



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

Greensburg YMCA Before & After School Enrichment

Parent Handbook

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www.greensburgymca.org

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YMCA Child Care Vision Statement

We are committed to serving the needs of our children and their families and are determined to provide all of the elements that our families feel are most important: the YMCA core values of **respect, responsibility, caring, and honesty** demonstrated through reliable child care and fun, interactive activities.

The Greensburg YMCA School Age Child Care Department welcomes you and your child! Our intent is to make this a happy and safe experience for your child. We hope this handbook will help answer any questions you may have in your child's experience during the school year. Please feel free to call the School Age Child Care Director with any questions you may have now or in the future.

Our purpose in providing quality child care is to support parents in their desire for children to grow to their fullest potential. Providing a safe environment, meeting their needs for challenge, stimulating ideas, and surrounding them with people who know how to listen will help achieve those goals. Each child has talents and skills to develop, energy to use, and huge reservoirs of creativity that need to be encouraged.

The structure of the Greensburg YMCA includes a volunteer Board of Directors that is responsible for the financial stability of the organization and all policy making. The policies that the board creates are carried out by a group of paid professional staff. The organizational chart for the paid professional staff is as follows:

- Greensburg YMCA CEO
- School Age Child Care Director
- School Age Department Coordinator
- Group Supervisors
- Assistant Group Supervisors

YMCA Mission Statement: *"To put Christian principles into practice through programs that build healthy spirit, mind and body for all."*

YMCA Focus: Youth Development, Healthy Living, Social Responsibility

YMCA Program Objectives: Your child will...

Grow personally – build self esteem and self reliance.

Build character – behave according to the YMCA values of caring, honesty, respect, and responsibility.

Improve personal and family relationships – learn to care about, communicate with, and cooperate with family and friends.

Appreciate diversity – respect people of different ages, abilities, incomes, races, religions, cultures, and beliefs.

Become better leaders and supporters – learn that "give and take" is necessary to work toward the common good.

Develop specific skills – acquire new knowledge and ways to grow in spirit, mind, and body.

Have fun – enjoy life!

Keystone Stars

This statewide initiative aims to improve the quality of care and education given to each child. Our participation demonstrates our commitment to each child and to reaching higher environmental standards that will enhance social and emotional development, cognitive skills, and school readiness.

Program Information

Registration

The \$52.00 non-refundable registration fee per child is due upon registration with the appropriate completed registration form.

At the time of registration, you will have received this parent handbook as well as important paperwork that must be on site at least **5 business days prior** to your child's start date. Your child **cannot** attend the program if the appropriate paperwork is not on site.

Payment Policy

Payment is due in full to the YMCA School Age Care Team **one week prior to the week care is provided**.

Payment options are as follows:

- Drafting from a credit card, checking account, or savings account is the preferred style of payment.
- If you cannot draft from a credit card, checking account, or savings account, you will incur a \$20.00 *processing fee* per month.

If payment is NOT received by Tuesday one week prior to the week of care for weekly payments, there is a \$5.00 *payment fee*. If payment is NOT received by the first day of the month for monthly payments, there is a \$20.00 *payment fee*.

If your check is returned to us for any reason, a **\$35.00 RETURNED CHECK FEE** will be assessed. If more than two checks are returned, the YMCA will be unable to accept your personal checks. At that time, all future program fees must be paid by draft.

Although you are responsible to pay for what you have registered, if you must make a change to your child's schedule, please contact the School Age Child Care Director, Breanna Bianco. We must be notified in writing or e-mail (b.bianco@gbgymca.org). **This is to be done at a minimum of two weeks beforehand for the week the change is being made.** Be certain to include the child's name, parent's name, date and exactly what you are requesting.

Request for Invoice or Statement

To obtain a copy of Child Care expenses, please contact the School Age Child Care Director at (724)-834-0150 ext. 153. Tax information will be available by January 31. There will be no charge for the first requested copy. There will be a \$15.00 charge for each additional copy requested. Our EIN number is 25-0965622.

Change/Cancel Form

All changes to the schedule must be submitted in writing a minimum of two weeks before the scheduled change. All changes must be noted on the Change/Cancel Form and submitted by email to the SACC Director at b.bianco@gbgymca.org or by dropping it off the Greensburg YMCA front desk.

Withdrawal Policy

It is the YMCA's policy that written notice must be given **two weeks in advance** of a child's withdrawal from the program in order to avoid being charged for the upcoming weeks of care. Any outstanding balance must be paid **at the time of withdrawal**. The YMCA reserves the right to dismiss a child from the program upon notifying the parent.

Late Pick-Up Policy

We understand that a late pick-up may occur on a rare occasion. However, please understand the Before & After School Enrichment (BASE) program ends at 6:00 pm sharp. If your child is not picked up by the end of his/her program, **a late fee will be charged at that time**. If it is 6:01 by our clock, you are late, and a late fee will be assessed. **THE FEE IS \$1.00 PER 1 MINUTE**. The Child Care Billing Clerk will add the late pick up fee incurred during her next day in office. This fee is used to pay the two staff persons who are required by the state to remain with your child. **If you know that you are going to be late, please call us**. We do understand that things come up and traffic can be challenging even in the best of times. We tend to worry about your safety just as much as your child does. Please be considerate. If we have not heard from you by 6:00 pm and we cannot reach you by phone, your emergency numbers will be called. One of those contacts will be asked to come and get your child/children. If neither you nor your emergency contacts can be reached, we will keep your child for one hour. After that time, the police will be contacted to see if there has been an accident and/or to drive by your home to see if there is a problem. If no problems are found, Child and Youth Services will be notified.

Excessive Late Pick-up Policy

The Greensburg YMCA has found that it is necessary to have an excessive late pick-up policy. This policy is as follows: If you are late more than three times in any child care program, you may be asked to remove your child from our program. Many of our staff go to school or have other positions that require them to be on time for those duties. We are confident you understand the need for this policy.

Unattended Child Law

Pennsylvania State Law, 3701.1, states "a person driving or in charge of a motor vehicle may not permit a child under six years of age to remain unattended in the vehicle when the motor vehicle is out of the person's sight and under circumstances which endanger the health, safety or welfare of a child." Please ensure you are following this law during drop-off and pick-up times at BASE sites.

Delay Days: AM ONLY: NO CHARGE

We will operate with the schools on a two-hour delay schedule. AM BASE will begin at 8:30 am and continue through the duration of the delay. Our BASE staff will stay at the site until the delay is over and school begins. Should school be cancelled after the delay, parents and/or emergency contacts will be notified to pick up their child or children. You must make arrangements to pick up your child at the site immediately. We will not be permitted to remain in the building.

Early Dismissal: PM ONLY: \$22:00 per day

If school is dismissed early due to an Act 80 Day or a holiday, registrations forms will be made available at each BASE site, on the Y website or at the Welcome Center desk of the Y. These forms will be available for several weeks prior to the early dismissal school day and must be turned in accordingly to the Greensburg YMCA. The children will report to the program at the time of the early dismissal. In coherence with the Before & After School Enrichment program schedule, care will be provided until 6:00 pm. During this time, students must bring a packed lunch with them, as lunch will not be provided by the program. Snack is still included, as it is within the normal program schedule. If your child is not scheduled to attend PM BASE, you must check with the School Age Child Care Director prior to registering. You will then be billed the Early Dismissal fee.

If the school changes the dismissal to a closure the students must be picked up immediately. We will not be permitted to remain in the building.

Please be certain to inform your child as to what he/she can expect in the case of an early dismissal, delay, or cancellation.

Cancellation:

If school is cancelled due to an Act 80 Day or holiday, we will provide a full day program, weather permitting, at the YMCA from 6:45 am–6:00 pm. Pre-registration forms for Kids Days Out will be available for several weeks prior to the scheduled cancellation at each of BASE sites, online and via e-mail and must be turned in accordingly to the Greensburg YMCA.

Inclement Weather/Unscheduled Closures

The Greensburg YMCA building or programs rarely close. We will do everything possible to offer a scheduled program; however, if a situation arises that necessitates an unscheduled closing the YMCA will follow its Inclement Weather Policy.

Child Care is not offered:

The Greensburg YMCA child care programs will be closed for the following holidays and events:

- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day
- Good Friday
- Memorial Day

Financial Assistance

Scholarships are available to families who qualify for financial assistance. A financial assistance application is required but kept confidential. The processing of scholarships will be conducted by the Fund Development Director and may take up to one month to process. Financial assistance applications are available at the YMCA Member Services desk or online. A Greensburg YMCA confidential financial assistance form and sliding scale are used when processing a request for financial assistance.

A reduction of fees may be available to those requesting such assistance, providing that the person can demonstrate financial need. Along with the application form, the applicant must document all gross annual income. Income must be documented by supplying the following items:

- a. Most recent tax return.
- b. Two consecutive paycheck stubs.
- c. Most recent W-2.
- d. A letter from CCIS stating acceptance, denial, or waitlist of your application.

If the applicant is divorced and is requesting financial assistance for child care, a child support obligation worksheet must be presented. Payment is accepted from The Early Learning Resource Center (ELRC) of Westmoreland County. All families seeking financial aid for child care must inquire with ELRC of Westmoreland County to see if they qualify for aid. They can be reached at (724)-836-4580.

Sign In/Out Procedures

Parents are expected to sign their children in upon ARRIVAL in the morning and sign them out before LEAVING in the afternoon. Sign In/Out sheets are available as you enter the program. Please get into the habit of taking this DAILY step. An exchange of responsibility from one adult to another is necessary. We cannot be held responsible for your child if we are uncertain of his/her presence. All persons signing children in/out must be at least 18 years of age.

Authorization for Pick-Up

Authorization to pick up a child is given in the attached emergency contact/parental consent form. No child will be released to a person not authorized by the custodial parent. We must have written authorization for changes in this respect. In the case of an emergency, you can call the site and verbally authorize someone not designated on the emergency contact form to pick up your child/children. Children will not be released to anyone, including siblings under the age of 18. **Photo identification is necessary and must be shown by anyone not known to the child care staff. *MUST BRING ID DAILY**

Staff cannot legally refuse a child to be released to a verified natural parent unless there is a court order in the child's file stating that the parent does not have custodial rights. The YMCA cannot deny a custodial parent/guardian from taking his/her child. If the parent/guardian appears to be under the influence, however, the proper authorities will be notified to ensure the safety of the child.

After School Procedures

We are concerned for the continuous safety of your child, if your child is scheduled to attend the after-school BASE program, please adhere to the following procedures:

- Your child's teacher and the BASE staff must be kept informed of your child's schedule at the BASE program.
- If your child will be absent from or will not attend the BASE program on any scheduled day, please notify the **site staff** and your **child's teacher** to inform them that your child will be absent.

Failure to adhere to this policy could result in the termination of your child from the program.

Child Health Policy

As per Office of Child Development and Early Learning regulations, each enrolled child, including a child, foster child, and a relative of an operator or facility person, to provide an initial health report no later than 60 days following the child's first day of attendance at the facility.

- The initial health report for a school age child (a child who attends Kindergarten through 15 years of age) must be dated in accordance with the requirements for medical examinations for school attendance, which is at the time child enters Kindergarten and 6th grade.

We will require the parent to provide an updated health report in accordance with the following schedules:

- At least every 12 months for school age students

The health report must be written and signed by a physician, physician's assistant or CRNP. The signature must include the individual's professional title. The health report must include the following information: review of the child's health history; a list of child's allergies; current medication and the reason for such medication; an assessment of an acute or chronic health problem or special need and recommendations for treatment or services, including information regarding abnormal results of screening tests for vision, hearing or lead poisoning; review of the child's immunized status; a statement of child's medical information pertinent to diagnosis and treatment in case of an emergency; and statement that child is able to participate in child care and appears to be free from contagious or communicable disease.

Medication Policy

In compliance with the Pennsylvania Department of Human Services:

- The center will only accept medication, prescription or non-prescription, in its **original** container. The medication shall remain in the container in which it was received.
- Written instructions from a physician or pharmacist must accompany all medication. Instructions for administration contained on a prescription label are acceptable.
- The label of a medication container shall identify the name of the medication and the name of the child for whom it is intended. Medication shall be administered only to the child whose name appears on the container.
- All medication will be stored according to package directions in a locked area of the facility or in an area that is out of the reach of children.
- Medication shall be stored in accordance with the manufacturer's or health professional's instructions on the original label.
- A parent shall provide written consent for administration of all medications. Authorization is good for one week and then must be completed again. The only exception to this is long-term medications for asthma, ADHD, etc.
- The YMCA is responsible for establishing and maintaining a medication log if prescription or nonprescription medication is administered.
- If a special diet is prescribed for a child, written instructions and consent will need to be provided and retained in the child's file.

Sunscreen Policy: → School Age

We recognize that too much sunlight may increase the risk of getting skin cancer. Children at the BASE Program and other YMCA child care facilities spend a great deal of time outdoors and thereby are exposed to the sun's harmful rays. Since it is our commitment to promote healthy spirits, minds, and bodies, we have made the following policies in this regard:

- Parents or legal guardians will be responsible for applying the first layer of sunscreen prior to morning drop off.
- Parents or legal guardians will be responsible for providing their children with enough sunscreen (in original sealed-with a lid container) to take with them for later day applications. One container per child, please label it with the child's name.
- Staff will be responsible for ensuring time for thorough follow-up applications after one hour in the water, after two hours of activity in the sun (due to perspiration), and/or any other time as needed.
- The YMCA reserves the right to prohibit anyone to participate in the program at any time for failure to comply with this policy.
- If a child does not have sunscreen, consent to administer YMCA provided sunscreen must be marked on Sunscreen Policy, or we will not be permitted to apply.

Please note that these decisions were made to protect your child. Furthermore, our staff members have been trained on this subject and understand their responsibilities and the consequences for failure in observing this policy.

POOL SAFETY:

Because your child may be participating in free swim time at the YMCA during the optional full day programs, which happen during school cancellations, it is of the utmost importance that you know and understand our POOL SAFETY RULES:

1. Shower before entering the pool.
2. No running, pushing, or shoving.
3. No shoes on deck.
4. Long hair must be pulled back.
5. When the whistle blows, pay attention to the lifeguard.
6. All kids wanting to swim in the deep end must pass the deep-water test.

We will keep a record of those passing the deep-water test and they will be required to wear a band signifying that they have passed.

Child Injury Policy

If your child has an injury that may require more than our first aid skills allow or your child has a bump on the head of any kind, we will make an immediate attempt to contact you. If a parent or guardian cannot be reached, the YMCA shall record in writing the reason emergency care was required and the attempts made to inform you. The YMCA will also document the way emergency treatment was sought and obtained. If necessary, we will call an ambulance. The program will maintain a parent's signed emergency contact form agreeing to this provision. Please make every effort to keep the YMCA up to date on phone numbers, emergency contact numbers and other pertinent information. **This is of utmost importance because the hospital will not treat your child without you being there.**

Child Illness Policy

The health and safety of your child is a matter of major importance to all of us. In order to protect the children in the program who are well, we have very stringent rules about sick children. These rules are in compliance with all Pennsylvania Department of Human Services regulations.

- Any enrolled child with symptoms of a communicable disease or infection that can be transmitted directly or indirectly, and which may threaten the health of children in care shall be excluded from attendance until the YMCA receives notification from a physician or a CRNP that the child is no longer considered a threat to the health of others. The notification shall be retained in the child's file.
- If your child becomes ill in our program we will call you, and you must make arrangements to pick up your child within one hour.
- Sick children cannot return to the facility until they have been fever free for 24 hours without medication. This means if we send your child home on Tuesday, he/she may not return until Thursday at the earliest.

Please keep your child home if he/she has:

- A fever within 24 hours
- A cold that is less than two days old
- A heavy nasal discharge that is yellow or green
- A constant cough
- Reoccurring vomiting or diarrhea (two or more times)
- A temperature of 100.1 degrees or higher
- Symptoms of a communicable disease (red eyes, sore throat, rash, headache accompanied by abdominal pain or fever, etc.)

Emergency Procedures

All staff are trained in fire/water safety procedures, First Aid and CPR. The staff will guide the children out of the building. Refer to your child's Before & After School Enrichment site for emergency procedures specific to your child's attendance location.

Food Policy

Snacks are provided in the afternoon for all programs. Lunch is NOT provided by the YMCA. Parents must provide a lunch for their child during Early Dismissal program or Kids Day Out program days. All YMCA childcare programs will not serve junk foods or empty calorie foods as part of a required snack.

Non-discrimination Statement

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating based on race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write to *USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington DC 20250-9410* or call (800) 795-3272 or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.

Clothing and Personal Items

We have plenty of equipment and activities to keep your child engaged. Please do not allow your child to bring any toys, games, hand-held electronics, etc. with them to any program. This eliminates fights, theft, and/or lost items for which we cannot be responsible. **YOU WILL NOT BE REIMBURSED IF ITEMS ARE LOST OR STOLEN.** The only exception to this is for special days which may be scheduled by the BASE site staff or BASE program.

Behavior Modification Policy

All efforts will be made to guide children to appropriate behavior. The YMCA believes that punishment is unnecessary, but DISCIPLINE is needed to help children gain self-control. Respect for your child will be demonstrated at all times. The same respect will be expected from your child for his/her peers and the YMCA staff at all times. When disciplinary action is necessary, age-appropriate methods will be implemented. The Department of Human Services behavior regulations are as follows:

- A facility person may not use any form of physical punishment, including spanking of a child.
- A facility person may not single out the 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.
- A facility person may not use harsh, demeaning, or abusive language in the presence of children.
- Staff will never force or withhold food, nor force or withhold naps as a means of discipline and toileting accidents will not be disciplined.
- A facility person may call 911 or Emergency Services if the behavior warrants such.
- If we cannot get your child to calm down and create a safe environment for themselves, their peers, or the Y staff, you will be called to pick up immediately. If you do not answer, we will proceed to call all the contacts on the Emergency Contact List. There will be no more than 1 hour allotted for the child to be picked up. If we cannot contact a person during that hour, the police will be contacted to see if there has been an accident and/or to drive by your home to see if there is a problem. If no problems are found, Child and Youth Services will be notified.

There are clear and appropriate behavioral expectations for the children in our care. We try to set limits, help children understand rules and give clear definitions of acceptable and unacceptable behavior. Children are more likely to follow rules that have been introduced from the beginning. Some rules that we like to see are:

1. We find out what the problem is.
2. We attack the problem, not the person.
3. We listen to each other.
4. We care about each other's space and feelings.
5. We are responsible for what we say and do.
6. We respect each other and ourselves.
7. We use appropriate language at all times.
8. We use words, not fists, to solve problems.

A system of cool down/redirection and suggestions from parents on what they have discovered works well at home, will be used. Logical and natural consequences will be allowed where applicable.

On occasion, our staff will identify behaviors that require disciplinary actions. If a child should exhibit an inappropriate behavior while under the supervision of a YMCA staff person, the following sequence of actions will be taken:

- The behavior will first be addressed by the staff person with the child in private.
- If the inappropriate behavior continues, the staff person will notify the supervisor and the situation will then be discussed with the parent.

- If a child's behavior jeopardizes the safety of themselves or others, the suspension policy could be ignored, and the child may be removed from the program immediately.

Suspension Policy

- If inappropriate behavior continues, the supervisor will notify the parent that a conference needs to be held within 48 hours. At that conference, the supervisor may recommend the parent/child for outside testing and evaluation, and the child will be suspended from the YMCA Child Care program for 1 day.
- A second serious infraction will result in a suspension of 3-5 days and a request for professional testing and evaluation may be required before the child may return to our program.
- If the behavior has not improved, the child will be immediately removed from the program.
 - If the parent/guardian refuses to work with us during this process, we will be forced to terminate the child from the program. The YMCA has rarely been forced to use suspension from the program. We believe that if the child perceives the YMCA as concerned, involved, consistent, caring, and respectful and if we exhibit calmness, few words, and a firm but kind attitude, the results will usually be positive.

NO refunds or credits will be given if a child is suspended and/or terminated from any YMCA program.

Special Services

Occasionally it may be necessary for a child to receive special services while in care at the Early Childhood Learning Center. Examples of these services may be an aide, BHT, tutor, OT, PT etc. These services may be needed to help the child in the classroom life as we must maintain our Department of Human Services ratios or it may be because the child needs help with the daily routine, or behaviors that are putting the child, other children, or adults at risk. If it is deemed necessary by the YMCA to reach out for services in order to have the child remain in care, the family will have 30 days from the date of the special services letter to get services in place. The YMCA will provide support and resources to help with compliance to this request, but ultimately it is the families' responsibility. Failure to comply with this request may result in the children being withdrawn from care at the YMCA until services are in place.

Termination Policy

The YMCA Child Care program reserves the right to terminate your child's attendance in our program for such things as, but not restricted to:

- Disruptive behavior problems.
- Emotional problems or learning disabilities that we are not equipped to handle or that are a safety risk to themselves or the other children in attendance.
- If a parent or child is physically or verbally abusive to YMCA staff or children.
- If the Child Care Director or the CEO of the YMCA believes that continued service is not in the best interest of the child and/or the Greensburg YMCA.

If these or any other problems begin to upset or influence the other children in the program and we have proceeded through the steps cited in our suspension policy, we will have no other recourse than to terminate your child's attendance in our program. It is very rare but in extreme situations, we have been forced to pass over our suspension policy steps and immediately move to terminating a child from the program because of the severity of the problem and our responsibility to protect your child and others.

If your child has been terminated from any of our programs, he or she may not attend the same program at a different location.

- No refunds or credits will be given if a child is terminated from any YMCA child care program.

Licensing Information for Parents

The Commonwealth of Pennsylvania Department of Human Services helps assure parents/guardians that child care programs that assume responsibility for the supervision, protection and well-being of a child for any part of a 24-hour day are safe. Title 55, Chapter 3270 of the Code of Pennsylvania gives the Department of Public Welfare authority to license these programs. Standards for licensed child day care centers address certain health precautions, adequate play space, a ratio of children to staff members, equipment, program and record keeping. Criminal record checks and specific qualifications for staff and volunteers working directly with children are also required. Standards require the facility to meet applicable fire, health and building codes. Compliance with standards is determined by announced and unannounced visits to the program by licensing staff within the Department of Public Welfare. In addition, parents or other individuals may register a complaint about a program which will be investigated if it violates a standard. The Department of Public Welfare phone number is 1-800-222-2149.

Observation Policy

In January, staff will complete a Child Service Report on each child attending the program. Parents will need to sign and date this observation tool. A copy will be retained for the child's file and the original will be given to the parent.

The Greensburg YMCA's Policy in Reference to the American with Disabilities Act in Child Care Programs

1. The YMCA child care program welcomes all children. To the extent it is reasonably able to do so, the YMCA child care program will provide services to children with disabilities or any special needs in the same manner as services are provided for other children of comparable age.
2. The YMCA child care program has the obligation to ensure the physical and emotional safety of each of the children entrusted to its care. It is essential that all pertinent information about the child's needs be available to staff from the outset of enrollment and that a continuing bond of trust and mutual partnership exists for the benefit of the child. Therefore, a parent has the obligation to disclose significant medical, physical, or behavioral issues at the time of the child's enrollment and on an ongoing basis.
3. Minimal monitoring and extra supervision are reasonable as long as it is not fundamentally different from the responsibilities that all group child care operators have for the safety and well-being of their students. The YMCA child care program is, however, unable to provide one-to-one care for any child except on an intermittent basis, such as injuries, immediate disciplinary issues, and certain personal care needs customarily provided to other children.
4. If it is unclear whether the YMCA child care program can reasonably accommodate the unique needs of a child, we will arrive at a final decision by reviewing the circumstances on a case-by-case basis. Such review will be comprised of most, if not all, of the following steps, unless such process would not meaningfully contribute to a final decision:
 - The director will meet with the child and family.
 - The director will observe the child in the classroom setting.
 - The director will assess the staff person's ability to handle the various manifestations of the child's special needs, and consider whether additional training, the cost of which is not unreasonable, would mitigate the difficulty.
 - The director will observe the child's adaptation to the group of children.
 - The director will discuss the child's needs with the staff person and supervisor.
 - If possible, the child will be enrolled for a trial period, not to exceed two weeks.
 - A discussion of possible, necessary accommodations will be undertaken and those accommodations that are reasonable and do not fundamentally alter the nature of the group childcare service offered will be implemented.
 - If the child's attendance cannot be accommodated because the needed accommodations are unreasonable or alter the nature of the service, the parents will be informed without delay.
 - If a proposed accommodation is prohibitively costly or would fundamentally alter the nature of the group-care service we provide, and we are not able to offer accommodation within the Program, the YMCA child care program may propose a surcharge for the additional cost or propose the presence of a trained aide at the parents' or others' expense to provide the services. At such a point, the child will be admitted for a trial period to determine whether such accommodations are successful.
5. The YMCA child care program does not offer diaper-changing services as part of its group childcare service. In general, mandated staff-student ratios and the association's risk-management policies do not permit us to sequester one or more staff in a private area away from the group of children to perform this service. The YMCA child care program will consider a request for occasional diaper-changing services for a child as a possible accommodation but must make its final decision on availability of willing and trained staff, the size of the child, and the imperative to maintain certain staff-student ratios and the association's risk-management policies.
6. The YMCA child care program will administer medications to children who have asthma, who experience allergic reactions, or require blood-glucose tests. The YMCA child care program will not administer insulin shots. Any other substitute foods for raising blood sugar, such as honey, or orange juice, or other food substance, will be maintained at the parents' request if we are reasonably able to do so. Parents of children with any potentially life-threatening illness or condition must carry a pager with them at all times the child is at YMCA child care. The parents or other professionals sent by parents must train staff in the proper administration of such medications and must sign a waiver of liability from YMCA child care.
7. Guidelines for behavior are just that – guidelines, and not rigid rules. If staff believes that a situation exists that poses a direct threat of immediate physical harm to the child, to other children, or to staff, the director may make the decision to immediately suspend or to expel the child.
8. If it is determined that a child whose personal needs cannot be met in a group care setting through accommodations which are reasonable in policy, practicality and/or cost could potentially be successfully accommodated with a personal assistant not funded by the YMCA, an agreement with the YMCA child care program must be in place prior to such attendance. The agreement will provide that the personal assistant meets all applicable state standards for the type of services that the personal assistant will provide to the child; that the personal assistant will not be an employee or independent contractor of the YMCA; and that the personal assistant will be subject to the overall supervision of the YMCA child care program while he or she is present at YMCA child care. The agreement with any agency providing a personal assistant (or in lieu of said agreement, a certificate of insurance provided by said agency to the YMCA child care program) must state that said agency will provide liability insurance in the minimum amount of the general liability coverage maintained by the YMCA child care program to

indemnify the YMCA child care program for liability to third parties in connection with the personal assistant. In the event that such agency ceases to provide the coverage specified in this paragraph, the parents agree to arrange that the agency shall notify the parents if and when the amount of insurance coverage is below the amount specified in this paragraph. The agency or parents must then inform the YMCA child care program without delay in writing of such notification by such agency. The YMCA child care program will then reasonably determine that the insurance is sufficient for the purposes of this provision.

The YMCA child care program will have no policies, practices, and procedures involving special enrollment requirements for the enrollment of children with disabilities, except as outlined above. The YMCA child care program states that each of its management staff has read this document and is familiar with the requirements of the ADA.

Staff Code of Conduct

Our staff is well trained and experienced with children and families. They are knowledgeable about child development, needs and activities. They are flexible enough to work well with children as they assert their emerging independence and are able to alter plans with ease and sensitivity. Our child care staff receives training in CPR, First Aid, AED, Bloodborne Pathogens, Fire Safety, Water Safety, Emergency Procedures and Child Abuse Prevention on a yearly basis. All of our staff are required to undergo criminal background checks, child abuse clearances, FBI Fingerprinting clearances, thorough reference checks and bi-yearly health assessment with a TB screening. Staff performance is evaluated periodically. A Staff Code of Conduct is included in your handbook. Each staff member working with your child has indicated their agreement to the code by signature. Please read and familiarize yourself with these standards. If at any time you feel that a staff member is not abiding by the Code of Conduct, please contact the School Age Child Care Director.

1. To protect YMCA staff, volunteers, and program members, at no time during a YMCA program may a staff person be alone with a single child where he or she cannot be observed by others. As staff supervise children, they should space themselves in such a way that other staff can see them.
2. Staff shall never leave a child unsupervised.
3. Restroom supervision: Staff will make sure the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Staff will stand in the doorway of the restroom while children are using the restroom. This policy allows privacy for the children and protection for the staff (not being alone with a child). If staff are assisting younger children, doors to the facility must remain open. No child, regardless of age, should ever enter a bathroom alone on a field trip or at other off-site location. Always send children in threes (known as the rule of three), and whenever possible, with staff.
4. Staff should conduct or supervise private activities in pairs—diapering, putting on bathing suits, taking showers, and so on. When this is not feasible, staff should be positioned so that they are visible to others.
5. Staff shall not abuse children in any way, including:
 - a. Physical abuse—striking, spanking, shaking, slapping, and so on.
 - b. Verbal abuse—humiliating, degrading, threatening, and so on.
 - c. Sexual abuse—touching or speaking inappropriately.
 - d. Mental abuse—shaming, withholding kindness, being cruel, and so on.
 - e. Neglect—withholding food, water, or basic care.

No type of abuse will be tolerated and may be cause for immediate dismissal.
6. Staff must use positive techniques of guidance, including redirection, positive reinforcement, and encouragement rather than competition, comparison, and criticism. Staff will have age-appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only in predetermined situations (when necessary to protect the child or other children from harm), administered only in a prescribed manner, and must be documented in writing.
7. Staff will conduct a health check of each child upon his or her arrival each time the program meets, noting any fever, bumps, bruises, burns, and so on. Questions or comments will be addressed to the parent or child in a non-threatening way. Staff will document any questionable marks or responses.
8. Staff will respond to children with respect and consideration and treat all children equally, regardless of sex, race, religion, culture, economic level of the family, or disability.
9. Staff will respect children's rights not to be touched or looked at in ways that make them feel uncomfortable, and their right to say no. Other than diapering, children are not to be touched on areas of their bodies that would be covered by a bathing suit.
10. Staff will refrain from intimate displays of affection toward others in the presence of children, parents, and staff.
11. Staff are not to transport children in their own vehicles or allow youth participants old enough to drive to transport younger children in the program.
12. Staff must appear clean, neat, and appropriately attired.

13. Using, possessing, or being under the influence of alcohol or illegal drugs during working hours is prohibited.
14. Smoking or use of tobacco in the presence of children or parents during working hours is prohibited.
15. Possession or use of any type of weapon or explosive device is prohibited.
16. Using YMCA computers to access pornographic sites, send e-mails with sexual overtones or otherwise inappropriate messages, or develop online relationships is not allowed.
17. Profanity, inappropriate jokes, sharing intimate details of one's personal life, and/or any kind of harassment in the presence of children, parents, volunteers, or other staff is prohibited.
18. Staff may not be alone with children they meet in YMCA programs outside the YMCA. This includes babysitting, sleepovers, driving or riding in cars, and inviting children to their homes. Any exceptions require a written explanation before the fact and are subject to prior administrator approval.
19. Staff must be free of physical and psychological conditions that might adversely affect children's physical or mental health. If in doubt, an expert should be consulted.
20. Staff will portray a positive role model for youth by maintaining an attitude of loyalty, patience, courtesy, tact, and maturity.
21. Staff should not give excessive gifts (e.g., TV, video games, jewelry) to youth.
22. Staff may not date program participants who are under the age of 18.
23. Under no circumstances should staff release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file with the YMCA).
24. Staff are to report to a supervisor any other staff or volunteer who violates any of the policies listed in this Code of Conduct.
25. Staff are required to read and sign all policies related to identifying, documenting, and reporting child abuse and attend trainings on the subject, as instructed by a supervisor.
26. Staff will act in a caring, honest, respectful, and responsible manner consistent with the mission of the YMCA.

Forms Necessary for Each Child's File

The following must be completed and returned prior to the child's first day of attendance:

- **REGISTRATION FORM**
- **AGREEMENT FORM: EMERGENCY CONTACT FORM**
- **EFT TAX, PARENT HANDBOOK & PAYMENT POLICY FORM**
- **BEHAVIOR MODIFICATION POLICY**
- **"GETTING TO KNOW YOU" QUESTIONNAIRE**
- **PLAN B FORM**
- **CHILD HEALTH REPORT:** This must be submitted within 30 days of starting care, details enclosed in the handbook.
- ***CUSTODY PAPERS:** If your child is involved in any custody situation, copies of those legal documents **must be** presented to your child's director. This information will be kept confidential in your child's file. Legal documentation of custody must be present in your child's file, or we cannot deny a parent from picking up their child.

If any information changes, parents must inform the Child Development Department in writing immediately.

Records Transfer Policy

A parent or guardian may request in writing to have their child's records copied and/or transferred to another educational institution, i.e. an elementary school for Kindergarten Registration, etc. Please allow ten business days to copy and transfer your child's records. The contents cannot be mailed due to the confidentiality of the information.

Parent Involvement:

We encourage parents to become actively involved in our programs. Your participation demonstrates to your child how much you value them, and it also increases their self-esteem. If you are interested, please see your child's supervisor.

Opportunities for Involvement Include:

- Donating Appropriate Materials
- Sharing a Special Talent or Skill
- Helping Promote the Program and Recruit New Families
- Talking to Your Child about His/Her Day

YMCA Character Development:

The Y's commitment to character development makes it extraordinarily valuable to the communities and people it serves. The Greensburg YMCA has incorporated the Core Values into all of its Child Care Programs. The core values are Caring, Honesty, Respect, and Responsibility. Character Development begins with each of the staff embracing the core values and being trained in strategies for implementing them. They then are actively involved in planning activities, as well as the "teachable moments" that arise in the daily goings-on in the programs, that teach these values to the children.

Before & After School Enrichment (BASE) Site Information:**Fort Allen Elementary BASE: (AM & PM)**

Hours: 6:45 – 8:45 am, 3:30 - 6:00 pm Phone: (724) 454-7204 (cell phone with voicemail)

Location: Fort Allen Elementary School, 560 Baltzer Meyer Pike, Greensburg, PA 15601

The Fort Allen BASE program is located in the gymnasium in the front left of the school. You must enter through the gym doors in the back left parking lot.

Emergency Plan: Shelter in place will be held in our regular program space in the Fort Allen gymnasium. Immediate evacuation due to fire, etc... will be to Fort Allen School's front parking lot. If we need to evacuate the area completely, we will relocate by walking the children to Harold Middle School.

Directions: We will exit the school and turn right onto Baltzer Meyer Pike, then left onto Bus Garage Road to Harold Middle School. If an emergency takes place, the staff will contact each parent as soon as reasonably possible by using the phone numbers on each child's emergency contact form. Please do not call us. We will need to keep the phone line free. When the emergency has ended, staff will contact each parent as soon as reasonably possible and give directions as to the safe and orderly pick up of children.

Hutchinson Elementary BASE: (AM & PM)

Hours: 7:00-9:00 am, 3:30 - 6:00 pm Phone: (724) 972-1013 (cell phone with voicemail)

Location: Hutchinson Elementary School, 810 Welty Street, Greensburg, PA 15601

The Hutchinson BASE program is located in the gymnasium at the rear of the school. Enter through the glass double doors at the rear of the school.

Emergency Plan: Shelter in place will be held in our regular program space in the Hutchinson gymnasium. Immediate evacuation due to fire, etc... will be to Hutchinson school's front parking lot. If we need to evacuate the area completely, we will relocate by walking the children to Southwest Greensburg Fire Hall.

Directions: Exit gymnasium from the doors that lead to the parking lot. Walk back to the steps that lead down to Mace Street. Take Mace Street left, two blocks turning right onto Guthrie Street. Walk two more blocks to Southwest Greensburg Fire Hall. If an emergency takes place, the staff will contact each parent as soon as reasonably possible by using the phone numbers on each child's emergency contact form. Please do not call us. We will need to keep the phone line free. When the emergency has ended, staff will contact each parent as soon as reasonably possible and give directions as to the safe and orderly pick up of children.

West Hempfield BASE: (AM ONLY)

Hours: 6:45 – 8:45 am. Phone: (724) 454-7203 (cell phone with voicemail)

Location: West Hempfield Elementary School, 469 Wendel Road, Irwin, PA 15642

The West Hempfield program is located in the cafeteria on the front left of the school. Enter through the right-side blue doors of the cafeteria and ring the doorbell to be let in for drop-off.

Emergency Plan: Shelter in place will be held in our regular program space in the West Hempfield cafeteria. Immediate evacuation due to fire, etc... will be at West Hempfield School's front parking lot. If we need to evacuate the area completely, we will relocate by walking the children to West Hempfield Presbyterian Church.

Directions: Exit school and proceed right, walking through the school parking lot to the church. If an emergency takes place, the staff will contact each parent as soon as reasonably possible by using the phone numbers on each child's emergency contact form. Please do not call us. We will need to keep the phone line free. When the emergency has ended, staff will contact each parent as soon as reasonably possible and give directions as to the safe and orderly pick up of children.

Community Resources for Families**ELRC (CCIS) OF WESTMORELAND COUNTY**

724-836-4580

FAMILY BEHAVIORAL RESOURCES (Westmoreland County)

Greensburg Clinic: 724-850-7300

Latrobe BHRS: 724-537-8100

North Huntingdon BHRS: 724-861-9200

New Kensington BHRS: 724-337-1890

New Kensington Clinic: 724-335-9733

NHS THERAPEUTIC SERVICES-**WESTMORELAND CASE MANAGEMENT INC.**

724-837-8390

GED & JOB TRAINING-

Private Industry Council

www.privateindustrycouncil.com

724-836-2600

ENGLISH AS A SECOND LANGUAGE-

Private Industry Council

www.privateindustrycouncil.com

1-888-647-0200 or www.sebconnections.com

CHILDHOOD ENRICHMENT THERAPY INC,-
724-331-6853

CHILDREN'S INSTITUTE (Norwin)-
724-765-1010

BRIGHT TOMORROWS EARLY INTERVENTION-
1-800-945-0023

CHILD DEVELOPMENT UNIT (CDU)-CHILDREN'S HOSPITAL-
Oakland Medical Building
3420 Fifth Avenue
Pittsburgh, PA 15213
412-692-5560

WESTMORELAND INTERMEDIATE UNIT #7-
102 Equity Drive
Greensburg, PA 15601
724-836-2460
<http://www.wiu.k12.pa.us>

HEALTH & DENTAL ASSISTANCE-
Health Care Marketplace
www.healthcare.org
1-800-318-2596

Children's Health Insurance Program (CHIP)
www.CHIPcoversPAkids.com
1-800-986-5437

Community Health Clinic
www.communityhealthclinic.org
New Kensington: 724-889-2783
Vandergrift: 724-567-5671

Seton Hill Center for Orthodontics
www.orthodontics.setonhill.edu
724-552-2950

Westmoreland Dental Hygiene Clinic
724-925-4283

724-836-2600

YWCA of Westmoreland County
www.ywcawestmoreland.org
724-834-9390

HOUSING ASSISTANCE-
Westmoreland County Housing Authority
www.wchaonline.com
1-800-924-2669

Westmoreland Community Action
www.westmorelandca.org
1-800-816-0022

WESTMORELAND COUNTY ASSISTANCE OFFICE-

- TANF/Cash Assistance
 - SNAP/Food Stamps
 - Medical Assistance
 - LIHEAP/Heating Assistance
- www.compass.state.pa.us
1-800-905-5413

FOOD & NUTRITION-
SNAP/Food Stamps
1-800-905-5413

Westmoreland County Food Bank
www.westmorelandfoodbank.org
724-468-8660

Women, Infants & Children (WIC) Offices
Greensburg: 724-832-7723
Latrobe: 724-539-0434
Monessen: 724-684-4165
Mount Pleasant: 724-547-4340
New Kensington: 724-335-4560
www.pawic.com

2-1-1 is a STATEWIDE FREE phone number that allows callers a one-stop resource to get information 24 /7 about community resources.
www.pa211sw.org