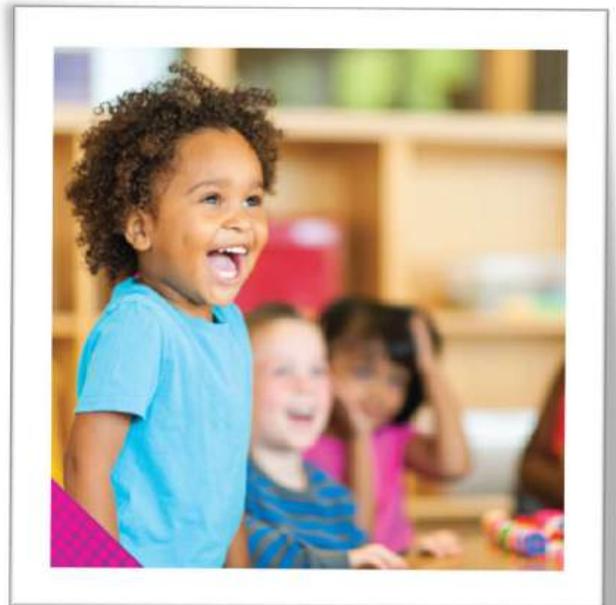




**Greater Philadelphia YMCA
Early Learning Center
Family Handbook**

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Revised 1/2026



Welcome

You want the very best for your child – and so do we!

About Us

Welcome to the Greater Philadelphia YMCA (GPYMCA) Early Learning Center (ELC) program! Whether you are returning for another year or joining us for the first time, you and your child will find a safe, warm and supportive environment that encourages your child to learn, play, and grow emotionally, mentally, and physically.

The YMCA has been providing child care opportunities for over 100 years and draws upon that experience to run a quality program. That's why child care and early learning programs at GPY focus on holistically nurturing child development by providing a safe and healthy place to learn foundational skills, develop healthy, trusting relationships and build self-reliance through the Y values of caring, honesty, respect and responsibility.

We believe that children learn best through multiple sources involving play and teacher initiated activities. The teacher's primary objective is to meet the needs of each child with experiences that foster physical and social growth and development of a positive sense of self.

Program activities and procedures, along with our policies, are designed in compliance with state and local regulations, high quality initiatives, grant guidelines and using the most up to date standards created for health and safety as outlined in Caring for Our Children, 4th Edition. Our programs also participate in the state quality rating systems, PA Keystone STARS and Grown NJ Kids.

Child safety is our number one priority. That's why the Greater Philadelphia YMCA is one of the only Y's in the country that has achieved Praesidium Accreditation, demonstrating our organization's commitment to safety and adherence to the highest standards in abuse prevention. Not only are our teams trained in prevention of abuse, but also how to recognize abuse and protect those in our care.

The YMCA offers experienced, professional and caring team members who are here to support your family's need for care. GPY team members are trained in First Aid/CPR, Emergency Preparedness, Fire Safety, Water Safety, Mandated Reporting and Child Abuse Prevention, and Health & Safety. Each team member receives at least 20 hours of Child Development training annually.

Thank you for choosing the Greater Philadelphia Y for your family's child care needs! We are so excited to partner with your family to work with and support you in the coming year!

Karrie Showalter

Executive Child Care Director
Greater Philadelphia YMCA

Jennifer Segelken

Vice President of Youth Development
Greater Philadelphia YMCA

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EDUCATIONAL COMPONENTS

We want to see your child grow academically and socially!

Curriculum Framework: Creative Curriculum & GPY Philosophy

Program Vision

The YMCA Early Learning Center and Pre-K programs utilize **The Creative Curriculum**, a comprehensive, research-based approach that respects each child's individuality, learning style, and developmental path. The curriculum integrates the **Early Learning Standards (Infant through Grade 2)** to ensure continuity and consistency in each child's educational experience, from infancy through high school.

Core Foundations

- Developmentally appropriate materials and experiences
- Emphasis on social/emotional growth
- Aligned with early learning standards
- Monthly goals and weekly plans tailored to each child

Guiding Principles of the Curriculum

- Our program is shaped by the following essential beliefs:
- Building trusting relationships with each child
- Providing responsive, individualized care
- Creating environments that encourage exploration
- Ensuring children's safety and health
- Developing partnerships with families
- Observing and documenting children's development
- Fostering social and emotional development
- Appreciating cultural, family, and individual differences
- Supporting dual language learners
- Including children with disabilities in every aspect of the program

Curriculum Structure: Five Components

Component	Description
<i>Learning Environment</i>	Safe and stimulating spaces that promote independence and exploration
<i>What Children Learn</i>	Skill-building across cognitive, physical, emotional, and language domains
<i>How Children Develop</i>	Understanding and supporting natural growth trajectories
<i>The Teacher's Role</i>	Facilitator, observer, guide, and partner in the child's development
<i>The Family's Role</i>	Active participant in decision-making and continuity of care

GPY Philosophy: Learning Through Play

At GPY, play is the foundation for holistic learning. Children build cognitive, physical, emotional, social, and creative skills through both spontaneous and intentional play experiences. Children are frequently engaged in child-directed play during gross motor play and activity centers. These activity periods make up over 2/3 of a child's day. Through play, children learn to understand the world around them, build relationships, and acquire essential skills for future learning and life.

Types of Play

Type	Description
<i>Free, Unstructured Play</i>	Child-directed play promoting autonomy, imagination, and self-regulation. Teachers intervene only for safety or conflict resolution.
<i>Guided Play</i>	Teachers use open-ended questions and add meaningful materials to enhance learning, e.g., twigs and rocks in the block center to support current studies.

Developmental Focus Areas

Area	Objective
<i>Social/Emotional</i>	Learn about self and relationships
<i>Physical</i>	Learn about movement and motor skills
<i>Cognitive</i>	Learn about the world and problem-solving
<i>Language</i>	Learn to communicate effectively

Screen Time Policy

In keeping with the position statement of the National Association for the Education of Young Children the Greater Philadelphia YMCA follows the NAEYC recommendation for screen time for children birth to eight.

Above all, the use of technology tools and interactive media should not harm children.

- Professional judgement is required to determine if and when specific use of technology or media is age appropriate, individually appropriate, and culturally and linguistically appropriate.
- Developmental appropriate teaching practices must always guide the selection of any classroom materials including technology and interactive media.
- Appropriate use of technology and media depends on the age, developmental levels, needs interests linguistic background, and abilities of each child.
- Effective uses of technology and media are active, hands-on, engaging, and empowering: give the child control, provide adaptive scaffolds to ease and accomplish tasks; and are used as one of many options to support children's learning.
- When used appropriately, technology and media can enhance children's cognitive and social abilities.
- Interaction with technology and media should be playful and support creativity, exploration, pretend play, active play, and outdoor activities
- Screen time use will be limited to 30 minutes per day per child.

Request for IEP

In the event that your child has an IEP/IFSP/504 Plan, we ask that you provide us with a copy. We will work with you to develop specific goals to be worked on while your child is in our care.

Developmental Screenings

All children will be observed during their first 45 days of enrollment. Infants, Toddlers and Preschoolers will be evaluated using the Ages and Stages Questionnaire. These screenings will help the GPY Team members to be able to effectively plan activities that will assist the children to strengthen their skills and challenge them to reach their full potential.

Assessment Practices and Data-Driven Program Improvement

At GPY, we are dedicated to creating responsive, high-quality learning environments for young children through the use of thoughtful assessment practices and intentional data analysis.

All children will be assessed multiple times throughout the year using developmentally appropriate assessment tools and individualized portfolios. Children in our early learning programs are evaluated using the Ages and Stages Questionnaire and the Teaching Strategies GOLD system. Milestones are recorded and discussed collaboratively with families. Based on each child's achievements, individualized planning is implemented to support continuous growth and development.

Portfolios are maintained for all Early Learning Center (ELC) age groups. These include work samples, photographs, documentation of group and individual skill development, and ongoing observation notes. Portfolios support transitions into new classrooms and programs by providing a comprehensive view of each child's progress.

Assessment data is collected and combined across classrooms to create summative data. This aggregated data is regularly reviewed and used to inform key program decisions such as:

- Professional development opportunities for teaching staff
- Materials and equipment purchases aligned with learning goals
- Strengthening partnerships with families, funded partners, and the wider community

Staff receive ongoing training in the use of assessment tools to ensure consistent implementation and to enhance the quality of documentation and planning. Through these practices, we uphold our commitment to being a child-centered, data-informed, and community-driven program.

Family Engagement in Developmental Assessment and Learning

We recognize families as essential partners in supporting children's development. We encourage and facilitate active family involvement throughout the assessment and learning process to ensure a collaborative approach to child development.

Observation and Documentation

Families play a vital role in observing and documenting their child's developmental progress.

- Families complete the Getting to Know Your Child at the time of enrollment and share information regarding their child.
- Families may use informal observations to share insights about their child's skills and behaviors at home and in familiar settings.
- Daily documentation and developmental milestones shared by staff can be reviewed by families via the Tadpoles app or during conferences, creating opportunities for feedback and shared understanding.

Communication and Collaboration

Open and ongoing communication between families and teaching staff is a cornerstone of our program.

- Families are invited to attend conferences, read newsletters, and use digital tools such as the Tadpoles app to maintain regular dialogue.
- Feedback from families is welcomed and used to enhance the assessment process and learning environment.
- Together, families and educators participate in goal-setting and learning plan development based on assessment outcomes.
- Families are encouraged to engage in conversations about assessment results and actively help shape individualized strategies for their child's growth.

Family Conferences

By nurturing active family involvement in developmental assessments and learning, our program embraces a shared commitment to supporting every child's success. Working closely with your child's GPY Team will help to build a positive relationship that will enable everyone involved to successfully meet the needs of the child and keep a connection between home and school.

To foster strong relationships and informed decision-making:

- A family meeting is offered within 45 days of enrollment to discuss the Ages and Stages Questionnaire and the Getting to Know Your Child Information form. These meetings may occur in person or over the phone.
- Formal conferences are scheduled at least twice per year, typically following the completion of observations and assessments.
- During these conferences, family members and GPY Team members collaborate to review the child's portfolio, observations, and assessments and jointly develop goals and strategies.
- Conferences are documented, and a copy of the notes is placed in the child's file for future reference.
- Families are encouraged to actively participate, as working closely with the child's Teacher strengthens relationships and maintains a strong connection between home and school.

Creating a Supportive Learning Environment

We strive to build strong partnerships that extend learning beyond the classroom.

- Families are supported in learning about early childhood development and assessment practices to better understand their child's progress.
- At home, families are encouraged to create literacy-rich environments and engage in activities that reinforce classroom learning.
- Opportunities to volunteer, attend events, and participate in classroom activities are offered to strengthen family-school connections.

Birthday/Holiday Celebrations

Birthdays are an important milestone in a child's life. We enjoy honoring students on their birthday and teachers take great pride in making children feel special on their birthday. Our teachers also will plan fun and exciting activities to mark various holidays during the school year. The YMCA does restrict any distribution of outside food or treats for birthdays and holiday celebrations. Foods made at home or purchased may not be distributed at school.

Personal Items

Your child will need to have some personal items on hand when he or she begins at our Center. PLEASE BE SURE TO LABEL ALL ITEMS WITH YOUR CHILD'S NAME! Some of the things your child will need are:

- Bedding: crib sheet, small blanket and/or small pillow (toddlers and above). Bedding will be sent home to be washed at the end of every week
- Diapers, wipes, diaper cream, etc. for children in diapers. Reminders will be sent home when these supplies need to be replenished
- Weather-appropriate outdoor clothing: hats, gloves, boots, rain jackets, etc. so that children are prepared to play outside EVERY DAY
- Comfortable, appropriate footwear: closed-toes shoes/sneakers only. No flip-flops, sandals, dress shoes, etc.
- Extra clothing, at least one full set, including footwear - Children who are in the process of potty training should have more than one set. Be sure to check your child's extra clothes supply often and replace any items that were used and be sure that the clothing is seasonally appropriate.
- Sunscreen; expired sunscreen will be discarded and new sunscreen will be requested as needed

- Swimming supplies (*as applicable*): swimsuit, swim diaper (if needed), towel, and plastic bag for wet clothing, packed in a small, easy-to-carry bag for swim days.

Toys from Home/Show & Tell

We know how special it is to share items from home. Each of our ELC classes individually designates special days for children to share. The YMCA's programs carefully select equipment and play materials to give your child optimum learning experiences. We request that toys from home NOT be brought to the YMCA, except on Show and Tell Days for the following reasons:

- Team members cannot monitor toys at the expense of supervising children.
- Young children do not yet fully understand the concept of possession.
- They may hurt or injure other children.

Toy guns and other toys that promote aggressive behavior do not promote the type of learning and cooperative play that we strive for and therefore are strongly discouraged. Children may bring in books to share at any time. When bringing any materials from home, please be sure that the materials are labeled with the child's name and are given to the caregiver upon arrival at the YMCA. The Greater Philadelphia YMCA is not responsible for items that are lost, stolen, or damaged.

Field Trips/Walks

Occasionally, field trips may be scheduled for children in our programs. Written parental consent must be obtained for all excursions outside of the facility, other than walks. All information will be kept in the child's file.

Children will be divided into groups and assigned to a specific team member. The team member is responsible for the supervision of these children throughout the trip. A copy of the list of assigned groups of team members and children will remain at the facility. A Group Supervisor will be responsible for overseeing all team members and children. The Program Leader will decide this person.

Before leaving the center all rules and regulations regarding safety and rules to be observed on the trip will be reviewed. Teachers will take emergency contact books and a portable first aid kit. Team members will know how many children are in their group and count heads often.

When taking walks, the children follow safety rules of the road and sidewalk. Children under age 5 must, and children up to 4th grade are encouraged to, hold hands or be linked by the hand/wrist to a walking rope. Team members will spread out along the group so that someone is in the front, in the back, and if available, in the middle.

Nap/Rest Time

A nap/rest period is provided in all ELC full-day programs. Each child may have his or her own cot/mat that is provided to him/her by the YMCA. Each cot/mat is labeled and used exclusively for one child for the duration of that child's enrollment in a classroom. Cots are disinfected on a weekly basis. Please provide a crib sheet and/or a small blanket and pillow. All bedding will be stored separately and MUST be taken home to be washed at the end of every week.

Children are encouraged to rest for a period of time. If a child does not nap, he or she will be given quiet activities to do while the other children are resting, often after a specified period of quiet time (45 min, 1 hour, etc.)

Indoor/Outdoor Play Policy

Outside Play

The YMCA ELC program strongly believes that giving children ample time to play outside and explore nature is a critical piece in their development. Therefore, children will go outside for at least a short period of time every day, as long as the temperature/wind chill is above 25 degrees, the temperature/heat index is less than 90 degrees and there is no precipitation falling and no air quality alert. Please always dress your child appropriately for outside play and have extra weather-appropriate clothing available at all times in case the weather changes throughout the day. All children should wear sneakers or other closed-toed shoes to school to prevent injuries. Sandals, flip-flops and dress shoes can cause injury while children are running and climbing and therefore are not appropriate for children to wear to school.

Children attending GPY ELC programs shall engage in active play according to the following recommendations:

- Team members will promote developmentally appropriate physical activity to help children (and themselves) prevent overweight/obesity and practice lifetime healthful habits.
- Team members will lead structured activities or games that promote moderate to vigorous physical activity over the course of the day, indoors or outdoors
- Active play will not be withheld from children as a punishment
- Children will play outdoors except when weather or air quality poses a significant health risk

Children need to be dressed appropriately for the current weather conditions to play outdoors:

- **Snow:** heavy coat, waterproof boots, hat, and mittens/gloves
- **Rain:** raincoat and waterproof boots
- **Different temperature throughout the day:** layers of clothing that are labeled with child's name
- **Sunny days:** lightweight clothing that is sun protective, including long-sleeved shirts and hats.

Footwear should provide support for running and climbing. Examples of appropriate footwear include sneakers, gym shoes, and other shoes with rubber soles that enclose the feet and will not come off easily. Examples of **inappropriate clothing** and footwear include:

- Footwear that can come off while running, or that does not provide support for climbing (examples: flip-flops and clogs)
- Clothing that can catch on playground equipment (examples: clothes with drawstrings or loops)
- Clothing that does not protect children from the current weather conditions

Infants (birth to 12 months)

Babies who are not yet crawling spend 3 to 5 minutes (and more as the infant enjoys the activity) on their tummies interacting with their teachers/caregivers each half day while awake.

Infants are not seated for more than 15 minutes at a time, except during meals while eating.

All infants play outdoors daily. Outdoor play for infants may include riding in a carriage or stroller in addition to, but not as a substitute for gross motor play outdoors.

Toddlers (12 months to 3 years old) and Preschoolers (3 to 5 years old)

Toddlers shall participate in 60-90 minutes per day of moderate to vigorous physical activity, (prorated for children who attend the program for only part of the day – 30 minutes of active play per 2 to 3 hours in the program). Preschoolers shall participate in 90 – 120 minutes per day of moderate to vigorous physical activity.

Children have outdoor play for 60 to 90 minutes per day except in adverse weather conditions that require shorter periods outdoors.

Transition Policy

As children transition out of one group to another it is important to keep the transition as smooth as possible. Parents, teachers and administrators must work together to facilitate an easy and successful transition.

Parents of children transitioning to a new classroom shall be offered a group meeting to discuss the transfer and be provided with written information about the new classroom and expectations. Parents shall be provided with resources regarding the transition. Teachers will share information with each other regarding developmental progress, observations and other pertinent information about the transitioning children.

Children shall be prepared for the transition by spending some time in their new setting prior to the transfer or by participating in activities designed to ease the transition.

When children are transitioning and/or transferring to another educational facility, parents must provide a written request for records 14 days prior to their departure from the program.

Children and families transitioning to kindergarten from the ELC will participate in activities coordinated between local elementary schools and our program. These activities may include, but are not limited to, field trips to visit local kindergarten classrooms, visits to the ELC by kindergarten children and/or teachers, open houses at elementary schools, kindergarten transition meetings facilitated by the ELC with participation of kindergarten teachers and administrators, reading books about kindergarten, and community resources provided to parents regarding transition, kindergarten readiness and enrollment procedures.

STATE QUALITY PROGRAMS

GPY is dedicated to providing quality programs for our families and participate in state quality rating and improvement systems. We encourage families to speak with program staff about their program's quality rating and initiatives.

ENROLLMENT & TUITION

Health & Permission Forms

All required Health and Permission Forms, and Fee Agreements, are completed through the YMCA portal. Forms are required before a child can be served in our programs. The forms will be reviewed by the Program Leader to confirm completion prior to attending. A Health Assessment on an approved form along with immunization records signed by a pediatrician must be submitted as part of the completed enrollment packet.

Emergency contact forms and tuition fee agreements must be updated every 6 months. If changes occur, updates should be made immediately, including changes of address, phone numbers, any of the emergency contact persons or those to whom your child may be released.

Other Required Forms

To allow our team to best serve your child and your family, we ask that you also provide us with a copy of any IEP/IFSP/504 Plan that pertain to your child.

If there is a court-ordered custody agreement (or any updates to prior orders), it is in your and your child's best interest to provide a copy to the center to be placed in the child's file. This is especially important if there is an action or an order against a natural parent that denies him or her right to see or obtain the child in whole, or as per a set schedule. We will adhere to the custody order and will involve local authorities as necessary.

All forms may be uploaded to your YMCA portal or emailed to your Site Leader and will remain confidential and discussed only with those parties in a need-to-know situation.

Payment and Due Date

The tuition rates for the Greater Philadelphia YMCA ELC program varies by location. Current rates can be found on your fee agreement, or by contacting the program. Tuition rates are updated annually to stay in line with increased costs of providing care. Tuition rates are calculated in alignment with a child's age; tuition will be adjusted one week after a child's birthdate.

An administration fee is assessed at the time of enrollment and annually for each child. This fee is a fixed rate and is non-refundable. Families receiving ELRC will have their registration fee covered by subsidy.

Tuition is due weekly each Friday, 10 business days (two weeks) before the day of care. A copy of the current year Tuition Schedule is available from your Site Leader and is provided to all families at the time of enrollment.

Payments may be made by using one of the following methods:

- Automatic Payment via bank account (preferred) or credit card
Account information will be securely stored in our system and will be drafted on tuition due dates. If your EFT or credit card draft is declined, the payment may be collected electronically (by a third party) and a redraft fee of up to \$30 per payment attempt may be applied.
- Credit card payment via Member Portal or Phone

Payments cannot be accepted at an ELC location.

Late Payments & Delinquencies

Payments are considered late if received less than 10 days before the day of care and subject to a fee of \$15 per occurrence. We understand that you may experience difficulty in making a payment and our team is more than willing to assist you with a payment plan or to offer Financial Assistance. Please contact our Child Care Registrar team before the payment's due date for assistance.

If your account falls delinquent two or more weeks, your child's registration will be terminated. Your child will be suspended from the program and able to return only when payment is made. If there is a waiting list, your child's spot may be filled by a child on the wait list and you may need to wait until another space becomes available to reenroll. You will also not be able to register for other YMCA programs until the account is brought up to date.

If two parties share financial responsibility per court order for tuition, both portions must be paid in full in order to avoid late fees and/or suspension of care. If only one portion is paid, the child is subject to suspension and may not attend until the balance is paid in full.

Absences from Care

The Greater Philadelphia YMCA does not reduce or waive tuition for absences of any nature, including illness, vacations, holiday, or suspension from the program. Tuition remains due in full for regardless of the number of days attended.

Annual Closures

The ELC Program will be closed on the following days each year: New Year's Eve and New Year's Day; Martin Luther King Jr. Day; Good Friday; Memorial Day; Independence Day; Labor Day; Thanksgiving; Christmas Eve and Christmas Day. Each center will also be closed up to three professional development days each academic year. These days will be communicated in advance to families and is already factored into tuition rates.

Emergency Closings

In the event of inclement weather or an emergency, the ELC program may need to open late, close early, or not open. If a program closure occurs, the following will take place:

- If a closure extends for three or more consecutive days of care, a credit will be offered and applied.
- If a closure is for two or less consecutive days of care, a credit will not be offered.
- Co-pays will only be credited if an entire week of care is not provided. Co-pays must be paid if there is at least one day of care provided in a week (Monday through Friday).
- If a closure extends for an indeterminate amount of time, the Y will assume the family plans to return to care and tuition will resume two weeks prior to reopening, unless the family notifies the Y in writing that their child(ren) will not be returning to care
- As our system bills for payment in advance, it is likely that the tuition was already drafted. In this case we will apply the credits to future weeks. If no registrations are scheduled credits will remain on the account until they are used for other Y programs and services, or until a refund is requested.
 - Account Credits are valid for use for up to one year from the credit date

Withdrawal from Program

We understand that your family's child care needs may change and you may need to withdrawal from the program. The Greater Philadelphia YMCA requires two weeks' written notice in advance when terminating from the ELC program. If you wish to have your child's records forwarded to another facility, please request this in writing at least two weeks prior to departure.

Third Party Subsidy

The YMCA accepts various Third Party Subsidy, including ELRC, BCCAP, Child Care Aware, and the IRS Federal Employee program.

- **Please note that not ALL locations may be eligible for subsidy acceptance.**
- Families are responsible for ensuring they are registered at a location that will accept their funding and communicate all details regarding their registration with the subsidy agency.
- Subsidy may not always cover the full cost of care.
- Families receiving subsidy are responsible for **any balances** not covered, which may include copays and any adjustments for absent days (as per your subsidy agency policy).

If you are responsible for a co-pay, it must be paid on time to avoid being reported for delinquency, which may impact your eligibility for funding and/or transfer to another provider.

If your child does not attend, we are required to mark your child as absent and report those absences to ELRC/BCAP. We will not reduce or waive tuition for these absences and you will still owe your co-pay. A doctors' note cannot be used to excuse the absence. Additional amounts may be due in line with ELRC absence policies. Any changes to your account balances will be communicated.

Financial Assistance

The Greater Philadelphia YMCA is committed to assisting families who are experiencing financial hardship. Our program is tied to Federal Poverty Guidelines and offers a range of assistance to fit the financial situation of our community.

If you are interested in applying for financial assistance, a confidential application can be completed online by visiting www.philaymca.org. Please note if applying for child care assistance, you must also apply for state subsidized child care assistance.

Financial Assistance awards are valid for one year from date of application. If your child is enrolled annually with us, you will need to complete an application each year to potentially continuing receiving aid.

We are grateful to supporters of our Annual Campaign, who enable our ability to provide assistance.

HEALTH & SAFETY

The health and well-being of your child is important to us!

Injuries & Accidents

In the case of a non-life threatening injury that occurs while in care First aid procedures will be followed.

- Families may be notified of the situation via courtesy phone call, especially if the injury involves the head.
- At pick up time parents/guardians may be given an incident report to keep and asked to sign one that remains at the facility.
- Parents may be asked to pick up the child depending on the nature of the injury and the child's reaction to being injured.

If your child is severely injured while attending the YMCA program, the team member will take whatever steps are necessary to obtain medical care.

- We will make every attempt to contact you or your designated emergency contact first.
- If we cannot make a contact, we will have the child transported to an emergency room in the company of a team member and will provide the hospital with the parent's health insurance information (from your Emergency Contact Form).
- We use the nearest hospital. If you prefer a specific hospital, we will do our best to honor this request. However, the ultimate decision will be made by the EMT.

Illness Policy

The health of all children attending YMCA programs is very important to us. By monitoring each child's health status, teachers are able to maintain a healthy environment for the entire program. Any child who is unable to participate in daily activities due to illness should not be in attendance.

- If the team member feels that your child is too ill to remain in the program, you will be called.
- We will expect you, or someone you designate, to pick the child up within 2 hours of receiving a phone call.
- If we are unable to reach a parent/guardian, another person listed on the child's emergency contact form will be called. Please be sure to establish a back-up person upon whom you can depend on in an emergency.

Illness guidelines established by the YMCA will help you decide whether or not to send your child to our program. He/she should not be sent to care and may be sent home if any of the following conditions are apparent, and we may require a physician's note for admittance:

- A temperature of 100.4° or more, or at Program Leaders discretion
- Conjunctivitis (pink eye) until treated
- Contagious illness and diseases including, but not limited to, COVID, flu, measles, chicken pox, mumps, roseola, 5ths disease
- Hand/foot/mouth only if child has a high fever, blisters in mouth that prevent eating/drinking
- Inability for child to participate in the daily schedule at an acceptable level
- Vomiting regardless of the cause
- Abdominal pain that continues for more than two hours

- Mouth sores with drooling
- Rash with fever or behavioral change
- Strep throat or other strep infection until receives 2 doses of medication
- Diarrhea regardless of the cause
- Impetigo, ring worm, scabies, or Lice - until treated
- Severe cold, excessive coughing, sneezing, and/or excessive nose drainage causing inability to participate in the daily routine
- Bronchitis, croup or other throat infections, until treated for at least 24 hours

To be readmitted to the program, the child must:

- Have remained free of symptoms such as fever (without medication), nausea, vomiting, etc. for at least 24 hours
- If sent home ill during the school day, your child must remain at home for at least twenty four hours from the time they were picked up. They may not be readmitted the next day as they will not have been symptom free.
- If showing signs of communicable or contagious disease, provide a signed note from a physician stating they are no longer contagious.

We try very hard to minimize infections and control the spread of disease with the following measures (as applicable by program):

1. Disinfecting the sleeping surfaces daily.
2. Cleaning and sanitizing the eating areas thoroughly after each meal or snack.
3. Disinfecting the changing area after each child.
4. Washing hands after every diaper/pull-up change and before handling food. Vinyl gloves are used as necessary.
5. Supervising hand washing before meals, after toileting and upon entry to the classroom.
6. Disinfecting toys and play mats

Notification of Infectious & Communicable Diseases

YMCA is required to file a report with the Department of Health within 24 hours for certain communicable diseases so that control measures may be taken. Parents and team member are reminded to notify The Program within 24 hours if a child or family member has developed a known or suspected communicable disease.

The Program Leader is responsible for reporting such to the appropriate authorities. Parents of children enrolled in the program where an infected child attended will be provided with information regarding possible exposure to a communicable disease.

If a child has not been fully immunized for some of these diseases (due to age, medical condition, or religious reason) he/she will be excluded from the school during an outbreak of a vaccine preventable disease as directed by the State Health Department.

*Head Lice - Usually takes 24 hours to treat head and house. When all nits have been removed and the child is cleared from the doctor. Note required to return to school.

*Chicken Pox – a note from doctor is not required to re-admit. A note from the parent is required stating that at least 6 days have elapsed since the onset of the rash, and that all sores have dried and crusted.

*A flu shot is part of the required immunization yearly for all children.

All parents will be notified in writing if a communicable disease has been reported. GPY follows the reporting guidelines established by the American Academy of Pediatrics. *A copy of these guidelines is available for you to review in the Program Leaders' office.*

Examples of “reportable diseases” include, but are not limited to:

Respiratory Illnesses	Gastrointestinal Illnesses	Contact Illness
COVID		
Chicken Pox*	Campylobacter	Impetigo
German Measles	Escherichia coli	Lice
Hemophilus Influenzae*	Giardia Lamblia	Scabies
Measles	Hepatitis A	
Meningococcus	Salmonella	
Mumps	Shigella	
Tuberculosis		
Whooping Cough		

Medication Administration

If your child is in need of medication during the time they are in the program, **The YMCA requires a doctor’s note for the administration of any medications whether they be prescription or over-the-counter.** Parents/guardians must sign the medication log before any medication will be given. We will give your child medication only if:

- The medication is in the original labeled package (bottle/box/container) (prescription or over-the-counter)
- Is handed directly to a Child Care team member
- Is entered on a medication log and is accompanied by a doctor’s note.

Please do not alter any foods or liquids with medication without a doctor’s note and informing the child’s primary teacher. A medication log must be completed. **IT IS VERY IMPORTANT THAT MEDICATIONS NOT BE LEFT WITHIN THE REACH OF ANY CHILD.** We will not administer any medications in more frequent or larger dosing than per instructions on the container or per the prescription. Over-the-counter medications will not be administered for more than two consecutive days without a doctor’s note and specific instructions.

The Greater Philadelphia YMCA ELC team member will only administer medication to children according to the DHS policy listed in 055 Pa. Code 3370.133. Child Medication and Special Diets, listed as follows:

The operator shall make reasonable accommodation in accordance with applicable Federal and State laws to facilitate administration of medication or a special diet that is prescribed by a physician, physician’s assistant or CRNP as treatment related to the child’s special needs. Facility persons are not required to administer medication or special diets which are requested or required by a parent, a physician, a physician’s assistant or a CRNP but are not treatment related to the child’s special needs. When medication or special diets are administered, the following requirements apply:

1. A prescription or nonprescription medication may be accepted only in an original container. The medication must remain in the container in which it was received.
2. A team member person shall administer a prescription medication only if written instructions are provided from the individual who prescribed the medicine. Instructions for administration contained on a prescription label are acceptable.
 - o Administration of nebulized medications shall be done by the family, in a separate location. The space will be fogged at the end of the session. When a family member cannot administer the nebulized medication the child shall be kept home

3. The label of a medication container must identify the name of the medication and the name of the child for whom the medication is intended. Medication shall be administered to only the child whose name appears on the container.
4. Medication shall be stored in a locked area of the facility or in an area that is out of the reach of children.
5. Medication shall be stored in accordance with the manufacturer's or health professional's instructions on the original label.
6. A parent shall provide written consent for administration.
7. An operator is responsible to establish and maintain a medication log if prescription or nonprescription medication is administered.

A log must include the following minimum information:

1. The name of the medication.
2. The name of the child receiving the medication.
3. A requirement for refrigeration.
4. The amount of medication administered.
5. The date of administration.
6. The time of administration.
7. The initials of the team member person who administered the medication.
8. Special notes related to problems of administration.

Severe Allergy Treatment Policy

Children with severe allergies, such as allergies to bee stings, peanut products, etc., may be at risk of a serious allergic reaction in the ELC or BASE programs due to contact with ingestion of the allergen. Contact with these allergens may result in anaphylaxis - a severe allergic reaction with symptoms that may include swelling of the face and lips, hives, vomiting, diarrhea, shortness of breath, and difficulty breathing. Ultimately, anaphylaxis may cause a fall in blood pressure, unconsciousness, or death. The Greater Philadelphia YMCA is concerned for the health and safety of all children in our care. Accordingly, when an enrolling/enrolled child is known to have a severe, life-threatening allergy, parents/guardians must complete and/or provide the following:

- 1. A signed copy of the Greater Philadelphia YMCA's "Authorization for Emergency Care for Child with Severe Allergies" authorization form.**

This form must be updated every six months. The authorization form is designed to provide the Greater Philadelphia YMCA with the information necessary to ensure proper preventative measures and an effective response to a serious allergic reaction. In addition, the parents/ guardians shall provide a copy of any other physician's orders and procedural guidelines relating to the prevention and treatment of the child's allergy.

- 2. A signed copy of the Greater Philadelphia YMCA's "Release and Waiver of Liability for Administering Emergency Treatment to Children with Severe Allergies ("waiver").**

The waiver releases the Greater Philadelphia YMCA and its employees from liability for administering treatment to children with severe allergies (including the administration of epinephrine) and taking any other necessary actions set forth in the Authorization Form, provided that the YMCA exercises reasonable care in taking such actions.

3. All equipment and medications needed by the YMCA to comply with the instructions set forth in the Authorization Form (including, but not limited to, a device such as the EpiPen).

The parents/guardians are responsible for ensuring that all medication is properly labeled and in the original container by a pharmacist and replaced prior to the expiration date.

Nutrition Policy

The YMCA of the USA has adopted the “My Plate” guidelines to help combat childhood health issues. It is the goal of the YMCA to encourage healthy habits. Please visit www.myplate.gov for ways you may adopt these guidelines at home.

In programs where meals are provided (Funded Preschool Programs) all meals and snacks meet the nutritional guidelines established by the United States Department of Agriculture and are served free of charge to all enrolled children regardless of race, color, religious creed, disability, ancestry, national origin, limited English proficiency, age or sex, or income. Menus are provided at the beginning of each month via the Family Newsletter. Changes to the menu are sent via Tadpoles communication whenever there is a change.

When meals are provided from home it is expected that meals are well balanced and meet good health guidelines:

Breakfast – 3 components	Lunch – all 5 components	Snack – 2 components
Protein, grain, dairy, 1 fruit or vegetable	Protein, grain, dairy 2 fruit and/or vegetable	Protein, grain, dairy, fruit, vegetable,
Milk - whole or skim dependent on age	Milk - whole or skim dependent on age	Milk - whole or skim dependent on age

Milk or water shall be provided at meals. If a child has a milk allergy/intolerance please provide medical verification. Juice shall not be served.

Milk is the preferred dairy but solid cheese and low sugar yogurt, are also acceptable.

Serve a rainbow of foods – the more color the more well-rounded the meal and nutrients.

Please limit sugar, salt and caffeine (chocolate in all forms), packaged or fast foods.

Treats made at home or purchased are not permitted to be brought to school.

HEPA (Healthy Eating and Physical Activity) Standards

The Greater Philadelphia YMCA has implemented HEPA Standards that foster the best possible nutrition and physical activity outcomes for children in early child care programs. These new requirements mirror the Y’s commitment to healthier living as they provide for daily physical activity and the limiting of sedentary activities to 30 minutes increments. We require use of television, computers and other forms of technology to be used only as an enhancement to educational lessons.

Diaper Changing & Toilet Training Policies

The provider shall discuss and agree upon toilet training methods with the parent(s) of each child being toilet trained. Toilet training will not begin in the program until it is also being practiced at home.

The provider shall ensure that:

1. Diapers are changed promptly when wet or soiled, and checked at least every 2 hours
2. A clean nonporous surface or pad is used for diaper changes and sanitized after each use
3. Caregivers wash their hands thoroughly with soap and warm water after each diaper change
4. Family has provided sufficient quantities of clean diapers, wipes, change of clothes

5. A container with a lid for soiled diapers is used
6. The diaper changing area and potty chairs shall be cleaned and disinfected after each use

Hand Washing Policy

Frequent hand washing occurs with soap and water for 20 seconds under running water in our program. Adults should supervise children during hand washing, and family supports handwashing at drop off.

Hand sanitizers will not be substituted for soap and water hand washing.

Handwashing occurs at these times at a minimum:

- Upon entering the classroom
- Before and after handling food, bottles, or eating
- Before giving medication
- After using the bathroom or assisting with toileting or diaper with toileting or diaper changes
- Wash children's hands after diaper changes
- After handling body fluids such as sneezing or blowing nose
- After playing outside
- After contact with animals
- After cleaning spills or objects contaminated with bodily fluids
- Before and after giving first aid
- Before donning and after removing gloves

Environmental Safety & Sanitation Policy

The center shall disinfect those items specified below with a solution that shall either be a commercially prepared disinfectant that indicates it kills bacteria, viruses, and parasites or a self-made solution consisting of one-quarter cup of household bleach to each gallon of water (one tablespoon per quart), which shall be prepared daily and placed in a labeled, sealed container.

All areas shall first be washed with soap and water. The following items and/or surfaces shall be washed and disinfected after each use:

- Thermometers
- Items used by a child who becomes ill while at the center
- Sleeping mat that are not stored separately
- Door handles and counter tops
- Tables used by the children for eating shall be washed and disinfected after each meal

The following items shall be washed and disinfected at least daily:

- Toilets
- Sinks and sink faucets
- Drinking fountains
- Water table and water play equipment
- Play tables and Smooth surfaced non-porous floors in areas used by children.

The following items shall be washed and disinfected at least weekly:

- Cribs, cots and mats
- Sheets, blankets and other coverings.

Pets kept by or located in the center, or visiting the center, regardless of ownership, shall be:

- Domestic and non-aggressive

- Free from disease
- Vaccinated, if applicable, as prescribed by law or local ordinance.
- The record of the vaccinations shall be maintained on file, along with the name and address of the licensed veterinarian providing care for the pet(s)
- Effectively controlled by leash, command or cage
- Prohibited from the following areas:
 - Areas/surfaces used for food preparation, storage and/or service;
 - Areas used for cleaning or storing of food utensils and dishes;
 - Toilet facilities.
 - Animal waste shall be disposed of in sealed plastic bags in the outdoor
 - If sick, removed from the area(s) occupied by children, until the pet has been examined by a licensed veterinarian and has been diagnosed as presenting no risk to the children

Breastfeeding & Infant Feeding Policy

The GPY ELC's subscribe to the following recommendations for promotion and encouragement of breastfeeding and infant feeding practices:

Team members will encourage and support breastfeeding mothers to continue breastfeeding.

- Breastfeeding mothers shall be provided a clean, welcoming place to breastfeed or express their milk.
- A refrigerator will be made available for the storage of expressed breast milk.
- Breast milk shall be labeled for the specific child with their full name and the date the milk was expressed so staff use the oldest milk first.
- No infant is fed the expressed human milk of another infant's mother.
- Infant formula is not fed to a breastfed infant without the mother's written permission to do so.
- Breastfeeding promotional materials will be displayed to encourage and support breastfeeding mothers. Educational breastfeeding materials will be offered to enrolled families with infants.
- Team members will receive professional development training on promoting and supporting breastfeeding once per year.
- Formula-fed infants drink the formula recommended for them by their health care professionals, not cow's milk.
- Caregivers/teachers should feed infants on cue unless the parent/guardian and the child's primary care provider give written instructions otherwise
- Formulas mixed with cereal, fruit juice, or any other foods will not be served unless written instructions are provided by the child's parent/guardian.
- Infants should always be held for bottle feeding.
- Infants are not permitted to have bottles in the crib and will not be allowed to carry a bottle while standing, walking, or running around.
- A plan to introduce age-appropriate solid foods (complementary foods) to infants will be made in consultation with the child's parent/guardian and primary care provider.

Child Safety & Maltreatment Policy

Abusive Head Trauma: Abusive Head Trauma is a preventable and severe form of physical child abuse that results in an injury to the brain of a child. Abuse Head Trauma often happens when a parent or caregiver becomes angry or frustrated because of a child's crying. It is caused by violent shaking and/or with blunt impact. The resulting injury can cause bleeding around the brain or on the inside back layer of the eyes.

Shaken Baby Syndrome: Shaken Baby Syndrome is a form of Abusive Head Trauma. It often occurs for children 2 and under when a caregiver shakes a baby out of anger or frustration. Babies have weak neck muscles that fail to provide proper support

for their head. Shaking causes the infants head to move violently back and forth resulting in serious and often fatal brain injury, this force can be exaggerated if the infants head impacts a surface.

Potential Signs or Symptoms of Abusive Head Trauma and Shaken Baby Syndrome:

Symptoms vary and are caused by generalized brain swelling secondary to trauma. They may appear immediately after the shaking and usually reach a peak within 4-6 hours. The following signs and symptoms may indicate shaken baby syndrome:

- Altered level of consciousness
- Drowsiness accompanied by irritability
- Coma
- Convulsions or seizures
- Dilated pupils that do not respond to light
- Decreased appetite
- Vomiting
- Posture in which the head is bent back and the back arched
- Breathing problems and irregularities
- Abnormally slow and shallow respiration
- Cardiac arrest
- Death

Strategies and Prevention:

- Understand personal limits –if you are feeling overwhelmed or stressed call for help into your room
- Recognize that crying or tantrums can be age appropriate, work with your supervisor to come up with strategies for addressing this behavior and understanding when/how to appropriately intervene
- Take all appropriate trainings in regards to childcare, child abuse, and prevention of shaken baby syndrome
- Understand how to properly lift an infant, supporting their head and neck at all times
- Take a breath in emergency situations to ensure you properly lift infants while protecting their head
- Remember to check for responsiveness on infants by tapping or scratching the inside/bottom of the child’s feet and hands

Child Maltreatment

There are four types of child abuse

- *Physical:* An injury or pattern of injuries that happen to a child that is not accidental. The injuries may include beating, burns, bruises, bites, welts, strangulation, broken bones or death.
 - **Potential Signs of Physical Abuse**
 - Unexplained burns, bites, bruises, broken bones, or black eyes
 - Seems frightened of the parents or cries when it is time to go home
 - Shrinks at the approach of adults
 - Reports injury by apparent or another adult care giver
- *Neglect:* Neglect occurs when adults responsible for the well-being of a child fail to provide for the child. Neglect may include not giving food, clothing, shelter, failure to keep children clean; lack of supervision and withholding medical care.
 - **Potential Signs of Neglect**
 - Frequent absences from school
 - Frequently begging or stealing food or money
 - Lacks needed medical or dental care or immunizations
 - Consistently dirty with sever body odor

- Lacks sufficient clothing for the weather
 - Abusing alcohol or drugs
 - Expresses lack of adult attention and supervision in the home
- *Emotional:* Any chronic and persistent act by an adult that endangers the mental health or emotional development of a child including reflecting, ignoring, terrorizing, corrupting, constant criticism, mean remarks, insults, and giving little or no love, guidance and/or support.
 - **Potential Signs of Emotional Abuse-**
 - Shows extremes in behavior, such as overly compliant or demanding behavior, extreme passivity or aggression
 - Can either be inappropriately adults (parenting other children, for example) or inappropriately infantile (frequently rocking or head-banging, for example)
 - Delayed in physical or emotional development
 - Expresses intent to self-harm or has engaged in self harm or engages in suicidal behaviors
 - Reports a lack of attachment to the parent
- *Sexual:* Sexual abuse is the sexual assault or sexual exploitation of children. Sexual abuse may consist of numerous acts over a long period of time or a single incident. Children can be victimized from infancy through adolescence. Sexual abuse includes rape, incest, sodomy, fondling, exposing oneself, oral copulation, penetration of the genital or anal openings, as well as forcing children to view or appear in pornography. The perpetrator keeps the child from disclosing through intimidation, threats and rewards.
 - **Potential Signs of Sexual Abuse:**
 - Has difficulty walking or sitting
 - Unwilling to participate in physical activities
 - Complains of nightmares and bedwetting
 - Sudden change of appetite
 - Demonstrates bizarre, sophisticated or unusual sexual knowledge or behavior
 - Reports sexual abuse by a parent or another adult caregiver

Recognizing and Reporting Child Abuse:

Effective abuse prevention training gives employees and volunteers the information and skills they need to keep the children in our care safe. All Greater Philadelphia YMCA employees are mandated reporters. We train our employees to recognize signs of child abuse, respond to red flag behaviors and report suspected child abuse.

All employees will participate in the following opportunities for professional development to support the recognition, prevention, and reporting of child abuse:

- Recognizing and Reporting Child Abuse: Mandated and Permissive Reporting in Pennsylvania Online Training (every 5 years)
- Duty to Report (annually)
- Appropriate Child Interactions (annually)

Reporting Suspected Child Abuse:

Pennsylvania

Phone Number: ChildLine - 1.800.932.0131

Electronic Report: <https://www.dhs.pa.gov/KeepKidsSafe/Pages/Report-Abuse.aspx>

New Jersey

Phone Number: State Central Registry – 1.877.652.2873

When making a report of suspected child abuse or general child well-being concerns, it is important to provide as much information as possible. The below list will give you a general idea of what information our trained specialists will ask you for:

- Name and physical description of the child
- Age or approximate age range of the child
- Name, home address, and telephone number of legal guardian or parent of the child
- Name or physical description of suspected child abuse perpetrator
- Home address and telephone number of suspected child abuse perpetrator
- Suspected perpetrator's relationship to the child
- Description of the suspected injury to the child
- Where the incident took place
- Any concern for the child's immediate safety
- Your relationship to the child
- Your contact information, although you may report anonymously if you are a permissive reporter

Facility Site Safety

All facilities have a site specific Emergency Response Plan that all team members receive training in upon hire and annually thereafter. The plan is to be reviewed monthly by all team members on site. The plan is updated annually by the Program Leader and a copy is sent to the local Emergency Management Association. Parents are provided with a letter regarding the ER Plan at the time of enrollment. This plan is to be posted in a conspicuous location in the facility. The Emergency Plan addresses what to do in the event of fire, severe weather, child injuries and sudden illness, intruder, acts of violence, and building issues.

Facilities shall be locked and use a doorbell or buzzer system to alert team members to the fact that someone is attempting to gain access to the facility. For off-site locations, facilities are made as secure as possible, preventing unwanted intruders, in agreement with our facility hosts.

Other safety policies:

- Team members do not allow any unknown persons to enter the facility and have contact with children without proper identification (Children and Youth Services are permissible once identity has been established through appropriate agency photo ID)
- Team members do not allow persons to enter through alternate doors
- Monthly Health & Safety Checklists/Facility Checklists are conducted by the Site or Program Leader. A corrective action plan shall follow. It is the responsibility of the site team member to ensure the safety of their site by following up on the necessary corrections. Hazardous conditions shall be reported to the Vice President of Facilities or appropriate personnel to arrange for correction. Written reports of the inspections and corrections shall be kept in the program files.
- No guns or lethal weapons are allowed in a facility
- Smoking or vaping is prohibited on all YMCA properties
- YMCA team members are always identifiable by the YMCA issued name tag

The opening team members conduct a daily safety check to assess the areas where the children might potentially come in contact with strangers or check for any signs of damage, wear, filth, or unstableness.

If there is a repair that cannot be done right away a corrective plan will be created and children will not be allowed access to the area in question. Any areas that are deemed unsafe will cause the need for the Emergency Plan to be put into effect.

Team Member Trainings & Clearances

All team members working directly with children in the GPYMCA ELC's program are required to have the following trainings/clearances:

- Child Abuse Clearance – renewed every 5 years
- State Police Clearance – renewed every 5 years
- National Sex Offender Registry (NSOR) – renewed every 5 years
- FBI clearance (fingerprint) – renewed every 5 years
- Verification of experience working with children
- References – minimum of 3 verified
- Bi-Annual health assessment by physician or CRNP
- Negative TB test
- Annual trainings to meet State, Quality, and YMCA Standards

SUPERVISION

Supervision Policy

Supervision is one of the key requirements in the prevention of accidents, injuries and/or any harm occurring to a child within our YMCA child care programs. Childcare team members must have the ability and skills to assess potential risks during supervision and be able to implement changes to supervision to avoid accidents, injuries or harm. For this reason, all YMCA team members are to be diligent, adhere to and implement the components of the Greater Philadelphia YMCA Supervision Policy at all times for infants, toddlers, preschoolers and school-age children within care- whether at on or off YMCA sites.

The purpose of this supervision policy is to ensure that team members are able to **SEE, HEAR, and DIRECT** children at all times. Supervision is managed by state required ratios for the age of the children and Primary Care Groups. Each classroom or site is required to follow Primary Care Groups, and each teacher **MUST** be able to identify the children in their primary care group.

Children in the ELC programs shall be supervised at all times according to state mandated ratios for each particular age group. Ratios change for nap and swimming and for mixed age groupings. The phrase "supervised at all times" means that each team member person shall be assigned the responsibility of supervising specific children.

TEAM MEMBER WILL

Institute the use of the six strategies for supervision: set up the environment, position team member, scan and count, listen, anticipate children's behavior, engage and redirect.

- Never leave a child unattended on any occasion for any reason.
- Upon arrival and departure, all children must be marked in or out on the daily attendance sheet, indicating the time of arrival or departure. This must be done at the time when the child is released from the parent/guardian to the receiving team member upon arrival or from the supervising team member to the parent/guardian upon departure. Attendance clipboards are to be kept with each group of children at all times.
- When beginning a shift team member must confirm verbally with the supervising team member on duty, the number of children in attendance and check this against the attendance clipboard. This same procedure must be completed when leaving or returning from breaks, lunches, etc.
- Utilize primary care groups to assign care of each child in a group to a specific teacher.
- Always follow the Rule of Three – at least three students with one team member person or at least two team member people with one child. Example: if one child needs to use the restroom at least two other children must

accompany the child and team member to the rest room. During open and closing times, at least 2 team members must be present.

- Head counts of children are to be completed on a frequent basis throughout the day, minimally 2 to 3 times per hour. Head counts are to be checked against the attendance clipboard. Head counts must be completed before and after a transition with a group of children from one activity area to another (e.g. Playroom to Playground). In addition to headcount, when a group of children are in transition from one activity area to another, team member must retain close visual supervision of the children at all times during the transition (e.g. Children should not run ahead of the group).
- Ensure infants are securely buckled into highchairs or other appropriate infant device.
- Cell phone use is strictly prohibited while providing care for children.
- Never leave a child unattended to eat or drink, including from bottles.
- Ensure that a child can be directed, is in sight and can be heard at all times.
- Station themselves in such a way that all areas can be viewed during transitions or when children are in larger groups, such as on a playground – team members will not stand together.
- Arrange equipment, furniture and activities appropriately to ensure children can be observed behind shelves or cubbies. Also be observant of columns, walls, corners or other obstructions that limit the monitoring of children from a particular angle of the space.
- Follow state regulations regarding the release of children and properly identify anyone to whom a child is released.
- Complete regular face-to-name counts of children in their care while in the classroom, before leaving the classroom, upon entering a new space, at least every few minutes while on the playground. If School-age, 'kid counts' must be done at crucial times of the program, ex: at arrival, after homework help, before lining up for snack, after snack, moving to another area in the school, and last hour of program. During Field trips, and before getting on to a bus and before getting off the bus.
- Be aware of where every child is at all times. Children should not be behind a team member at any time. If School-age and children are moving around the room, a team member should be positioned at the entrance to the hallway/doorway to ensure that children are not leaving. Make sure all possible exits are monitored by team members.
- Discuss best position points of supervision when allowing children to utilize school bathroom facilities. Children are never to be sent to the bathrooms alone. Team member must check bathroom before sending children in. If necessary, stand in doorway with door half open. If adult approaches, politely ask them to wait until your group is finished.
- Supervision is to be active and interacting with the children (not just standing and watching)
- Ensure team member to child ratios are correct at all times to assist supervision efficiently.
- If necessary, when leaving childcare space, the team member must take a small group of children with them in order to stay within ratios.
- Notify Center Program Leader immediately if a lapse in supervision has occurred.

Child/Team member Ratios

Child/Team member ratios followed by the Greater Philadelphia YMCA will always comply with the following requirements in accordance with the PA Department of Public Welfare:

*When children are grouped in mixed age levels, the age of the youngest child in the group determines the team member/child ratio. Ratios may be fewer than below, but never greater.

Ages	Team Member	Children
Infant (birth to 1 year)	1	4
Young Toddler (1 to 2 years)	1	5
Older Toddler (2 to 3 years)	1	6
Preschool (3 years until Child enters kindergarten)	1	10

DROP-OFF & PICK-UP

Sign-In/Sign-Out

All children must be accompanied into the program by an adult and be placed under direct supervision of a GPY team member. Children must also be accompanied by an adult when leaving the building at the end of the day.

Please do not leave idling vehicles in parking areas. Exceptions may be made if vehicles need to idle in extreme heat or cold to maintain interior or engine temperatures

Families must sign their child in at drop-off EVERY DAY and sign him or her out at pick-up EVERY DAY. This is a state requirement and cooperation is appreciated. **A complete signature with your full name or first initial and last name is required.**

Hand Washing

All parents, children and team members are to wash hands upon arrival each day. This is an important step in helping to reduce the spread of germs and illness within the center. Teach children the proper way to wash hands by having them sing their ABCs and washing inside, outside, and all around, ensuring that the backs of their hands and in between fingers are washed.

Release of Child

Children will only be released to individuals who are listed as escorts on the child's Emergency Contact Form. Any person picking up a child needs to have ID with them at all times. GPY Team members are required to ID any individual that they do not recognize and make sure that person is an authorized pick up before releasing a child. Because team member turnover may occur, please be prepared to show ID even if you feel that all of the team members know you. This will ensure that our team members are able to follow proper procedures when releasing children.

On your child's Emergency Contact Form, provide the full names of ALL people to whom we may release your child. Pick up and drop off persons must be age 16 or older. Children will not be released to anyone whose name does not appear on the Emergency Contact Form without written notice by the parent and/or to anyone who cannot produce proper identification. This is for the safety of your child/children.

Please make sure to notify the center Program Leader immediately if there will be a change in the people who are authorized to pick up your child. You will need to update your child's Emergency Contact Form and sign and date any changes that are made. You may request a new Emergency Contact Form at any time if you need to make multiple changes at one time.

Intoxicated or Impaired Individual

If a person, authorized or not, who arrives to pick up a child appears to be under the influence of medications, alcohol or otherwise impaired, the GPY team member will make every attempt to discourage that person from picking up the child. A team member will be directed to take the following steps:

- Delay the individual
- Every attempt should be made to contact another parent/emergency contact person to come pick up the child
- Explain to the individual that arrangements have been made for “alternate contact” to pick up today and that the child shall remain in our care until that time
- If the individual becomes threatening or violent ask them to leave and contact the police if they do not leave
- A team member cannot legally deny release to a parent (without a court order), but we
- need to consider the safety of the children without putting others in harm’s way
- If the individual snatches the child and leaves, contact the police and notify them that an intoxicated/impaired individual is leaving the center with a child
- Also let them know that attempts were made to delay until other arrangements for pick up could be made but we were unsuccessful

Late Pick-Ups

Children must be picked up by closing every day. A late fee as outlined in your fee agreement will be assessed at the rate of \$15 for each 15 minute increment. 1-15 minutes = \$15, 16 - 30 minutes = \$30, and so on. This fee will be added to your bill and must be paid within two business days. No money should be given to the ELC team member.

If you are running late for any reason please make every effort to call the program and provide an estimated time of arrival. The team member will attempt to contact the parent to alert them that the child is still at the center if no call has been received. If unable to reach a parent, the other people listed on the emergency contact list will be contacted. If the team member is unable to reach anyone and the child is still at the center an hour after close, the police will be contacted to pick up the child.

Consistent lateness in picking up your child may result in the child’s dismissal from the program.

GUARDIAN/CHILD CONDUCT POLICIES

Conduct Policy

Please make certain that you and your child are completely familiar with these policies. The following policies pertain to actions by a child to another child or to an adult or by a parent towards any child or team member. The Program Leader, upon notification to the parent, may suspend or terminate a child or family from all activities and participation in the program for the following types of misconduct by you or your child:

- Injuring another person
- Use of foul language or rudeness
- Verbal or physical threats
- Bringing in or using illegal substances
- Engaging in fighting
- Failure to consistently follow program rules and caregiver directions
- Stealing or vandalizing another person’s property
- Leaving the facility without permission or going into posted unauthorized areas
- Running from the group/classroom space or running from group during outings
- Not following check-in and out procedures

- Defacing YMCA or school property or field trip facilities

Discipline Policy

The YMCA expects that each individual will be or will learn to be responsible for his or her behavior, will be respectful towards others and will act in a caring and honest manner. From time to time, all individuals need help and direction in learning, developing, and maintaining appropriate behavior.

If an individual exhibits frequent disruptive and/or aggressive behavior, a family conference will be scheduled. Continued disruptive and/or aggressive behavior may result in temporary suspension or permanent dismissal from the program and will be done when it is in the best interest of the child. All families need a safe, stable and enjoyable environment while at the YMCA and disruptive individuals can quickly destroy the cooperative atmosphere of a class/site. This policy has been adopted with the safety of all of the families in YMCA childcare in mind and is in compliance with federal and state civil rights laws.

We recognize that children go through different developmental stages throughout their time with us. Therefore, each case will be addressed on an individual basis. Together we will try to work out a program to manage the behavior and the Program Leader will offer parents referral information pertaining to social, mental, health, education and medical services as appropriate.

Suspension and Expulsion

The GPYMCA Child Care programs will make every effort to prevent suspension and expulsion and will only do so when it is in the best interest of the child, Team Members will:

- Take proactive steps to prevent Suspension/Expulsion
- Try to redirect child from negative behavior
- Reassess classroom environment, activity appropriateness, and supervision
- Always use positive methods of language while disciplining children
- Praise appropriate behaviors
- Consistently apply consequences for rules
- Child will be given verbal warnings
- Brief breaks from activity will be given so child can regain control
- Child may lose certain privileges
- Parent/guardian will be notified verbally
- Child's disruptive behavior will be documented and maintained in confidentiality
- Parent/guardian will be given written copies of the disruptive behavior that might lead to expulsion
- The Program Leader, team member and parent/guardian will have a conference(s) to discuss how to promote positive behaviors

When challenges arise that prevent us from providing a safe and appropriate environment for children and teachers we will follow the steps and actions as outlined below:

1. Record behaviors / incidents on appropriate documents and implement modification strategies.
2. If behaviors or incidents increase in severity or frequency teachers will notify Program Leader and meet with legal guardians to discuss strategies used to modify behaviors and identify changes needed to support success.
3. If behaviors persist Program Leader meets with legal guardian to obtain consent to confer with external supports including: County specific intermediate unit, STARs technical support, contracted consultant (Elwyn, etc), behavior specialist and or existing team supporting the child / family.
4. If behaviors continue Program Leader will meet with legal guardian to discuss whether suspension is required to maintain safety while external supports are put in place. An action plan is at this point required and must be shared with legal guardians, teacher, Program Leader, and other school supports.

5. Implement proposed action plan with use of external supports. Evaluate effectiveness in thirty (30) days
Additional legal guardian conference to share resources to alternate providers as well as progress and challenges for the child.
6. Post 30 days of implementation of action plans a reevaluation should take place and a decision to refer (expel) if necessary, or to modify the action plan will be made. All observations, and leadership support must be in place prior to the suspension or expulsion of any child. Meetings should include the teacher and the school or ELC Program Leader. GPY will offer assistance in accessing services and finding an alternative placement if a referral is warranted.

If after the remedial actions have been exhausted, the child's parent/guardian will be advised verbally and in writing about the child's or parent's behavior warranting a suspension/expulsion. A suspension action is meant to be a period of time so that the parent/guardian may work on the child's behavior or to come to an agreement with the program.

The parent/guardian will be informed regarding the length of the suspension period

- The parent /guardian will be informed about the expected behavioral changes required in order for the child or parent to return to the center
- The parent/guardian will be given a specific expulsion date that allows the parent an adequate amount of time to seek alternate child care (approximately one week notice depending on risk to other children welfare or safety)
- Failure of the child/parent to satisfy the terms of the plan may result in permanent expulsion from the center.

Reason for Immediate Expulsion

We will make every effort to work with families in the event that expulsion from the program is necessary. However, if the child or parent/guardian presents a direct threat to their own or the safety of other participants and team member, the YMCA may call for an immediate expulsion from the program. These threats can include, but are not limited to, physical violence and verbal or implied threats.

Unfortunately, there are some reasons we have to expel a child from our program either on a short term or permanent basis. We will do everything possible to work with the family of the child(ren) in order to prevent this policy from being enforced. The following are reasons we may have to terminate or suspend a child from the program. Payments for suspended or expelled days are non-refundable.

Parental Actions for Child's Suspension/Expulsion

- Failure to pay/habitual lateness in payments
- Failure to complete required forms
- Habitual tardiness when picking up your child
- Physical or verbal abuse to participants or team members

Child's Actions for Suspension/Expulsion

- Failure of child to adjust after a reasonable amount of time
- Uncontrollable tantrums/angry outbursts
- Physical or verbal abuse to team member or other children
- Excessive biting

A child will NOT be expelled if a child's family:

- Made a complaint to the Office of Licensing regarding a center's alleged violations of the licensing requirements
- Report abuse or neglect occurring at the center
- Question the center regarding policies and procedures

Suspension and Expulsion for Funded Programs

For children enrolled in Funded Programs (PHLpreK, NJ UPK, PKC) the YMCA will follow the Suspension and Expulsion policy listed above and will also incorporate the following:

- GPY does not independently suspend or expel children in funded programs.
- GPY will work with Funded Partners (Commonwealth of PA, Pottstown School District, School District of Philadelphia, DCIU, Mount Laurel School District, PHLpreK and OCF) and intermediaries on transition plans and seeking alternative placements.
- To ensure proper services are provided, and to support a successful transition, families will be part of the intervention process. GPY will make use of intermediary resources included the Funding Partner, coaching, ECMH Consultation, and Family Navigation.
- ASQ-SE will be completed within the first 45 days of enrollment and outcomes resulting in the recommendation for a referral will be shared with the family within two weeks of completion.
- Child observation and anecdotal notes are maintained in the child's TSG portfolio.
- GPY maintains a data tracking system for behavior reports that is reviewed by the GPY Risk Management Team.

COMMUNICATION & SOCIAL MEDIA

Communication is key to a successful partnership!

Family Involvement

Partnering with families and making sure they have a role in their children's education is an important part of the learning experience. Families are offered a variety of ways to be involved. Through partnerships with families, team members develop the best strategies for most effectively teaching the children in their care. Children thrive in environments where there is a cooperative relationship between families and teachers.

Please make every attempt to read the information that is posted in classrooms and that gets sent home to you with your children or via email. Your understanding of and cooperation with all policies is basic to meeting your child's needs and the smooth operation of the program. Please feel free to discuss your child's experience with the team member as soon as a question or a problem arises.

We will periodically ask you to evaluate the quality and effectiveness of the program through surveys. Your feedback is essential in helping us to provide programs and services that meet your expectations and needs.

Families are always welcome to share their time, talents, culture, and interests with the program. Please let us know if you ever want to volunteer to help with a project or participate in our program in any way.

Family/Team member Communication

Authorized family members are welcome at the program at any time during the regular hours of operation for brief observations or interactions. Due to safety reasons, we may not permit visitors to stay for prolonged periods of time. If you are ever concerned about your child during the time he or she is in our care, feel free to call us and we will be happy to let you know how your child is doing.

Children in our ELC's will receive a daily report. Each facility will send out monthly newsletters and communication. Periodically we will provide you with health, safety, and developmental information and articles, as well as transition information and community resources as needed. If you or your family requires written information in a language other than English, please speak to the Program Leader so that efforts can be made to accommodate your needs.

Families should speak to their child's primary team member first about any issue or concern that they may have. The team member will bring any concerns to the attention of the Program Leader. However, families are encouraged to speak to the Program Leader at any time if they feel that their needs are not being heard or addressed.

Parental Notification Methods

- **Email:** A form is included in your registration packet to provide us with your email address for primary communication. We will utilize email to obtain payment information, send receipts, and relay any non-emergency information.
- **Phone:** Please provide us with the phone number you would like us to contact you in case of accidents/incidents involving your child, emergency closings and other information we deem important.
- **Personal meetings:** If there is an issue you would like to discuss with the Senior Program Leader, Program Leader or one of the teachers we will arrange meeting times with the necessary parties. We may also request a personal meeting with you if necessary.
- **Facebook:** YMCA Facebook pages for each Y location under the Greater Philadelphia YMCA are used for communication with members including, but not limited to, reminders, promotional offers, community event activity, etc.
- **Tadpoles** –please download the app so you may receive the most up-to-date information

Staff Contact

Team members are required to follow all policies and procedures including but not limited to what is stated in the Team member Manual, YMCA Employee Manual and the YMCA Code of Conduct.

GPY Team members are not allowed to contact any youth members or program participants for non-related YMCA communication via personal contacts, including, but not limited to e-mail, instant messaging, text messaging, cellular/regular phone, social networking pages or other communication vehicles. GPY Team members will not share their personal contact information with any children participating in YMCA programs. Any and all contact made by the YMCA shall be directed to a responsible adult and made ONLY via approved YMCA issued communication accounts, such as, but not limited to, phone/cell phone, GPYMCA e-mail account, YMCA approved/sanctioned social networking page or web site

Photography/Video

Taking of photographs with cameras, camera phones, video cameras or any recording device on YMCA Property is prohibited unless written consent of management is obtained. Employees may not possess or transmit any image, in any format including digital and hard copy involving the YMCA, YMCA logo, members or team member, unless approved by the YMCA. Employees cannot use photographs taken at YMCA programs and/or of YMCA participants for any personal use. Such photographs may only be used by the YMCA for purposes directly related to the program or to the YMCA. Parents are prohibited from posting photographs or videos of any children on social media other than their own.

Community Resources/Referral

Your childcare Program Leader can be a wealth of knowledge and can assist you with community resource information about topics including health and human services, wellness, nutrition and fitness, crisis management and preventions, and/or child development. Please also refer to the appendix in this manual for agencies.

Based upon observations of a child's behavior and results of developmental screenings and assessments, our teaching team member may feel that a child is in need of additional support services. In this case, the teacher will share these concerns with the Program Leader, along with any supporting documentation. The Program Leader will schedule a meeting with the child's family to discuss what resources may be at the families' disposal. Together, the teacher, Program

Leader and family will come up with a plan of action to address the concerns and enlist the help of outside agencies, such as Early Intervention, as necessary

POLICIES & PROCEDURES

ENROLLMENT AND ATTENDANCE Non-

Discrimination Policy

The GPYMCA embraces values and beliefs which support and reflect the inclusion and appreciation of all individuals, regardless of race, color, physical or mental disability (including use of a guide dog, hearing dog, or service dog), religion, creed, sex, pregnancy, childbirth or related medical conditions, sexual orientation or affectation orientation, gender identity or expression, national origin, ancestry, nationality, age, veteran status, uniform service member status, genetic information, atypical hereditary cellular or blood trait, marital status, domestic partnership status, civil union status, familial status, or any other protected class under federal, state, or local law. We are proud to be an equal opportunity employer and provider of services to the community.

Non-Discrimination in the Provision of Services to Persons with Disabilities

As a place of public accommodation, the GPY is proud to serve a diverse community of individuals, including those with disabilities. The GPY will work with prospective and current participants with disabilities, and/or their parents/guardians, to ensure that individuals with disabilities are offered full and equal enjoyment to the GPY's goods, services, facilities, privileges, advantages and accommodations. The GPY does not discriminate in the provision of services to individuals with disabilities, including children with diabetes, in any GPY programs including, but not limited to, childcare, camps, before and after school programs, classes and recreational programs. Accordingly, the YMCA will not exclude individuals with disabilities from enrollment. The GPY also will not impose or apply eligibility criteria that tend to screen out individuals with disabilities.

Prospective or current participants with disabilities, and/or their parents/guardians, may, at any time, request modifications to the GPY's policies, practices and procedures and/or request auxiliary aids or services. Reasonable modifications and auxiliary aids and services can be wide-ranging. A few examples include: working with children who have diabetes to administer the necessary care they need, allowing a program participant to have a service animal, and providing sign language interpreters.

All requests for modifications or for auxiliary aids and services should be directed to the applicable Program Leader, or the Association Office ADA Compliance Officer. Program Leaders may be reached in person or by calling the Program's main telephone number and asking for the Program Leader. Contact information for ADA Compliance Officers is located at <https://philaymca.org> under the "About Us" tab.

The GPY will work with prospective or current participants in our programs, and/or their parents/guardians, to promptly address all requests for modifications to the GPY's policies, practices and procedures and/or for auxiliary aids or services and to determine what reasonable modifications and/or auxiliary aids and services are available. Our goal is to ensure that all participants in our programs with disabilities have access to the full and equal enjoyment of all GPY programs. Accordingly, the GPY conducts individualized assessments on the specific facts of each request and will not apply a general prohibition against providing particular types of reasonable modifications. The GPY will make reasonable modifications for individuals with disabilities, including children with diabetes, unless the request for modification amounts to a fundamental alteration of the applicable GPY program. Similarly, the GPY will provide auxiliary aids and services for individuals with disabilities, unless the request for the auxiliary aids or services creates an undue burden or amounts to a fundamental alteration of the applicable GPY program.

The GPY prohibits retaliation against any individual for exercising their rights to request and/or receive a modification to the GPY's policies, practices and procedures or auxiliary aids and services. The GPY further prohibits retaliation against any individual who in good faith participates in any investigation or proceeding related to a request for modification to the YMCA's policies, practices and procedures or auxiliary aids and services.

Child Adult Care Food Program (CACFP) Non-Discrimination

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at:

<https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P>

The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation.

The completed AD-3027 form or letter must be submitted to USDA by:

U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

USDA's Contact Information:

Telephone: (866) 632-9992 or (202) 260-1026
Local or Federal relay: (800) 877-8339
Spanish Relay: (800) 845-6136
Fax: (833) 256-1665 or (202) 690-7442
Email: program.intake@usda.gov

Electronic link to file a civil rights complaint (Filing a Program Discrimination Complaint as a USDA Customer):

<https://www.usda.gov/oascr/complaint-resolution>

This institution is an equal opportunity provider.

Confidentiality

Confidentiality of each child's records, family, medical or other personal information is extremely important. Our policies are intended to demonstrate our respect for every family that places their children with us.

All records and information concerning a child and his/her family are kept confidential. Parents may submit a letter of request for any written documentation relating to incidents as required by state agencies. Internal YMCA documents and electronic media will not be

shared. Please contact the Program Leader with any questions regarding the confidentiality policy or to access records for your child or family.

Daily Attendance

Attendance is taken on a daily basis upon the child's arrival to the program. Please contact the program if your child will not be attending for the day, or a series of days. GPY will work with families to overcome barriers that prevent children from attending school consistently. Our goal is to support each child in earning an attendance rate of at least 85%. We do not offer credits for absences.

Families are responsible for signing children in and out each day. A complete signature with your full name or first initial and last name is required.

Funded Families - If your child is part of a funded program, regular, daily attendance is a MANDATORY REQUIREMENT in order to receive this funding. We are required to regularly report attendance for children in our funded programs. We will make every effort to alert you if your child is in danger of being disqualified because of lack of attendance. However, if your child's funding is revoked, we may be forced to fill your child's spot in the program with a child from the waiting list. Please make every effort to have your child at the center on time every day.

See attached Attendance Policy Documentation Form for funded programs

Babysitting Policy

The Greater Philadelphia YMCA prohibits its employees from providing babysitting or other services to members or program participants outside of the workplace. Employees are also prohibited to transport children enrolled in YMCA programs in non-YMCA owned or leased vehicles during and outside program hours. Team members are not permitted to contact children via the internet or telephone and should not be receiving emails, text messages or calls from children.

Your cooperation with this policy is appreciated. This includes not soliciting our team members to care for your children outside of the center. Please respect the fact that our team members enjoy working for the YMCA and have pride in the services that they provide.

Custody/Legal Issues

It is imperative that families provide GPY with any legal documents (court order, divorce decree, parenting plan, etc) that pertains to their child. We will maintain such documentation in confidence and share details only with staff that need to know.

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 an unauthorized pick up by the non-custodial parent. Documentation must be kept in the child's file.

Any deviation of the child custody agreement will require written formal agreement with notarized signed approval by both parties acknowledging "In Direct Contradiction to the Stated Court Order" prior to allowing pick up.

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 their child, the Y suggests that the parent keep the child with them until a court order is issued.

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

SUBPOENAS/REQUEST FOR INFORMATION

The YMCA is required to respond (whether to answer, modify, clarify or quash) to a third party subpoena (whether for testimony, documents, appearance, or any combination thereof) or other compulsory legal order or any other process as the result of any legal proceeding.

Parent/guardians are responsible for both promptly reimbursing the YMCA for its reasonable attorney fees, and the cost of the YMCA's employees and contractor's time and materials (including, but not limited to copying and document redaction costs) spent responding at the YMCAs then current hourly rates. Failure to promptly reimburse the YMCA will result in suspension or termination of childcare services under this YMCA Care Program Enrollment Agreement and could result in the YMCA pursuing a legal action against the parent/guardians for collection, and that parent/guardians will be responsible for paying all costs, including reasonable attorney fees, incurred by the YMCA for filing of such action.

The YMCA reserves the right to require an official court ordered subpoena for access or release of records. At least a minimum of 10 business days to process the request must be given.

In the case of a legal court order or document the YMCA will follow and enforce the court order stated as written. NO EXCEPTIONS.

Y staff will not be a mediator in the case of a divorce or custody situation, families may be asked to leave the program until issues can be resolved.

WITNESS/COMMON GROUND EXCHANGE

YMCA branch buildings, parking lots of off-site locations and YMCA staff members are not to be used or involved with any child custody "Witness/Common Ground" exchange programs. The YMCA is not an approved Exchange Site location. Parents who need this option may contact the courts to obtain a listing of said exchange locations.

FAMILY GRIEVANCE POLICY

Policy Purpose

This Policy is to provide a procedure for triaging concerns/complaints of families in the program. This policy identifies the process for responding to and addressing family grievances in a fair and consistent manner that aligns with regulatory standards, best practice, and the mission of the Greater Philadelphia YMCA

Objective

To ensure any complaint is given due importance and that it has been resolved to meet the needs of the involved party/parties, through a proper procedure. To ensure all stakeholders understand that complaints and grievances, if managed professionally and timely using appropriate communication techniques, such as putting the child first, listening for understanding, and seeking resolution for all involved, are opportunities for services to improve.

Definitions:

General complaint - A general complaint may address any aspect of the service, e.g. a lost clothing item. The complaint should be reported as soon as is practical and possible to avoid escalation of the issue.

Grievance - A grievance is a formal statement of complaint that cannot be addressed immediately and involves matters of a more serious nature e.g. the service did not meet the care expectations of a family.

DHS/OCYF/DCF Regulatory Complaint - A complaint that alleges a breach of Child Care Regulations, or alleges that the health, safety or wellbeing of a child at the site may have been compromised.

Suspicion of Abuse Complaint – A complaint that alleges abuse of a child by a perpetrator affiliated with the program.

At the Greater Philadelphia YMCA we understand and recognize that ALL stakeholders have a duty to ensure the safety of each other, particularly children. We recognize that at times there may be circumstances that lead to the need to address a concern. We aim to treat all concerns with respect, fairness and acceptance, and will aim to seek a resolution to suit all parties involved and will implement procedures outlined in this document to ensure equity.

Procedures

For a general complaint, the family member may address the complaint with child's primary caregiver and, if needed, set a time where the matter can be discussed appropriately. Complaints at this level will typically be resolved through discussion and clarification of the needs or wishes of the family, or by clarification by the team member of the program's procedures or policies.

The complaint and its outcome will be documented in the program's Grievance Tracking File.

If the complaint is with the child's primary caregiver or if there is a more serious concern, the family should directly address the grievance with the Program Leader. The Program Leader will research the situation and work towards reaching a satisfactory outcome for all parties involved. Grievances at this level will normally be resolved through discussion and clarification of the needs or wishes of the family or by clarification by the Program Leader of the program's procedures or policies.

The Program Leader will follow up all grievances with a written letter to the grievant and document all pertinent information in the program's Grievance Tracking File.

Families are entitled to appeal any decision made by the Program Leader. Such appeals will be made to the Regional Program Leader. The Regional Program Leader will conduct further review and make a final determination.

The Regional Program Leader will follow-up with a written letter to the grievant and document all pertinent information in the program's Grievance Tracking File.

Families who have a complaint that alleges a breach of Child Care Regulations, or alleges that the health, safety or wellbeing of a child at the site may have been compromised should immediately notify the Regional Program Leader, and also contact the appropriate state childcare licensing agency by calling for PA 215-560-2807 or for NJ – 877-667-9845.

Families who have a complaint that alleges abuse of a child by a perpetrator affiliated with the program should immediately notify the Regional Program Leader and also contact CHILDLINE at 1-800-932-0313.

- The Regional Program Leader will conduct further review by obtaining witness statements regarding the allegation. The Regional Executive Program Leader will self-report to CHILDLINE by calling 1-800-932-0313 or 877-667-9845 and to PA DHS or NJ DCF.
- These are the primary reporting methods available per state licensure requirements. In addition, as an organization committed to the protection of children and the prevention of child care abuse, you may also submit a report through the following link: <https://gpy.tfaforms.net/f/child-protection-reporting-form>.

Attendance Policy Documentation Form

___ First Occurrence (3 absences)

Parent/Guardian received verbal warning regarding the importance of daily attendance.

Parent Signature: _____ Date: _____

___ Second Occurrence (5 absences)

Teacher met with the parent/guardian to discuss the reason for absences and strategies to be utilized to avoid absences in the future.

Parent Signature: _____ Date: _____ Teacher Signature:

Date: _____

___ Third Occurrence (10 absences)

Educational coordinator conferred with the parent regarding excessive absences and developed a plan of action to ensure daily school attendance.

Parent Signature: _____ Date: _____ Teacher Signature:

Date: _____

___ Fourth Occurrence (15 absences)

Parent received written notification that continued absences will result in child's removal from the class list.

Parent Signature: _____ Date: _____ Teacher Signature:

Date: _____

___ Fifth Occurrence (18 absences)

In consultation with the Program Leader, the child has been placed back on the waiting list and the seat may be filled by the next child on the waitlist.

Parent Signature: _____ Date: _____ Teacher Signature:

Date: _____ Comments: _____

Community Resources by County
Greater Philadelphia YMCA
www.philaymca.org

Food Assistance

<p>PA SNAP/TANF & LIHEAP Through Berks County Assistance Office at 625 Cherry St; call (866) 215-3912 [Berks Coun...nce Office], [berkspa.gov]</p>	<p>TANF, SNAP, WIC & NJ Family Care via Burlington County Board of Social Services [bcbss.org], [hcdnnj.org]</p>	<p> Food Assistance Chester County Food Cupboards & Meal Programs  Community Resource Guide – Pages 15–16 <i>Includes locations for food pantries and hot meal programs across the county</i></p>
<p>County-Wide Food Resource Guide  delcohomelesservices.org <i>Printable list of food pantries and meal sites</i></p>	<p>MontCo Anti-Hunger Network  MontCo Food Resources <i>County-wide food pantry network and emergency food access</i></p>	<p>Philabundance  3616 S Galloway St, Philadelphia, PA 19148  (215) 339-0900  Philabundance Website <i>Emergency food distribution and pantry locator</i></p>

Mental and Behavioral Health

<p>Family Guidance Center Short-term counseling and coaching for individuals, couples, families; multiple locations. Call (610) 374-4963 [berkspa.gov], [familyguid...center.com]</p>	<p>Screening and Crisis Intervention Program (SCIP)  (609) 835-6180 burlpros.org</p> <p>988 Suicide & Crisis Lifeline Calls or texts 988 [burlpros.org], [hcdnnj.org]</p>	<p>Chester County Mental Health Services  Community Services Overview <i>Includes crisis hotlines, outpatient care, and support programs</i></p>
<p>Holcomb Behavioral Health System  126 E Baltimore Ave, Media, PA 19063  (484) 444-0412  chimes.org <i>Mental health services</i></p>	<p>Magellan Behavioral Health of PA  Crisis Line: 1-855-634-4673  Magellan Montgomery County Resources <i>Mental health, substance use, and co-occurring services</i></p>	<p>Healthy Minds Philly  Community Services Guide <i>Crisis support, mental health screenings, and referrals</i></p>

Housing Assistance

<p>Berks County Housing Authority Offers Section 8 vouchers and subsidized housing for low-income families; walk-in hours Mon–Fri 8 am–12 pm and appointments 12:30–3:30 pm. Call (610) 370-0822 [berksha.org], [search.pa211.org]</p>	<p>Burlington County Housing Hub Central access point for county housing services.  (609) 265-5185 [burlpros.org]</p>	<p>Coordinated Entry for Homeless Services  Dial 2-1-1  Community Resource Guide – Pages 4–5 <i>Access to emergency shelters and housing programs</i></p>
<p>Delaware County Homeless Services Coalition  delcohomelessservices.org <i>Emergency shelters, transitional housing, outreach programs</i></p>	<p>Your Way Home Montgomery County  Your Way Home <i>Coordinated entry system for families and individuals experiencing homelessness</i></p>	<p>Philadelphia Office of Homeless Services  (215) 686-7170  Philadelphia County Resource Guide <i>Emergency shelter, transitional housing, and supportive services</i></p>

Community Services

<p>Dial 2-1-1 or text your ZIP to 898-211 for rapid referrals across all categories. [berkschc.net], [uwberks.org]</p>	<p>Call 2-1-1 or CONTACT of Burlington County for general help and referral services. [burlpros.org], [co.burlington.nj.us]</p>	<p>Chester County Public Assistance Office: 888-814-4698 or 610-466-1000 or apply for assistance online at https://www.compass.state.pa.us/Comp ass.Web/Public/CMPHome</p>
<p> Need help navigating services? Visit delcohomelessservices.org for more resources and printable guides.</p>	<p>Interagency Council of Norristown (ICN)  Montgomery County Helpful Links <i>Consortium of human service organizations improving access to care</i></p>	<p>Catholic Social Services of Philadelphia  Multiple locations  (215) 587-3900 <i>Emergency assistance, counseling, and housing support</i></p>

Emergency Response

Our Emergency Plan provides for the response to all types of emergencies.

Depending on the circumstances of the emergency, we will use one of the following protective actions:

- *Severe injury or illness of a child* – call 911
- *Immediate evacuation due to fire or other situation warranting evacuation*: Children and staff will evacuate to the relocation point.
- *Shelter in Place due to severe weather or other situation deeming shelter in place as the best action*: Children and staff will move to the closest children’s bathroom and lock the door. The staff and children will stay in the bathroom until it is safe to return to the classroom.
- *Lockdown of the site due to the potential dangerous activity outside the facility*: Children and staff will quickly move to the closest children’s bathroom where the staff will close and lock the door and remain with the children until the staff are notified it is safe to exit the bathroom by the proper authorities. During a lockdown, no entry or exit is permitted to or from the building.
- *Evacuation of the school*: If a total evacuation of the building is deemed necessary, such as Limerick Generating Station failure, the children and staff will be taken to the relocation point for parents to pick up. All parents will be communicated via Tadpoles.
- *Emergency Evacuation*: Evacuation of the surrounding area may become necessary if there is a threat in the immediate area the children and staff will be moved to the relocation point.