



Kennebec Valley YMCA Child Care Parent Handbook

Kennebec Valley YMCA Child Care Centers

Augusta Campus

31 Union St.

Augusta, Maine 04330

Phone 626-7582 Fax 621-6212

Manchester Campus

40 Granite Hill Road

Manchester, Maine 04351

Phone 622-9622 Fax 621-6212

www.kvymca.org

YMCA Mission: To provide the community an inspirational environment for the enrichment of all people, through social, recreational and learning activities. Caring, honesty, respect, and responsibility are the basis for all that we do.

Financial assistance available for qualifying individuals and families.
The YMCA is a non-profit 501c(3) charitable organization.

Welcome:

Welcome to the KV YMCA Child Care centers. We would like to make your family’s transition into our Child Care center as smooth as possible. To assist you, we have enclosed all of our policies and procedures in this parent handbook.

Mission Statement

Our Child Care centers are dedicated to enhancing the lives of children. We foster supportive relationships, create developmentally appropriate experiences and encourage the unique qualities of children. We welcome families who value children and appreciate the caring, educational, and professional environment we provide.

Hours of Operation

We are open 51 weeks a year, five days a week 6:45a.m. - 5:30 p.m. (Augusta Campus)
7:00 a.m. - 5:30 p.m. (Manchester Campus)

Our Nursery school program runs from 8:30 a.m. to 11:30 a.m. (Manchester Campus)
If your child is picked up after closing time a late fee will be assessed. (See Late Fee section)

Child Care Center Calendar

The centers will be closed on the following holidays and professional development days:
(*indicates professional development days)

September	Labor Day
October	Columbus Day
November	*Veteran’s Day, Thanksgiving Day and the day after
December	Christmas Eve (in observance of the Christmas Holiday) New Year’s Eve (in observance of the New Years Holiday)
January	*Martin Luther King Jr. Day
February	President’s Day
April	*Patriot’s Day
May	Memorial Day
July	Independence Day
August	Annual Maintenance at Manchester Campus August 15 th – 19 th Annual Maintenance at Augusta Campus August 22 nd – 26 th

Age Range and Tuition (Augusta Campus)

Ages 6wks-18mos \$794.00/month or \$397/semi-month
Ages 18mos-3yrs \$698.00/month or \$349/semi-month
Ages 3yrs-5yrs \$568.00/month or \$284/semi-month

Tuition is based on annual days of care and divided into equal payments. Tuition remains the same regardless of the number of days of care in the month.

1. Tuition is paid two weeks in advance and is due on the 1st and the 15th day of every month. You may choose to make one monthly payment, but payments must be received on the 1st or 15th day prior to care received.
2. All enrolled children must pay for their two final weeks of care before starting. A two week written notice must be submitted to the child care Director/Center Supervisor when a child is withdrawn from the program. At that time the two final weeks of care payment will be applied to your account and a final bill will be generated.
3. The YMCA does not send a bill. Tuition payment is to be made at the designated drop box in the child care center or at the Member Services desk. Your child will already be pre-registered for this program. If writing a check, please specify the child/children's first and last name on the memo line of your check.
4. Payment may be made by cash, check (made payable to the KV YMCA), money order, or credit card (MasterCard/Visa/Discover). We offer automatic withdrawal from a bank account or credit card payment plan, which is easy and convenient.
5. A LATE CHARGE of \$15.00 will be assessed for all payments received four days after the due date. For example if your payment was due on the 1st, a late fee would be assessed on the 5th. If payment was due on the 15th, a late fee would be assessed on the 19th.
6. In the event that your account becomes ten days overdue and you do not contact the Director/Center Supervisor, child care services will be suspended until payment is made. You will be notified by phone and mail. You may not bring your child back until your account is current.
7. Tuition for all child care programs is due regardless of absence from the program (illness, holidays, inclement weather).
8. Our Tax Id# is 01-0211811. At year's end, we will provide a receipt of total payment for tax purposes.
9. All fees must be paid before services are rendered, including late fee payments and late pick-up fees.

Storm/Cancellation Policy

The decision to close the child care centers will be made by administration and only if weather conditions are judged to be dangerous or to cause undue hardship to the YMCA community. Parents are advised of delays or closings on local radio and television stations. In the event that a center closes early, parents will be contacted by phone. A message will be left on the child care line in regards to delays or cancellations. 626-7582 (Augusta), 622-9622 (Manchester) or check our website www.kvymca.org.

Admission and Payment Policies

Timely payments are necessary to ensure financial stability of our child care centers. Families are expected to adhere to the guidelines listed in your individual Payment Agreement contract.

- Your child must visit the child care center prior to enrollment.
- Admission forms and up-to-date immunization records must be completed and given to the child care center Director/Center Supervisor prior to enrollment.

Drop Off and Pick Up

Please walk with your child into his/her classroom as morning communication between staff and families is important for a successful day.

If someone new is going to be picking up your child/ren please ask them to bring a photo ID. We will not release children to anyone who does not show proper identification and does not appear on your Authorized Pick-up list.

Please wash you and your child's hands upon entering the classrooms. This will help us combat the spread of illness in our centers.

Augusta Campus:

Upon arrival and pick up, please sign your child(ren) into and out of their classroom on the sign-in sheet. This allows us to keep an accurate count of who is in each classroom at all times.

Manchester Campus:

Upon arrival and pick up, please sign your child(ren) into the center. The sign-in/out sheet is located at the Member Services desk, in the main lobby. This allows us, as well as the Member Services staff, to keep an accurate count of who is in the Learning Center at all times.

Late Fee:

Our centers close at 5:30 pm. While we understand that emergencies occur, we ask that you pick up by closing time. In the event that you are going to be late, we request that you call the center. After 5:30 p.m. a late fee of \$5.00 will be charged until 5:35 p.m. and \$1.00 per minute thereafter. After three late pick-ups, the fee will increase to \$2.00 per minute and you may endanger your child's slot in the program.

Vacation Policy

Families receive one free week of vacation per year. Our calendar year is from September 1st – August 31st. Please note the following:

- Your child must be enrolled for at least 3 months before a vacation week is used.
- Children may not attend during a "free" week.
- A Vacation must be taken by the week, not by the day.
- Credit for unused vacation may not be applied to your account and cannot be carried to the next year.
- Your account must be paid-to-date to receive a free week.
- A Vacation request must be submitted 2 weeks in advance to the child care center Director/Center Supervisor.
- Your account will be credited one week during the child care center's annual closing in August.

Changes to enrollment

Any parents wishing to enroll their child/ren in full-time care from part-time, or vice versa, must give a two week notice in writing prior to the change taking affect.

Scholarships

The KV YMCA strives to serve all residents of the community within our available resources. Every effort will be made to accommodate all who wish to participate in our child care centers. If your family is experiencing economic hardship please see the child care Director/Center Supervisor for assistance.

Pluralism

The KV YMCA child care centers are deeply committed to the provisions of programs and services, which are enriched through the admissions of children of any ethnic origin, culture and/or religion. We promote acceptance, while valuing differences. Integral to the curriculum are activities involving sensitivity to gender, disabilities, culture, and ethnicity.

Developmentally Appropriate Curriculum

Our emphasis is on learning through play. This focus allows children to explore the world around them at an individual pace. The planning and provisions of activities at our child care centers are based on the developmental needs of children. Although initially groups may appear to be designated solely by age, in fact equal attention is given to the developmental levels of every child in our program. Age spans within the groups are designated to accommodate differences among children in terms of physical, emotional, social, and intellectual development. Children are transitioned to another group when it is determined by staff and parents that they are ready and able to participate fully in the program. The flexibility exists to move children back and forth between groups. The child care centers are devoted to promoting the cognitive, motor, emotional and social growth of each child that is enrolled. We do this in part by creating a thematic curriculum using the Creative Curriculum, this is a published curriculum that is used in YMCAs throughout the country, and the Maine Early Learning Guidelines. Some daily aspects of the curriculum include art, science, math, literacy, healthy habits and sensory exploration. The classrooms are set up in centers; this allows children to explore in different areas throughout the day.

Meals

All meals and snacks served meeting the requirements of USDA/CACFP (Child and Adult Center Food Program). We serve all children regardless of race, color, national origin, sex, age or handicap. Menus are posted in the classrooms. Menus are subject to change and any changes will be posted. We welcome your ideas, comments and recipes.

All meals will be served family style to provide children with choices. Staff will not insist that children eat one item before another; however, we will encourage healthy choices that will lead to positive eating habits.

The following items are not safe and may not be sent to the center; soda, hard candy and glass items. If items of this nature come to the center, they will be left in your child's cubby to be taken home at the end of the day.

Augusta Campus:

The Augusta child care center campus serves breakfast, lunch and afternoon snack to all children ages twelve months and up. Milk will be served with breakfast and lunch, juice and/or water will be offered with snacks.

Manchester Campus:

The Manchester child care center campus serves breakfast and afternoon snack to all children. Families need to provide their children with a healthy lunch daily. Please note, refrigerator space is limited so all lunchboxes need to be equipped with ice packs to keep food and drinks cold.

IMPORTANT: Manchester child care center is a peanut free facility.

Birthdays

We will acknowledge each child's birthday during circle time. Parents are welcome, but should not feel obligated, to bring a healthy snack to share with their child's classmates. We ask that sweets and party favors are saved for parties at home.

Clothing

We request that all families bring a labeled full set of clothing (socks, underwear, pants and shirt) to leave in your child's cubby. Shoes or appropriate slippers must be worn in the classroom at all times. All children go outside everyday unless there are extreme weather conditions. We ask that you provide the necessary items to keep your child comfortable for play both inside and outside.

Book Orders

From time to time we distribute book order forms from Scholastic Book Club. This is a great way to buy books for your child. It also helps the child care centers earn free books and bonus points towards supplies for the classrooms. All checks should be made payable to: Scholastic.

Parent Involvement

We encourage parents to visit, volunteer and become actively involved in our child care centers. A variety of communication techniques, such as newsletters and parent meetings are in place to keep parents informed. Parent/teacher conferences will be held to discuss your child's progress. Parents are also encouraged to participate in our Parent Advisory Committee meetings. We welcome volunteers to help enrich our program. We also appreciate any donations of lightly used books, toys or supplies. Wish lists or center needs lists may be posted on parent boards for parents interested in making donations.

Illness Policy

Illness is always an issue in child care settings. While we understand the needs of parents, we must protect children and staff from the spread of contagious illnesses. Your child should be well enough to be able to participate in all of our programs' activities, as we are unable to provide for sick children. For protection of all children and staff and to meet state licensing requirements, your child must be kept home and will be sent home, if she/he displays any of the following symptoms:

- an elevated temperature (101°)
- diarrhea, vomiting
- an unexplained rash
- discharging eyes, nose or ears
- continuous coughing

If a child is sent home from the center for any of these reasons, she/he will be unable to return until the symptoms have been gone for 24 hours, except with permission from the child care Director/Center Supervisor. Parents should exercise every caution and keep their child home should other unusual symptoms occur.

If your child has been exposed to a contagious disease, details should be reported to the center. Strep throat, viral illness, measles, mumps, chicken pox, fifth disease, scarlet fever, conjunctivitis, diarrhea, head lice (we have a "no nit" policy) and impetigo, are among those categorized as "highly contagious". Should your child contract Chicken Pox we require a one week absence. Additionally, sores must be scabbed over and dry prior to her/his return.

Please keep in mind these are guidelines. If the child care Director/Center Supervisor believes your child cannot fully participate in the program, you will be notified and you must pick up

your child within an hour of the request. A doctor's note may need to be provided before your child may return.

Medication Policy

Children requiring prescription medication during child care hours will receive it only on receipt of a written order from a physician (this may include a written label on the medication).

- Parents are required to fill out a medication form before any medication will be administered.
- All medications will be handed to the teacher upon arrival. (It is unsafe to leave it in your child's backpack or cubby space).
- All medications must be in the original container and be labeled with the child's name, the medication name, the amount to be given and the time it should be administered.
- The child care center will not administer the first dosage of any medication.
- Non-prescription medication must be accompanied by a written, dated non-prescription medication form.
- Non-prescription medications will not be administered for more than three consecutive days before a physician's order must accompany the parental request.
- Parents must take home all medications that are not currently being administered.

Outdoor Play

Research shows that children stay healthier when they go outside everyday. We go out to play at least once a day (weather permitting) for at least 20 minutes. In the winter we go outside unless it is below 20 degrees or stormy. In the summer we go outside unless it is too hot and humid. Please send your child with all the appropriate shoes and attire so that he/she can be warm in the winter and cool in the summer. Sunscreen is provided for the summer. You may supply your own if you have a preference.

Rest Time

State licensing requires that we provide an opportunity for rest of one (1) hour or longer according to the age and needs of the children. Please bring in a blanket, sheet (for a mat or cot) and a small cuddling toy for your child to have during this time.

Toys From Home

Please refrain from bringing in personal toys. We provide a wide range of activities, toys and games for you child/ren to explore while they are in our care. (It is ok to bring in a cuddling toy for rest time.)

Injury Policy

Slight injuries will receive first aid attention from a YMCA staff member. Parents will be informed of all injuries with an Accident/Incident report. If an emergency should occur, we will make every attempt to notify you or an emergency contact, but will administer and procure treatment at the nearest hospital if necessary.

Child Abuse & Prevention Policy

To provide the highest quality care for your family, the following procedure is in place to ensure the well being of all children in the child care center. We are mandated reporters of child abuse and will report suspected child abuse and neglect to the Department of Health and Human Services. The specific Program Directors are always available and should be your first point of contact regarding any suspected abuse. As part of the child care enter procedures, all child care staff under-go background checks and receives child abuse prevention training.

If the parent or guardian has exhausted all Program Director communication or the parent or guardian does not feel comfortable addressing their concerns with the specific Program Directors, the following people are available for contact: Mark Yerrick (CEO): 626-3488 ext 121 or Kate Taylor (associate executive officer): 626-3488 ext 122.

Guiding Children's Behaviors

In our child care centers we practice many techniques to handle conflicts that may arise. This helps to reinforce the YMCA core values: caring, honesty, respect and responsibility. Teachers help children solve problems with their peers by using guiding language with one another and helping children formulate a solution.

Our staff is committed to developmentally appropriate practices. We will adhere to the following procedures to help guide positive behaviors:

- Redirect children regarding both their manner of play and speech as an initial attempt to change the behavior.
- Draw on knowledge of the individual children and their developmental levels when interacting with them regarding discipline issues.
- Be clear and consistent with children regarding classroom behaviors and the consequences of one's actions, both favorable and unfavorable.
- Children will spend time away from the group only when the above practices fail and it becomes necessary for the safety of the child or the other children.
- Meetings between staff and parents will be scheduled to address areas of concern.
- If areas of concern do not improve, referrals to outside resource agencies will be made.

Should the concerning behaviors continue after the above steps have been taken, the child care Director/Center Supervisor reserves the right to terminate your child's slot. Our goal is to have a positive working relationship with all families. Consideration must be given to the safety and security of all children.

*The first thirty days are probationary for the center, parent, and child. Enrollment may be terminated at any time during this period. Parents are responsible for any fees incurred.

*KYYMCA child care centers reserve the right to withdraw a family from the program because of chronic neglect of policies and procedures.

KV YMCA Child Care Handbook

Signed Agreement

I _____ have read and understand
the Kennebec Valley YMCA Child Care Handbook.

Parent Signature

Date

Director Signature

Date