

Parent Handbook

PLAY LAUGH GROW



YMCA CHILDCARE

Policies & Procedures

Bright Beginnings

1 YMCA Dr.

Hannibal Mo 63401

573-221-0586

Email summer.page@ymcaofhannibal.com

Welcome!

Parents we are so excited to have your little one in our center.

This handbook will help you with any questions you may have about the center and our policies.

At the YMCA, Healthy child development starts early. That's why we offer early care and learning programs that help children learn the essential skills they will need to be ready for school. Our trained, supportive staff works to help children receive the best possible start to their education.

Communication

Our center will be using Brightwheel app as our main source of parent/teacher communication.

- ❖ Please see attached BRIGHTWHEEL information.

Hours/Days/and Months of Operation

This full year program runs Mon- Fri.

Typical hours are 6:00 am- 6:00 pm

Holidays

We are closed on the following days

- ❖ Please see attached calendar

Arrival Time

Between the hours of 6:00 am- 9:00 am

In order to include your child in all educational experiences, please make sure your child arrives no later than 9:00am. If there is a reason you are later than 9:00 am (doc visit) we ask for you to text us through Bright Wheel.

Consistent late arrival may result in termination, Late arrival to the program disrupts the overall quality of the program.

We ask all parents to come to the door of Bright Beginnings DO NOT COME IN. A staff will come to you and take your child in from the sidewalk. We ask for you to say all your goodbyes to your little one at the door of the center. We ask for all parents to not come into the center. If you are needing to talk to a teacher, please contact Summer Page the Director so she can set up a time for you to talk with your teacher without distraction. You also may send text to your child's teacher through the Bright Wheel app.

At arrival we will be taking your child's temperature before they are allowed to come into the building.

Staff will ask you for your 4 digit Brightwheel code and we will check your child in. Please have this number ready at drop off.

We will then take your child to their cubby to drop their things off.

Your child will then wash their hands before going to their morning activity.

Escorting your Children

- Please remember you do not leave your child unless you see a staff and they also see you.

Departure Time

Between the hours of 3:00 pm- 6:00 pm

In order to include your child in all educational experiences, please make sure your child departs no earlier than 3:00pm. If there is a reason you need to pick up before 3:00pm (doc visit) we ask for you to text us through Brightwheel.

Person's Authorized to pick up Child(ren)

- The person signing your child out of the program must be 16 years old.
- A child will only be released to a person authorized by the parents and on their pickup list.
- Staff will ask for an ID to make sure the person who is picking up, is on your list. This will be asked until the staff knows your face. Remember we are only doing this to make sure we keep your little one as safe as possible.
- If there is a question about pick up, we will text the parent through Brightwheel to ask any questions before we release your child.

Late Pick up

Your child must be picked up by 6:00 pm each night. If you cannot pick up your child by the pickup time you put down on your enrollment form, please text us through Brightwheel on who is picking up your child. The teacher will ask for ID from the person picking up if that is not a normal pick up person. Example Grandma or aunt. Everyone must have a 4 digit Brightwheel code for pick up.

We have a **LATE FEE of \$ 10.00 each min past 6:00 pm** and it will be charged on your account immediately and must be paid by the next day before attending.

Frequent late pick up may result in removal of the program.

Any child not being picked up by 6:00pm. Parent will be called if not contacted then we will contact emergency contact. If child is not picked up by 7:00 pm then the police will be called.

Adjustment Period

You and your child will need a period of time to adjust to the new surroundings, teachers, volunteers and other children even if your child has previously attended childcare. The staff will assist in the separation period. They are experienced with this situation and will be nurturing and caring. Feel free to text us then you have arrived at your destination and ask how your child is doing. Please know we will communicate with you if your child is having a hard time. Chances are that your child will be busy playing and you can ease your mind and concentration on your tasks for the day. Depending on age and disposition a child might “Act Out” during this transition by doing some of the following:

- Cling to you and refuse to let go
- Have a tantrum
- Loss of appetite
- Revert back to an old comfort (pacifier)
- Wake up during the night and having bad dreams.
- Express a desire to stay home

Usually these problems are temporary. If your child is treated lovingly, but firmly, these behaviors should dissipate. If you are enthusiastic, chances are your child will be too!

During this adjustment period, staff will send you text to keep you updated.

Child’s First Day

- Bring complete change of clothes (socks, underwear, clothing suitable for current weather, jacket) these items will stay in your child’s cubby until it is needed.
- Photos of family for cubby
- Parent photo id for pick up only.
 - ❖ Please see attached supply list for additional supplies

Reminders

- Upon arrival to the center, please notify the available staff member that it is your child’s first day.
- On my child’s first day I need to bring:
- Child/Family photos for cubbies
- A complete change of clothes
- Blanket, sheet, small pillow etc.
 - ❖ Please see attached supply list for first day of care.

At pick up time you will receive a message about your child’s day and activity on Bright wheel.

Screening

All children have a screening their first week in attendance. This screening is just to see where we need to start your child while they are in our care.

Curriculum

Bright Beginnings will utilize Creative Curriculum. Because children learn from their daily interactions with the environment.

Daily Schedule

- ❖ Please see attached daily schedule.

Child(s) Belongings

Clothing:

- Dress your child in clothing that is weather appropriate and suitable for our childcare environment.
- Select comfortable clothes that they can have manage themselves since we are potty training and helping your child learn independence. We discourage overalls, buttons, belts and zippers down the back.
- We encourage comfortable shoes that your child can run and walk in. NO open toed, crocks, rain boots or cowboy boots.
- Girls who wear dresses MUST wear shorts under them
- Medication must be given to the teacher upon arrival and appropriate authorization forms completed prior to distribution.
- Toys from home are not allowed except for Show-n-Tell Days

(Show-n-Tell toys may not include items of violent nature such as guns, swords, or action figures.)

Enrollment Process

- Complete enrollment form and all documents that are required
- Nonrefundable registration fee (\$40) and first week of childcare payment
- Failure to notify your Early Childhood Director on delayed start or extended absences will discontinue your registration and child's spot in the program. If discontinued, registration will be required, and acceptance based upon availability.
- Enrollment is based on chronological age, not development age.
- Enrollment is not complete until all paperwork is turned in and you receive a conformation email or call from the Director of your start date.
- Your child must have a physical and updated shot record.

- We will not except any children without current immunization.
- We do not except children without immunization.
- Children's files will be kept confidential and viewed only by the YMCA staff or official state of Missouri representatives.

Fee Payment

- A weekly fee is payable the first day (Monday) of each week. Payment guidelines are strictly enforced.
- The person who signs the registration form will be the designated person responsible for paying fees, receiving receipts and be allowed to make inquiries about billing information.
- If you have any questions about your payments, please contact our Director Summer Page or Crystal Freeman our Membership Coordinator
- Fees will not be prorated for illness, suspension, holidays, inclement weather or scheduled school out days.
- Fees are subjected to change
- Child must be included in the household membership to receive a membership rate.
- You do not have to be a member for your child to be enrolled.

State Assistance /childcare reimbursement

- The YMCA accepts State Reimbursement assistance for eligible families.
- An official letter of approval from Division of Social Services must be on file prior to your child beginning the program.
- A registration fee and co-payment for the balance of weekly tuition, not covered by the state assistance, is required except in special circumstances.

Past Due Payments

If your tuition payment is not received within 3 business days of the initial payment per billing cycle, your child's participation will be terminated.

Tax information

All tax forms will be emailed/passed out no later than Jan. 31st.

Vacation

Each family receives two (2) weeks of vacation at no cost, after 6 weeks of continuous attendance. Vacation weeks are defined as 5 days, (Mon- Fri.) and child not in attendance at the center. Vacation allowances must be used during the calendar year and may not be carried over. Please notify the

Director 2 weeks (14 days) in advance, in writing with your vacation dates on the vacation form or in an email that has a confirmation of being received, to be correctly not charged. Our Director Summer Page can email you the form when needed.

Absences/Changes in Schedules

Please call the program or notify your child's teacher through Brightwheel if your child will be absent.

There may be days you change your child's schedule, please notify your child's teacher if so and also let the staff know if your child will need lunch.

If your child is absent without notification for two consecutive weeks, the Child's enrollment will be discontinued.

There is no change in fee for absence or illness.

WITHDRAWING YOUR CHILD FROM THE PROGRAM

- We require that you give a minimum of two weeks written notice prior to your child's withdrawal. If 2 weeks' notice is not given, you will be charged for those 2 weeks.
- You must email our Director Summer Page the date of withdraw.
summer.page@ymcaofhannibal.com
- Your child's belongings will be held for up to one week after leaving the program. After one week they will be donated to a charity.
- Based on demand of age level classroom, temporary withdrawal must be arranged and approved by Director. If withdrawal is approved a charge (of ½ normal rate) to hold your child's space of the regular weekly fee will be required. To maintain the spot account must be kept current until the child/ren return to the program.
- If a child withdraws and then wants/needs to come back, they will be put back on the waitlist for the program.

Termination

The Y reserves the right to terminate children, families and/or parents/guardians from the program as a result of actions or behaviors that are not deemed in the best interest of the organization based on rules, policies, and situations. Fee will be forfeited.

Biting Procedures

We comfort the child who was bitten

Wash the wound apply an ice pack to help keep from bruising down

State clearly to the offender that biting is not all right. The talk will be firm and serious.

Let the child who bit help you care for the bitten child. This gives the child the opportunity to help and to leave the role of aggressor. Offer the biter support and use the moment to teach.

If this behavior continues this is cause for termination for the child from the program.

Behavior Management

Behavior management techniques to increase participant's self-esteem by helping them to become responsible for their own actions. It is important for participant to grow to respect themselves as well as the right and feelings of others.

When conflict arise concerning the rights of other people and or property, our goal is to work with each participant individually to solve the problem through effective communication and logical consequences. Other behavior management techniques, which include redirecting behavior, removal from a particular activity and parent consultation will be used in situations where conflict continue.

Depending on the severity and frequency of incidents, such as fighting, inappropriate language, destruction of property, lack of regard for rules, or the possession of inappropriate toys a participant may be suspended or expelled from the program. The following procedures will be followed concerning suspension and /or expulsion:

- 1) The participant will be suspended immediately and parents notified.
- 2) The Director will be notified and review the situation.
- 3) A parent conference will be scheduled with the center Director
- 4) At the Parent Conference a written disciplinary Action Plan will be developed. The participant will not re- enter the program until parents and staff have agreed upon the Disciplinary Action Plan.

Any Participant who is determined at the sole discretion of the YMCA to have intentionally harmed or attempted to harm another participant, staff member or themselves will be immediately suspended form the program and subject to termination from all YMCA programs after review of the incident by the Director.

Participants can be removed from the program based upon inappropriate behavior of parent/guardian.

A parent/guardian will be notified immediately when a child displays any of the above issues. If the parent/guardian cannot be reached, the emergency party designated by the parent/guardian on the enrollment form will be contacted. The child will be isolated from the other children. **Child must be picked up with-in one hour of call.** The late pickup policy will apply at the end of the one-hour grace period.

Failure to have your child picked up per guidelines will result in immediate dismissal form the program.

Child Guidance (Discipline) Policy

During early childhood years, children are learning to be in charge of their own behavior. We believe in establishing consistent, easy-to-understand limits and in having teachers who respond to inappropriate behavior with insight, sensitivity, and skill. When clear, consistent and age-appropriate limits are present; children increasingly become responsible for themselves. When out-of-bounds behaviors do occur, we believe it is important for children to understand why the behavior is inappropriate and how to modify it.

We work to prevent behavior problems by arranging each classroom so that children work in small groups and have a choice of activities. The range of activities will give your child the freedom and ability to experience success and become self-directed. Teachers are also trained to skillfully direct behavior along appropriate channels. Children are encouraged to verbalize their feelings to learn to positively work through strong emotions. Teachers act as role models and encourage children's appropriate behaviors. **Under no circumstances is corporal punishment permitted. Discipline will not be associated with food, rest or toileting.**

We believe that it is our responsibility to provide children with positive guidance and in our experience, most children will respond well to our approach. In the event that a child does not respond, we will notify the parents and work closely with them to develop a plan to help the child gain self-control and a positive attitude toward their peers and teachers. Should the child's continued negative behavior put themselves, their peers or their teachers at risk for physical harm or, if the child damages Center property, we reserve the right to ask the parent to withdraw the child from the Center. While we understand the developmental tendencies of children to experiment with inappropriate language to shock others, withdrawal may also be requested for those children who are verbally abusive, including the repeated use of inappropriate language with other families consider offensive.

The following steps will be followed for our Center discipline

1. "Take a break": we will have your child come sit next to a staff member
2. "Time out": we will have your child sit in a time out away from the rest of the students for 1 minute per year old they are.
3. Our director will be called to speak with the child
4. If your child still does not have appropriate behavior a call to a parent/guardian will be made and they will be asked to leave for the day
5. If your child continues to be asked to leave for the day we will remove them from our program.

Custody/Parenting Plans

Legal Documents (copies of court order, divorce decree, parenting plan ect.) Must be on file and current at the program regarding divorce/ custody arrangements.

In the event of a parent's Divorce or separation, we are required to release the child to either parent unless a court order states otherwise.

Divorced parents should submit a copy of the court order, divorce decree or other legal documentation to prevent and unauthorized pick up the non-custodial parent. Documentation must be kept in child's file.

In the absence of a court order on file with the childcare program, both parents will be afforded equal access to their child as stipulated by law. The Y program cannot without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to the child the YMCA suggests that the parent keep the child with them until a court order can be issued.

A legal restraining order must be on file with the childcare program if an individual is not allowed to pick up the child and the individual will not be permitted on the YMCA property.

Photo/News/Testimonial Release

It is understood and agreed that the Bright Beginnings reserves the right to take and utilize pictures, likenesses videos and testimonials of participants for promotional purposes including, but not limited to reports, publications, brochures, emails our website and other social media. Families may opt out by providing in writing desire to exclude child from above.

School Pictures

We take school pictures twice a year. Please check school calendar for dates. Order forms will be sent out a week prior to picture day. We will also give you updates and reminders through Bright Wheel.

Outdoor Play

The Dept. of Health Child Care Services requires that children receive outdoor play opportunities each day, weather permitting. Please send your child/ren with weather appropriate clothing. On cool/cold days children will be required to wear jackets or coats. (Label both). Your children will be outside for a total of one hour for the day.

Temperature Guidelines for Outdoor Play

95°-above = Limited time

90°-95°= 10- 15 min intervals (depending on Heat Index)

32°-90° = unlimited time

20°-32° = 10- 15 min

10°-20° = 5 min only

10°-Below = Do not go outside

If your child's health does not permit them to go outside, your child is not healthy enough to be at the childcare program at this time.

Playground

All children will travel to the playground along the sidewalk outside. All children will be in stroller or holding the walking rope.

Sunscreen

- Application of sunscreen will require a completed medical authorization form.
- Parents will provide the child(s) sunscreen with name written on bottle.

Field trips

Walking field trips will be taken around the YMCA when scheduled.

Water activities

Activities may include sprinkles, water balloons. Once child is 3 yrs. old they are able to field trip to the swimming pool and will be required to wear a puddle jumper.

Child Injury

- If a child is injured, an accident report will be completed the same day with a copy given to the Director. The parent will be notified through Brightwheel and upon request can get an accident form.
- The form will also be put in child's file
- Minor injuries- Injuries that require no more than washing, band-aid, icepack
- Major Injuries- injuries that require more than washing, band- aid or icepack. After staff access the injury they will then decide the next step of action. This might be a recommendation of parent coming and picking up child.
- Please remember the YMCA does not provide accident insurance for your child. This will be the responsibility of the parent.

Sick Child Policy

This daycare is a well childcare facility. This means that if your child is not feeling well, for any reason, you will need to find alternate care. Please do not bring our child if he/she has a contagious illness or exhibits any of the following symptoms:

- **FEVER:** of 99 degrees or higher taken by an inferred forehead thermometer

- **DIARRHEA:** If child has 2 (two) loose or watery stools, even if there are no other signs of illness. Exception: Unless caused from new foods child has eaten.
- **VOMITING:** in excess of typical infant spit-ups or motion sickness.
- **RASH:** a physician should check any rash illnesses. Any red, fine or blotchy rash on face, trunk, or arms and legs is a rash to send a child home. Child should remain at home until well after chickenpox, measles, rubella and other viruses. Child with scarlet fever should be treated with an antibiotic for 24 hours before returning to daycare. If physician diagnoses child as having Fifth Disease, child does not need to stay at home if s/he feels well. Exception: Allergy rashes and mild diaper rash already known to parent are not reasons to send child home.
- **CRYING AND COMPLAINING FOR A LONG TIME:** Anytime a child is not “herself” or “himself” and is complaining about discomfort or just cranky and crying more than usual for that child.
- **INJURY:** Whenever an injury is serious enough to need a physician’s attention, a parent will be contacted.

While not an emergency situation (child needs to be picked up, but not immediately), children with the following diseases should remain at home until successfully treated: impetigo, lice, pink eye (conjunctivitis), pinworms, ringworm, scabies and thrush (candida).

In general, if your child is too sick to go outside and play, or go to school, then your child is too sick to attend childcare.

If your child becomes ill during daycare, you will be phoned at work and asked to pick your child up immediately.

Meals

If your child does not like what is being served for lunch your child can bring a lunch from home.

A monthly menu will be posted and provided on request.

Breast Feeding

To meet OSHA regulation parents who are breastfeeding infants and toddlers may provide expressed milk to be given to your child per the following guidelines:

- Milk must be in sealed bottles or containers clearly marked with child’s name and date
- Bottles must be individually sealed in zip lock bags and child’s name and date
- Bottles must be stored in a refrigerator in room
- Full and used bottles must be picked up each evening
- Breast milk can only be used or restored after 1 hour and must be discarded.

Formula Feeding

- Canned formula to be provided by parent

- Bottles must be labeled with child's name
- Teaching staff do not offer solid foods to infant younger than 6 months of age. Only water/formula is served to child under a year old.
- Formula cannot be saved after 1 hour

Birthday

We love Birthdays! If you would like to provide a snack to the class, it must be store bought and should be enough for the whole class. Please send us a text through Brightwheel when you are planning your treat and what it is. Allergy restrictions may be required.

Naptime

Naptime is from 12:30- 2:30 pm

Your child's cot items blanket, sheet, and pillow will be sent home every Friday to be laundered and should be returned on MONDAY. We do not have extras so this is important your child has their items on Monday.

All children are required to rest quietly on their cot at least for 30 min.

Quiet activities are provided for our early risers and non-nappers.

Sleep Safe – Infant Policy

To meet licensing guidelines and in conjunctions with the American Academy of Pediatrics infants will be placed on their backs for napping until they have reached their first birthday, there will not be any exceptions.

We also will not honor any request to cover a child's head. Cribs will only contain a tightly fitted sheet. We encourage you to bring a sleep sack for your child during their napping periods.

- ❖ Please see attached SLEEP POLICY.

Diapering/ Toilet Training

- Parents are responsible for bringing diapers/wipes until child uses the bathroom independently.
- All diapers and pull ups must be commercial. We do not accept cloth diapers.
- Clothing soiled by urine or feces are placed in plastic bag (without rinsing or avoidable handling) and sent home and same day for laundering.
- Staff checks children every two hours for diaper changes. Staff will change children in between as needed.

- Staff will partner with parents in toilet training when the child reached two years of age and is developmentally ready. Toilet training will not be conducted in the infant room.

Lost and Found

It is important that each item brought from home is labeled with your child's name on it. Should an item be misplaced we do have a Lost and Found located at the front desk in the lobby.

Y Staff/Volunteers

- Staff must pass a medical review
- Staff must have hours of training
- Staff must have CPR and First Aid
- Staff providing direct care will have a name tag on and staff shirt on.
- Staff are mandated reporters.

Please read the PARENT HANDBOOK in its entirety before completing this page. It is very important to us that all parents are in understanding of our center's rules and policies.

If you have any questions in regards to the PARENT HANDBOOK please feel free to call or email Summer Page. summer.page@ymcaofhannibal.com

I have read and understand the above **PARENT HANDBOOK**

Print your child's name

Print Parent/Guardian's name

Signature of Parent/Guardian

Date