



GREATER PHILADELPHIA YMCA
Before and After School Enrichment (BASE)
Supplemental Kindergarten
Family Handbook

Philaymca.org | 215-220-9199
gpychildcare@philaymca.org

8/2026

Welcome

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

Welcome to the Greater Philadelphia YMCA (GPY) Before and After School Enrichment (BASE) and Supplemental Kindergarten (SUPPK) programs. Whether you are returning for another year or signing up for the first time, you and your child will find fun and exciting opportunities offered this year.

The YMCA has been providing childcare opportunities for over 100 years and draws upon that experience to run a quality program that offers a safe and supportive environment. Our goal is to nurture the potential of every child to help them grow and develop into the best person they can be. We do this by encouraging our participants to try new activities and develop skill sets; recognize the power of their words and action through praise and reinforcement; and celebrate the uniqueness of each individual, and more! We promise to offer an atmosphere that will help your child develop in spirit, mind, and body.

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. Our teams are trained in prevention of abuse, as well as how to recognize abuse and protect those in our care.

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 Grow NJ Kids.

Thank you for choosing the Greater Philadelphia Y for your family's childcare needs! We are so excited to provide care for your family and get to know you in the coming year.

Danielle Rudic
Regional Leader, BASE

Jennifer Segelken
Vice President of Youth Development

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EDUCATIONAL COMPONENTS

We want to see your child grow academically and socially!

Curriculum Statement

Quality programs reflect children's developmental needs, interests and experiences. Providing a variety of learning experiences helps children learn and grow in numerous ways. Teachers who are aware of children's interests have a basis for building a relationship and motivating each child to learn.

The YMCA School-Age Care Curriculum Framework allows teachers to implement developmentally appropriate practice with developmentally appropriate materials to provide learning experiences that:

- Emphasizes social and emotional development that helps children acquire skills essential for success in school and life
- Provides teachers with a framework for creating quality programs
- Provides a vision for what our program should look like and a framework for making decisions about how to activate that vision.

Our teams has outlined four focus areas used in planning activities and experiences that support all areas of a child's development. Our main areas of concentration are as follows:

- **Social/Emotional Development** – learn about self and others
- **Physical Development** – learn about moving
- **Cognitive Development** – learn about the world
- **Language Development** – learn about communicating

Screen Time Policy

GPY Staff will use YMCA issued devices during program hours for programming needs. Staff will not utilize personal devices at any time during program hours.

No recreational screen time will be scheduled for program participants. Screen time includes television, movies, or recreational video games. However, since access to computers for homework time, additional knowledge, and skill practice may be beneficial and/or needed, up to 30 minutes of monitored time may be available. Because of this, school-agers may utilize electronic devices for educational purposes only. Please note GPY is not responsible for the loss of any personal items brought to the program.

Developmental Screenings

All children will be observed during their first 45 days of enrollment. Childcare leadership, in partnership with parents, may complete developmental screenings, review IEPs, report cards and behavioral reports to be support children in the program. These screenings will help 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.

Assessments

All children will be assessed several times per year using portfolios and an age-appropriate assessment tool. Skills and milestones will be recorded and discussed with parents. Individualized planning is then implemented based on children's achievements. Samples of children's work, photos of group and individual skills achieved, and observation notes will be maintained throughout the year and used during transitions into another class or program.

Family Conferences

Working in a partnership 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. A Family meeting will be offered within 45 days of enrollment to discuss your child's experience. This can be done in person or over the phone. Conferences are offered at least two times per year, generally after observations and assessments are completed. During these important conferences, family members and GPY Team members review observations and/or assessments and work together to develop goals and strategies for the child.

Conferences are documented and a copy of the conference notes is placed in the child's file for future reference. Family Members are asked to make every effort to participate in conferences with the team.

Transition Policy

Your child's transition in childcare should be a positive and exciting learning adventure! Parents, teachers and administrators will work together to ensure the smoothest possible transition.

Parents of children transitioning to a new classroom will 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 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 in elementary and middle school are prepared to transition to self-care in our school age programs on a regular basis. Children are taught basic fundamental skills on how to care for themselves and handle emergency situations. Please work with your classroom teachers to assure a smooth transition before leaving any child alone in the home.

Birthday and Holiday Celebrations

We enjoy celebrating with children birthdays and holidays! Our teachers take great pride in making children feel special on their birthday and planning exciting activities for holidays. The YMCA does restrict any distribution of outside food or treats. Foods made at home or purchased may not be distributed at school.

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 on 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 throughout the group so that someone is in the front, in the back, and if available, in the middle.

Outdoor Play Policy

The YMCA BASE programs strongly believe that giving children ample time to play outside and explore nature is a critical part in their development. Therefore, children will go outside for at least a short period of time every day, if 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 always have extra weather-appropriate clothing available 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 BASE programs shall engage in active play according to the following recommendations:

- Team members will promote developmentally appropriate physical activity to help all program participants to 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

STATE QUALITY PROGRAMS

GPY provides 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 Star rating and initiatives relating to quality.

ENROLLMENT & TUITION

Emergency Contact, Health, and Permission Forms

All children participating in our program must have the following forms on file prior to the first day of attendance:

- **YMCA BASE Primary Registration Form:** This is completed at the time of registration and includes contact information for the parents/guardians, emergency contacts and authorized pick-ups, basic health information, and consent for certain activities.
- **YMCA BASE Secondary Registration Form:** This form is available in the YMCA Portal after your registration has been processed. You will be asked to provide additional medical information and your full agreement with our waivers and consents.
- **BASE Fee Agreement:** This form is available in the YMCA portal after your registration and must be filled out and uploaded. A copy may also be provided at the Site.
- **Child Health Report:** 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.

If changes occur, updates should be made immediately, including changes of address, phone numbers, any of the emergency contact people or those to whom your child may be released.

These forms will be reviewed by the Program Leader to confirm completion prior to attending. You may receive emails and phone calls if paperwork is incomplete.

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 pertains 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 BASE programs vary by location and program offering. Current rates can be found on your fee agreement, or by contacting the program. Monthly tuition is based on 180 days of school divided into 10 equal monthly payments. All scheduled early dismissal days are included in the monthly fee. Full day care (for school holidays or scheduled days off) require registration and an additional fee.

Billing occurs on the 10th of each month from August to May.

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 a BASE location.

Late Payments & Delinquencies

Payments are considered late if received after the 20th of the month and subject to a fee of \$25 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 one or more months, 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.

Absence Credits

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

Emergency Closings

In the case of inclement weather or an emergency, the BASE 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. Cancellation/changes must be received in writing (email option to GPYChildcare@philaymca.org).

Cancellation/changes must be received by the 1st of the month in order to avoid billing on your next scheduled billing date.



- **Example:** Written request is submitted January 1st, billing is stopped for January 10th, care ends at the end of January, and the cancellation/change goes into effect February 1st.
- **Example:** Written request is submitted January 4th, billing occurs on January 10th, care is in effect through the end of February, and the cancellation/change goes into effect March 1st.

Failure to cancel in writing within the appropriate time frame will result in no credits/refunds being issued. Your registration fee is non-refundable and non-transferable. The Y does not give credits or refunds once the payment is billed to your account.

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 family becomes ineligible for subsidy during the course of the program year, families will become responsible for tuition fees unless they request a withdrawal from the program.

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 childcare assistance, you must also apply for state subsidized childcare 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 continue receiving aid.

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



Drop-In Pass Program

The YMCA offers Drop-In Punch Passes for families in need of occasional care. The punch pass is valid for either 5 or 10 visits throughout the school year. Families must request their child's visit 48 hours in advance prior to the date of use through the Drop In Punch Pass Visit Request Form.

Drop-in passes are valid to be used at the child's school only for Before Care; Before/After Care; or After Care. Passes cannot be used at the YMCA for Full Day School Age Care on School holidays.

Drop-In visits may be scheduled any school day on/after September 7, 2026. Child safety is paramount and we are unable to accept visits for the first few weeks of the school year. Passes expire at the end of the academic year. Any unused visits will be forfeited and cannot be rolled over to the next academic year. All pass purchases are non-refundable, and refunds are not available in the event of non-use.

YMCA Financial Assistance and Sibling Discounts can be applied on Punch Pass purchases.

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 emergency medical care.

- We will make every attempt to contact you or your designated emergency contact first.
- If we cannot make 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 members 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. Examples of "reportable diseases" include, but are not limited to:

Respiratory Illnesses

COVID
Chicken Pox*
German Measles
Hemophilus Influenzae*
Measles
Meningococcus
Mumps
Tuberculosis

Gastrointestinal Illnesses

Campylobacter
Escherichia coli
Giardia Lamblia
Hepatitis A
Salmonella
Shigella

Contact Illnesses

Impetigo
Lice
Scabies

Whooping Cough

Strep Throat (not required to report to state)

*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.*

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 are 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),
- It is handed directly to a Child Care team member, and
- It is 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 BASE 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.*
 - *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

The Greater Philadelphia YMCA is concerned for the health and safety of all children in our care. Children with severe allergies, such as allergies to bee stings, peanut products, etc., may be at risk of a serious allergic reaction in the BASE program 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. 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

One of our goals at the YMCA is to help establish healthy eating habits. YMCA of the USA has adopted the “My Plate” guidelines to help combat childhood health issues. We encourage you to visit myplate.gov for ways you may adopt these guidelines at home.

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
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, and 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 fountain
- 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
- 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 children
- Prohibited from the following areas:
 - Areas/surfaces used for food preparation, storage and/or service.
 - Areas used for cleaning or storing food utensils and dishes.
 - Toilet facilities.
 - Animal waste shall be disposed of in sealed plastic bags in the outdoor

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 training in regard 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 severe 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:

Phone Number: ChildLine- 1.800.932.0131

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

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 list below 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.

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 people 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 people 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

The YMCA offers experienced, professional and caring team members who 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.

All team members working directly with children in the YMCA BASE program are required to have the training/clearances listed below. State requirements mandate clearances are renewed every 5 years, but as part of our emphasis on child safety, GPY requires that staff renew clearances every 2 years.

- Child Abuse Clearance – *renewed every 2 years*
- State Police Clearance – *renewed every 2 years*
- National Sex Offender Registry (NSOR) – *renewed every 2 years*
- FBI Fingerprints– *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 training courses to meet State, Quality, and YMCA standard

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 childcare 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 always implement the components of the Greater Philadelphia YMCA Supervision Policy 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 BASE 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 always kept with each group of children.
- 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 members must always retain close visual supervision of the children 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 always heard.
- 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 members 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 children (not just standing and watching)
- Ensure team member to child ratios are always correct to assist supervision efficiently.
- If necessary, when leaving childcare space, the team member must take a small group of children with them 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
Preschool (3 years until Child enters kindergarten)	1	10
Young school age (kindergarten to 4th grade)	1	12
Older school age (4th grade to 15 years old)	1	15

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

Release of Child

The safety of your child(ren) is of primary importance, and we ask for your cooperation with dismissal procedures.

- Pick up and drop off people must be age 16 or older; please be sure to list the full names of ALL people to whom we may release your child in your Emergency Contact Form.
- Children will only be released to individuals who are listed on the child's Emergency Contact Form and to whom can produce proper identification.
 - *Any person picking up a child needs to always have ID with them. 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 the team members know you. This will ensure that our team members are able to follow proper procedures when releasing children.*
- 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.

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 update your Emergency Contacts in your Forms at any 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, our team will contact the police and notify them that an intoxicated/impaired individual is leaving the center with a child; we will also inform them 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 payment can be accepted at the program site by the program 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 parents 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 parent towards any child or team member. The Program Leader, upon notification of 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 towards another program participant or participant's family member or YMCA staff
- 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. 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 the families in YMCA childcare in mind.

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. 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
- Give verbal warnings for behaviors
- Provide brief breaks from activities to allow child to regain control
- Temporarily suspend loss of certain privileges for the child
- Notify parents/guardians verbally of concerns and situations
- Document the child's disruptive behavior and maintain its 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 behavior continues, Program Leader will meet with legal guardians 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 site lead and BASE Program Lead.

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 childcare (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 members, 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.

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 of participants or team members

Payments for suspended or expelled days are non-refundable.

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 members 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

COMMUNICATION & SOCIAL MEDIA

Communication is key to a successful partnership!

Family Involvement

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 at the location and that gets sent 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/Staff 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.

BASE programs communicate daily via a site communication board. 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:** We will utilize email to obtain payment information, send receipts, and relay any non-emergency information, including monthly newsletters.
- **Phone:** We will utilize phone calls to contact you in case of accidents/incidents involving your child and emergency closings. In the event we cannot reach you, we will call the child's emergency contacts.
- **Family Conferences:** We want all children in our program to have a wonderful experience. If, at any time, you would like to discuss your child and/or concerns about the program, a family conference can be scheduled.
- **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.

Staff Contact

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 parent or legal guardian 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.**

Photographs and Video

As part of your child's permission forms, you will need to indicate your permission, or lack thereof, for photos or video image of your child to be taken while in the program. Staff will honor your request and cannot take photographs or video images of children who do not have parental authorization. All obtained photographs and video images become the property of the YMCA and collaborating third parties. 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 prevention, and/or child development.

Based upon observations of a child's behavior and results of developmental screenings and assessments, our teaching team members may feel that a child needs 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 AND 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 affection 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 Policy

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-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. 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:

1. **mail:**
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
program.intake@usda.gov

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 daily 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%.

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.

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 from transporting 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 take 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 pertain 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

I understand that if 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 of which my child is a party or participant, I will be 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 YMCA's then current hourly rates. I further understand that 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 me for collection, and that I 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 location.

Breastfeeding & Infant Feeding Policy

The YMCA subscribes 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.
- 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.

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 parties involved, 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 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>.