and implementing the lesson plans. The YMCA program promotes a positive self-concept and a safe, secure and stimulating environment for each child. The program incorporates the YMCA core values of Caring, Honesty, Respect, and Responsibility into everyday curriculum.

### **OUR PROGRAM INCLUDES**

Arts/Humanities	Fitness Activities
Community Service Projects	Homework Assistance
Food preparation/experiences	Guided Play
Outdoor play	Music
Active Games	Science Activities
Dramatic Play	Literature

A Daily Schedule will be posted in the Parent Area of SACC.

Our program incorporates the following foundational principles which align to the standards set forth by the American Academy of Pediatrics in Caring for our Children. Our program promotes the overall well-being of each child by encouraging staff and families to focus on the development of:

- Health and safety awareness
- Small and large motor skills
- A supportive and culturally responsive family partnership
- An environment that encourages positive social interactions and collaboration with peers
- Emotional growth to build self-esteem and independence
- Cognitive growth to facilitate literacy, mathematics, science and social studies understanding

As children progress through our program we support the development of positive relationships with teachers and staff to foster the transition between teachers and grade levels. When

children are transitioning out of the program we incorporate informational resources to support the skills and understanding needed to be successful in an independent setting.

### **LANGUAGE DIVERSITY**

Our program seeks to address the needs of diverse language learners by utilizing various resources within the classroom and the community. Books, representational picture cards, native language labels, culturally responsive play materials, displays, and digital resources will be integrated to ensure that developmentally appropriate learning activities are implemented to engage all students. Professional development will address and reflect the needs of children within the program to encourage effective communication between staff members and families.

### **ELIGIBILITY**

Children enrolled in Kindergarten through school age (Elementary level) may participate in the program. Designated schools offer half day Kindergarten care. All other schools provide before and after school care. The YMCA SACC centers are open Monday through Friday 6:30a.m. – 6:00p.m. Children need not attend on a daily basis, but will be charged according to the selected contract.

### **REGISTRATION AND TUITION PROCEDURES**

At the time of registration, a one-time, non-refundable registration fee of \$25.00 per family, as well as the first week tuition is due. The first tuition payment is due by August 1<sup>st</sup>.

Payments are due by **TUESDAY**, for the following week of care, no exceptions. If this is impossible for you, special arrangements must be made in advance with the Childcare Administrative Assistant. If payment has not been received by 6:00pm Tuesday, a \$10 late fee will be added to your next bill. If your bill becomes delinquent your child's care will be terminated until payment is made in full.

Monthly tuition payments are due by the 25<sup>th</sup> day of the month for the following calendar month. If payment is made after the 25<sup>th</sup> of the month, a \$10.00 late fee will be added to the tuition payment.

The Lebanon Valley Family YMCA is regulated by the Commonwealth of Pennsylvania. Our licensing agency is the Department of Human Services. In accordance with the Department's procedure for admission, the YMCA will provide the parent a complete registration packet. All paperwork must be filled out completely and returned to the Child Care Administrative Assistant for registration.

The registration will be valid as long as the child is attending during the school year. If the parent withdraws a child from the program and chooses to use the program again, a \$25.00 registration fee per family will be charged.

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## The YMCA Federal Tax ID number is 23-1243980

**Bank Drafts can be completed at the time of registration** You will need to complete a bank draft form and provide a cancelled check. Your fee will automatically be deducted weekly or monthly. For questions concerning bank draft contact the Childcare Administrative Assistant at 717-376-1384.

**PAYMENT options include check / money order / credit card / debit card or cash. Please note at sites, payments must be made by check or money order only. At the YMCA childcare office, payments may be made by credit card, check, money order or cash.** A \$20.00 charge will be added to your balance for any returned checks. Money orders or cash (paid at the childcare office) will be the only payment method accepted after two returned checks. All checks can be made payable to the "Lebanon YMCA".

**By using a check for payment, you agree to the following terms:** In the event your check is dishonored or returned for any reason, you authorize us to electronically (or by paper draft) re-present the check to your bank account for collection of the amount of the check, plus any applicable fees as permitted by state law.

**We cannot give credit for absences due to illness.** Credit **will only be given** for days that the building is closed due to inclement weather or building maintenance. If your child's "home school" is not offering care but care is provided at another YMCA location, you will not be given credit.

The School Age Child Care Program will begin the first day of school. **Payment for the first week must be made for all children by August 1<sup>st</sup>.** Please **do not** put the invoice with payment back into the child's folder. Place payment in the money box at the site. You may also call the Childcare Administrative Assistant to make a credit or debit card payment.

We offer a 10% sibling discount for multiple children in the family. This discount cannot be used in conjunction with any other discounts.

### **DELIQUENT ACCOUNTS**

The following procedure will be in effect in the event your account becomes delinquent:

1. You will receive notice stating your account must be paid in full before your child may receive care.
2. If tuition remains unpaid, child care services will be terminated.
3. If space is available, re-registration is necessary for your child to return with account paid in full, including all accumulated late fees.

The YMCA strives to work on a case-by-case basis with any family having difficulty meeting child care payments. If you anticipate a problem with payment on your account, please contact  
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the Childcare Administrative Assistant at 717-376-1384 **before** your account becomes delinquent.

## **FINANCIAL ASSISTANCE**

All SACC locations accept funding through CCIS.

Through the United Way and the YMCA Campaign for Kids, our programs offer limited financial assistance for child care services to families who qualify. It is the YMCA's expectation that the parent(s) initiate these discussions with the Administrative Assistant at 717-376-1384.

Please note there are guidelines and procedures involved in applying and receiving financial assistance. If your child receives financial assistance, he or she can only attend the site or center when the parent/parents are at work. Both parents must be working a minimum of 20 Hours a week and have applied for CCIS first in order to be eligible for assistance.

Lebanon County's Local Management Agency, Child Care Information Services (C.C.I.S.) also provides child care assistance to eligible families. Call C.C.I.S., at 717-274-6552, for income eligibility guidelines. Verification of subsidy must accompany registration, or full fee must be paid until verification is received. If you receive CCIS and your child is absent a total of 25 days within the fiscal year (July 1<sup>st</sup> to June 30<sup>th</sup>), you will be charged the YMCA's daily rate per your selected contract.

## **VACATION POLICY**

To ensure quality and to meet licensing requirements, we employ staff according to the number of children enrolled. Therefore, you are responsible to pay your child's tuition whether your child attends the center or not. You are awarded five vacation days per session. For example, 5 days will be awarded during the school year session and 5 days will be awarded during the summer session.

Families that choose the private weekly payment option will not be charged the week of December 25<sup>th</sup>, 2019 if your child does not need care. If your child needs care for that week you will be charged \$25 a day for each day care is needed. All other contracts remain unchanged, including CCIS clients, YFA clients, and monthly clients.

## **ABSENCES**

On occasion children will be absent from our program due to family vacation or with illness. Please make sure to inform the staff on site or the Child Care Administrative Assistant if your child will be absent for 5 or more consecutive days. In the case that you do not inform the program of consecutive absences, the YMCA reserves the right to terminate enrollment in our program after a child is absent for 6 consecutive days. You will be responsible for all charges that are incurred during your child's absence.

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## **CALENDAR**

The Lebanon YMCA Child Care Programs are closed on the following days throughout the year:

- New Year's Day
- Presidents Day
- Memorial Day
- July 4<sup>th</sup>
- Labor Day
- Thanksgiving Day
- Christmas Day

Programs close at 2:00pm on Christmas Eve and on New Year's Eve.

## **ATTIRE**

Sandals/Crocs/wheeled shoes are not acceptable. For the safety of the children sneakers MUST be worn everyday or brought along to SACC. Children may not remain in care without close-toed sneakers (Parents will be asked to take children home and not be brought back until properly shoed). The children will play hard and may get dirty, so please wear appropriate clothing. During the colder months, please send along hats and gloves as the children will be taken outside on a daily basis, weather permitting.

Kindergarten children must have a labeled sleeping bag or quilted blanket for rest time. They also need a complete set of labeled seasonal clothing in a large Ziploc bag, or gym bag, which will remain at the Center.

## **PERSONAL ITEMS**

Toys, games or other personal items may not be brought in unless it is for a specific day that is authorized by YMCA staff. The YMCA is **NOT** responsible for stolen/ broken toys or damage to clothing from active play or art projects.

## **SCHOOL'S OUT DAY CAMP**

For the days school is out, care will be offered at the Lebanon Valley Family YMCA or a designated facility. The days and locations of care will be posted in the Parent Corner at each school. The hours of care will be 6:30a.m.-6:00p.m., or as posted by the YMCA. Monthly payment contracts require no additional charge for these days. Weekly payment contracts will receive an additional fee of \$15 per child for these days. Additionally, if you fail to sign your child up for care on a day school is out and you bring your child for care, you will be charged an additional \$10 on top of the \$15. There will be no refunds, or credit, given after your child is registered /signed up to attend a day that school is out.

Please see above sectioned titled **Vacation Policy** regarding billing for the week between Christmas and the New Year.

### **INCLEMENT WEATHER CAMP**

Child Care may be offered at the YMCA if school is cancelled prior to 6:30 a.m. Children must be pre-registered to attend. Registrations will be taken in the fall or at the time of your enrollment in to the program. Monthly payment contracts do not incur an additional fee. Weekly payment contracts will be billed an additional \$15 per day, per child, for those registered for the camp. This will be billed whether or not your child attends camp. Credit will not be given for inclement weather days unless the main Y is closed and inclement weather camp is not available, this credit will only be given to families that have registered for camp. If this occurs you will be given a credit for the day. Please keep in mind, that Inclement Weather camp will operate on the same schedule of the YMCA, if the main YMCA is closed, care will not be provided on those days, if the YMCA is on an opening delay the camp will not begin until the YMCA opens. Listen to WLBR 1270 am, FM 100 or watch WGAL channel 8 for weather and closing announcements.

### **INCLEMENT WEATHER CLOSING POLICY**

SCHOOL DELAY – When your child’s school district declares a 2 hour delay, ALL SACC locations, including Ebenezer, will be delayed by 2 hours also. **Therefore, SACC will not open until 8:30 am. DO NOT leave your child without confirming the staff has arrived.** Listen to WLBR 1270 am, FM 100 or watch WGAL channel 8 for weather and closing announcements. **To receive an email notification from our area television station on school delays, cancellations, or early dismissals, register at [www.wgal.com](http://www.wgal.com).**

**EARLY DISMISSAL (1<sup>st</sup>–5<sup>th</sup> Grade)–** We do not provide care if there is an early dismissal due to weather or building difficulties. Alternate arrangements must be made prior to such a situation. Parents of children already in the school classroom will not be called. All children must have an alternate plan for going home. |

#### **EARLY DISMISSAL (Kindergarten)–**

- For children in AM Kindergarten: The YMCA will care for all Kindergarten children until the school dismisses all students. Children will need to be picked up by a parent at the SACC program or sent home on the bus from school. If children in our care are not picked up on time, a \$10 late fee will be charged for the first 15 minutes and \$20 for every 15 minutes thereafter. If children remain at the site 30 minutes past closing time, proper authorities will be notified.
- For children in PM Kindergarten: If your child will have PM Kindergarten taking place your child will be dismissed from the school at the early dismissal time and will not be



permitted to attend SACC after Kindergarten. Alternate arrangements must be made. If PM Kindergarten is cancelled staff members will care for your child at SACC until school is dismissed for all students. There will be a \$15.00 charge to all weekly contracts for this additional care.

To receive an email notification from our area television station on school delays, cancellations, or early dismissals, register on line at [www.wqal.com](http://www.wqal.com).

### **SCHEDULED EARLY DISMISSALS**

From time to time districts will have a scheduled early dismissal that is not related to weather but built into the school schedule. On these occasions care will be offered at the site for the additional time. There will be a charge of \$10.00 on your bill reflecting the additional time the Y is caring for your child.

### **AUTHORIZED PICK-UP**

At the time of registration, you will be asked to name those who have your authorization to pick up your child at the center. Only those persons designated by you on the enrollment form are permitted to pick up your child. A child will not be released to anyone who is not listed on this form. Anyone listed for authorized pick up, who is not familiar to the caregiver, will be asked for picture identification. If a sibling is picking up a child at a center/site the child must be 16 or older, have a picture ID and be on the paperwork as an authorized pick up person. In the instance that someone will be picking up your child that is not on the paperwork you will need to contact the Child Care Services office at 717-376-1384 to authorize. Please ensure that the person picking up your child has ID. If your family has a court order regarding custody periods for a child we must have a copy. If you do not provide a copy of your custody order, we will not be permitted to deny pick up.

### **RECORD KEEPING AND ACCESS**

A personal file is kept for each child who attends the center. State regulations require us to have emergency information, a tuition agreement, a current physical with immunization records and a first aid treatment consent form. Parents are also required to update their child's information every six months. Summaries of parent conferences and casual conversations, progress reports, interest surveys and other papers may also be found in the child's file. Information concerning each child is confidential.

### **HEALTH/PHYSICAL**

Upon admission, an age-appropriate physical for each child by a licensed physician is required within 30 days and must be given to the Director.

Child Health Report forms are available at your child's site and at the child care office. FAILURE TO COMPLY WITH THIS REGULATION WILL RESULT IN TERMINATION OF CARE FOR YOUR CHILD  
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UNTIL THE PHYSICAL FORM IS COMPLETED. Re-registration will be necessary for your child to return, if space is available.

### **SIGN IN/SIGN OUT**

It is a YMCA regulation that you sign your child's name and parent (s) signature (first initial and last name is required for signature) and the time he/she arrives at the center each day. Upon picking up your child, please sign your name and time of departure. Failure (3 times) of this policy may result in termination of childcare.

If you are late picking up your child, a \$10.00 late-pickup fee per child will be expected for 6:01 to 6:15p.m., and an additional \$20 from 6:16 p.m. on per every 15 minutes or fraction thereof (**according to the facility clock.**) If a child is not picked up by 6:30 p.m., the proper authorities will be notified.

### **REFERRAL TO COMMUNITY SERVICES**

Children, ages 6 weeks to school age, will have periodic developmental assessments completed by the trained staff at the center. Any child who has been identified as needing further assessment as a result of developmental or behavioral concerns will be referred to the appropriate services. Parents will always be aware if a concern is identified and a referral needs to be made. Additionally, if your child has an IEP the center director will be asking for a copy of it for your child's file. This information is needed for our records and it supports the center's participation in the Pennsylvania Keystone Stars Program. Additionally, in caring for your child it is important for us to be informed of teaching methods and goals outlined specifically for your child.

### **SUPERVISION POLICY**

The Lebanon YMCA follows the Supervision regulation put forth by the Department of Human Services which states the following:

#### **3270.113. Supervision of children.**

(a) Children on the facility premises and on facility excursions off the premises shall be supervised by a staff person at all times. Outdoor play space used by the facility is considered part of the facility premises.

(1) Each staff person shall be assigned the responsibility for supervision of specific children. The staff person shall know the names and whereabouts of the children in his assigned group. The staff person shall be physically present with the children in his group on the facility premises and on facility excursions off the facility premises.

(2) The requirement for supervision on and off the facility premises includes compliance with the staff: child ration requirement in 3270.51-3270.55 (relating to staff: child ratio)

(b) A facility person may not use any form of physical punishment, including spanking a child.

(c) A facility person may not single out a child for ridicule, threaten harm to the child or the child's family and may not specifically aim to degrade the child or the child's family.

(d) A facility person may not use harsh, demeaning or abusive language in the presence of children.

(e) A facility person may not restrain a child by using bonds, ties or straps to restrict a child's movement or by enclosing the child in a confined space, closet or locked room. The prohibition against restraining a child does not apply to the use of adaptive equipment prescribed for a child with special needs.

### **Cross References**

This section cited in 55 Pa. Code I 3270.13 (relating to waivers); and 55 Pa. Code I 3270.241 (relating to requirements specific to school-age programs).

### **I 3270.113a. Supervision of children—statement of policy.**

The phrase "supervised at all times" means that each staff person shall be able to SEE, HEAR, DIRECT AND ASSESS at all times.

### **SAFETY**

In compliance with state regulations, fire drills are conducted every 30 days. All staff members receive annual training in Fire Safety and a minimum of 6 additional training hours in child development.

The State of Pennsylvania requires that all members of child care institutions report to the state and the local child protection services agency all cases of suspected child abuse or neglect. The YMCA employees are mandated child abuse reporters and have all been trained through the University of Pittsburgh on identifiers, reporting process and proper procedures when making a report.

*"An operator or a staff person who has reason to believe that a child enrolled in the facility has been abused is required to report suspected child abuse to ChildLine as mandated by the -Protective Services Law."*

### **ACCIDENTS**

In the event of an accident, appropriate procedures, which are posted in each center, will be followed and the parents of any injured child will be notified. Reports are kept on all accidents and originals are released to the parents.

3270.182 (f) Reports of accidents, injuries and illnesses involving a child in care at the facility. The original report shall be given to the parent on the day of the incident. The second copy of the report shall be retained at the facility in an accident file. The third copy of the report shall be retained at the facility in the child's file.

### **ILLNESS**

YMCA Child Care Programs are "Healthy Child Care" facilities. The goal of the center is to aid the positive growth and development of the children we serve. This commitment includes

understanding the needs of the parents, plus maintaining a healthy environment for children and staff.

Health care and disease prevention are a priority of our staff. We educate ourselves, employ techniques that prevent the spread of illness, model and teach good personal hygiene to children of all ages. The YMCA consults with a health care consultant at the Good Samaritan Hospital as necessary. In spite of all preventive measures, illness will occur.

In our concern for each child's health and the prevention of the spreading of germs, we request that you help us maintain a healthy center. In order to protect the health of all children, **YOU MUST KEEP YOUR CHILDREN HOME WHEN**

1. They have a fever of 100.4 or above and/or normal behavior has changed.
2. They have nausea, abdominal pain or diarrhea.
3. They have an undetermined / undiagnosed rash.
4. They have a contagious/infectious disease that is active and transmittable.
5. They have yellow or green mucous draining from the nose or eyes.

It is **IMPERATIVE** that the site be informed of children diagnosed with an infectious/contagious illness. Rashes must be diagnosed by a physician as non-contagious before returning. The information should be forwarded to the Center Director, or staff, as soon as possible to be posted in each class in accordance with the Department of Human Services Regulations.

Please contact the child care staff immediately if your child contracts a communicable disease, i.e. chicken pox, so that the teacher may post a notice informing other parents who can then take preventive measures against the disease. The child's name will remain confidential.

Finally, of course, you or your physician may wish to impose more stringent conditions for your child. For the safety of our other children and staff, we will adhere to all of the above and below requirements.

If your child becomes ill at the center, you will be notified of the following information:

1. How your child looks (i.e. glands are swollen, etc.)
2. Your child's prior activity (was not engaging in play)
3. What your child's diet consisted of that morning/afternoon
4. Any unusual bowel movement or vomiting

Your child will be sent home for following reasons:

1. Your child is lethargic and/or behavior has changed.
2. Your child has a fever of over 100.4 with behavior change.
3. Diarrhea, vomiting or yellow mucous draining from nose or eyes.
4. Your child is unable to participate in all day activities, i.e. outdoor play time.

We will not accept a child into the center who has had a fever in the morning and has been administered a pain/temperature reducing medication. Misuse of this policy may result in termination of child care services.

If your child is sent home or you keep him/her home with any of the above symptoms, the policy is the child must stay home for 24 hours before returning to the center. If a child is placed on antibiotics by a doctor, he/she is to remain home for 24 hours after the initial dosage of the antibiotic before returning to the center. We do go outside daily (weather permitting). Therefore, your child will go outside even though he/she has just returned from illness. If your child cannot go out, he/she should not be attending child care. Parents need to have a plan for such an emergency. The contact person's name, address and phone number must be listed on the child's Emergency Contact Form.

BECAUSE OF THE RISK INVOLVED TO OTHER CHILDREN, PARENTS ARE EXPECTED TO ARRIVE PROMPTLY WITHIN ONE HOUR WHEN CALLED TO PICK UP A SICK CHILD!

A \$10.00 late pick-up charge will be accrued for every 15 minutes or a fraction thereof after the one hour notification.

The Lebanon YMCA has the right to refuse care to a child who has a contagious disease and to a child who is visibly ill (vomiting, high fever, diarrhea, yellow/green mucous draining from the nose or eyes). This rule is to protect all the children who are in care throughout the facility. Children who become ill on the premises will be isolated from the other children, and parents will be contacted. Children with contagious diseases will be excluded from child care for a specified period of time, as indicated below:

**Chicken Pox** -- Until all rash/blisters have scabbed or crusted over, (Usually 5 to 7 days after the rash appears)

**Conjunctivitis (Pink Eye)** -- Until child has been on antibacterial medication for 24 hours

**Diarrhea (viral)** -- Until diarrhea is completely gone and stools are normal for the child.

**Diarrhea (parasitic, ex. Shigella, Giardia)** -- Until stool cultures are negative.

**Hand-Foot-Mouth Disease** -- Until fever is gone.

**Meningococcal Disease** -- Until child is well and also has completed a 2-day course of Rifampin.

**Hepatitis A** -- Until 1 week after illness begins and also fever is gone.

**Impetigo** -- Until sores are crusted over or can be covered and child has been on antibiotics for 24 hours

**Pertussis** -- 5 days after beginning antibiotic treatment

**Ringworm (body)** -- Until affected area is dry or crusted over

**Ringworm (scalp)** -- 24 hours after treatment is started.

**Streptococcal sore throat (Scarlet Fever, Scarletina)** -- Until child has been on antibiotics for 24 hours and is without fever for 24 hours

**Head Lice** -- Until medicated shampoo is applied and all nits are gone.

## **MEDICATION POLICY**

When your child is ill, please explain to your physician that your child attends child care and ask to arrange the medication so that it can be administered by you at home and not during hours of child care. If this is not possible, you must bring the medication with your child daily. The label must include the child's name, doctor's name, dosage, date and present in the original container. Prescription and non-prescription medications may be administered by the staff of the center with the following guidelines:

1. A medication form must be completed fully and accurately by the parent EACH DAY the medication is to be administered.
2. All medications must be in their original containers with complete label and must have a child safety cap.
3. Prescription drugs will only be given to those for whom the drug is prescribed and only if the date of the label is current.
4. Nonprescription medication will be administered only with a doctor's note and must be within the recommended amount for the child's age and/or weight. If the label does not indicate dosage for the child's age/weight, no medications will be given.
5. All medications must be handed directly to a caregiver.

## **EMERGENCY MEDICAL CARE PROCEDURES**

In the case of an injury or medical emergency, the teacher in charge will:

1. Contact parents. Phone numbers are in the notebook under Emergency Contact Information.
2. If unable to reach a parent, a teacher in charge will contact the emergency person listed. You must have at least 1 additional person on emergency contact other than parents.
3. If unable to reach the emergency contact person, a teacher in charge will contact the doctor listed on emergency medical form.
4. If emergency treatment is needed, the teacher will call an ambulance for transportation.
5. In case of a life- or limb-threatening emergency, an ambulance will be called before the parent.
6. If an ambulance is called, the parent is responsible for payment of emergency services.

All emergency phone numbers, addresses, etc., must be updated every 6 months or as needed. Give the site supervisor the new/correct information, and then it will be forwarded to the YMCA. It is extremely important that we can contact the parent in the event of an emergency.

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## **BIRTHDAYS & SPECIAL OCCASIONS**

Parents are welcome to send a snack to share with their child's friends on birthdays, or special occasions. Staff must know in advance of any items that will be brought in so that we can check for allergies.

## **PARENT/STAFF COMMUNICATION**

Communication between staff members and parents is highly encouraged. Parents are urged to keep the center informed of significant home events. This will allow staff to deal tactfully and sensitively with each child in all situations.

Parent/Teacher conferences will be offered a minimum of twice per year. Registration sheets will be made available by your child's teacher. These conferences will be held in order to review your child's developmental progress and review the assessments completed by the trained staff at the center.

## **PARENT'S RESPONSIBILITIES**

1. Children must be accompanied inside the center and signed in.
2. Arrivals and departures should be at the agreed upon time. Please inform your child's teacher if this time should change.
3. Tuition is due for weekly contracts every Tuesday by 6pm for the following week of care. For monthly contracts payments are due by the 25<sup>th</sup> of each month for the following month of care.
4. Parents are required to update your child's personal record every 6 months or if there has been a change in emergency information, allergy, diet, medical needs, etc.
5. **Home toys are permissible only when requested by the staff or for sharing time. The YMCA is not responsible for lost or broken personal items. This policy does include jewelry.**
6. Upon written request, from the parent, the Lebanon Valley Family YMCA will transfer student information to the requested agency.
7. The YMCA has an open-door policy for our child care centers and our classrooms. Parents are welcome to share special occasions such as their child's birthday or family holiday traditions with their child's classroom. We also invite parents to spend time in their child's classroom as volunteers or just observing all of our fun activities.

8. Parents are asked to complete surveys at least once a year to share their thoughts on our program. Each center may also have individual ways for parent involvement such as suggestion boxes or parent advisory committees.

### **GRIEVANCES**

Questions concerning policy, overall program, or individual staff members, should be addressed to the Center Director. If an adequate response is not given or a resolution to a problem is not reached, the parents should redirect his or her concerns, in writing, to the Child Care Services Director at the YMCA.

### **OPEN DOOR POLICY**

YMCA Child Care Services maintains an open-door policy and encourages parents to visit at any time. Please remember, children need to stay in their appropriate rooms and follow the designated schedules. Parents are invited to join in with activities.

### **POLICY OF NON-VIOLENCE**

Our philosophy encourages cooperation and promotion of communication to solve our disagreements. We are concerned over the increase of violence in the lives of young children in American society. Therefore, we do not permit ANY form of weapons, real or otherwise, in our center. Gun/weapon play is STRONGLY discouraged. Any item of this nature sent into the child care will be taken and kept by the teacher until the child is ready to go home. Please do not allow your child to bring action figures depicting fighting/violence into the center. The YMCA does not tolerate threats from children. Children may be suspended or terminated as a result of such actions at the discretion of the Director of childcare Services.

Parents, staff, as well as children, are expected to show respect and appropriate behavior to children, other parents and staff. Abusive language, gestures and/or actions will not be tolerated, termination of child care contracts will occur.

### **DISCIPLINARY PROCEDURES**

Physical harm to other children and staff at the center or damaging center property is not permitted. A staff member will discipline a child engaged in such behavior. Disciplinary measures are **never** physical, harsh, frightening or humiliating. YMCA Child Care staff believe that unacceptable behavior of a child should be dealt with objectively and privately. Disciplinary procedures are directed toward improving the child's behavior. Positive reinforcement of good behavior, recognition of individual accomplishments and re-direction are used.

All children are expected to follow YMCA rules. These are posted at your child's site. The child and the site supervisor will discuss the situation calmly and completely. It is our policy never to



use methods of resolving conflicts by using physical or verbal abuse. Similarly, we cannot allow others, including the children and parents, to do so within the center. The YMCA has the right to terminate childcare if a parent is verbally abusive to staff or other children. (Credit will not be given).

**A DISCIPLINE REPORT** will be filled out if a child has been warned once and unacceptable behavior continues. The parent must sign a copy, and the Childcare Director receives a copy. **TWO DISCIPLINE REPORTS** may result in a parent conference with a Child Care Director. The child may be suspended until a conference is scheduled. A **THIRD DISCIPLINE REPORT** could result in termination (credit will not be given). Physically fighting, kicking, hitting, continual use of inappropriate language to teachers and other children, or intentional damage of property will result in an IMMEDIATE DISCIPLINE REPORT and possible suspension or removal from the program with the parent financially reimbursing the YMCA for any damaged property.

Children will be asked to fill out behavior journals for less serious infractions and parents will need to sign those reports.

A parent may be called to pick the child up if behavior cannot be controlled using the above methods. The parent will have ONE hour upon notification to pick the child up from the center, then late fees would apply. IF A CHILD'S NEGATIVE BEHAVIOR CONTINUES TO DISRUPT THE PROGRAM, WE RESERVE THE RIGHT TO TERMINATE THE CONTRACT/CHILD CARE.

### **DEPARTMENT OF HUMAN SERVICES**

All of the YMCA Childcare facilities meet the Department of Human Services' regulations. These regulations are important for the safety of each child. Each center is staffed by a qualified supervisor, who has child development training and the appropriate credentials. The number of teachers is determined by the number of children enrolled, the ratio is 1 staff for 12 school age children. A copy of the Department of Human Services' regulations book is available in the Parent Corner.

### **NON-DISCRIMINATION IN SERVICES**

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

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 alternate service delivery locations.

Structural modifications shall be considered only as a last resort among available methods.

Any student (and/or their guardian) who believes they have been discriminated against may file a complaint of discrimination with:

Lebanon Valley Family YMCA  
Childcare Services  
201 N. 7<sup>th</sup> Street  
Lebanon, PA 17046

Pennsylvania Human Relations Commission  
Harrisburg Regional Office  
Riverfront Office Center  
1101 South Front Street  
Harrisburg, PA 17104

Department of Human Services  
Office of Civil Rights  
Bureau of Equal Opportunity  
Room 223, Health & Welfare Bldg.  
PO Box 2675  
Harrisburg, PA 17105

U.S. Dept. of Health & Human Services  
Suite 372, Public Ledger Bldg.  
150 S. Independence Mall West  
Philadelphia, PA 19106-911

### **SCHOOL-AGE CHILD CARE CENTER ADDRESSES\*\***

**HOURS: Monday through Friday 6:30 AM – to the start of school and school dismissal until 6:00 p.m.**

#### **ANNVILLE- CLEONA SCHOOL DISTRICT**

Annvile Elementary  
205 S. White Oak St.  
Annvile, PA 17003  
(717) 679-2705

#### **CORNWALL-LEBANON SCHOOL DISTRICT**

Cornwall Elementary  
Rt. 419, Box 308  
Cornwall, PA 17016  
(717) 389-0203 or (717) 679-8973

Ebenezer Elementary  
1600 Colonial Circle  
Lebanon, PA 17046  
(717) 274-3090

South Lebanon Elementary  
1825 South 5<sup>th</sup> Avenue  
Lebanon, PA 17042  
(717) 272-6305 or (717) 679-8978

Union Canal Elementary  
400 Narrows Drive  
Lebanon, PA 17046  
(717) 273-2555 or (717) 222-2619

#### **LEBANON CATHOLIC**

1400 Chestnut Street  
Lebanon, PA 17042  
(717)202-5969

LEBANON CITY SCHOOL DISTRICT

Harding Elementary  
600 Chestnut Street  
Lebanon, PA 17042  
(717) 383-2477

Henry Houck Elementary  
315 East Lehman Street  
Lebanon, PA 17046  
(717)376-4925

Southeast Elementary  
398 East Locust Street  
Lebanon, PA 17042  
(717) 639-6895

Southwest Elementary  
1500 Woodland Street  
Lebanon, PA 17042  
(717) 679-8976

NORTHERN LEBANON SCHOOL DISTRICT

Jonestown Elementary  
Box 839 Lancaster Street  
Jonestown, PA 17038  
(717) 202-7430

PALMYRA SCHOOL DISTRICT

Forge Elementary  
400 S Forge Road  
Palmyra, PA 17078  
(717) 832-0232, (717) 202-5563

Lingle Elementary  
600 South Lingle Avenue  
Palmyra, PA 17078  
(717)639-5977

ELCO SCHOOL DISTRICT

ELCO Intermediate School  
100 Evergreen Drive  
Myerstown, PA 17067

\*\* The YMCA needs to meet minimum attendance requirements at each site to operate these programs.

KINDERGARTEN CARE

\*\* Offered with minimum attendance requirements met, for half day Kindergarten programs.

Cornwall Elementary  
Ebenezer Elementary  
South Lebanon Elementary  
Lingle Avenue Elementary