

YMCA OF METROPOLITAN DENVER

School Age Child Care & Day Camp

PARENT HANDBOOK

2016

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Welcome to the YMCA School Age Child Care (Before and After School) and Summer Day Camp Program! We look forward to serving you and your family. The YMCA strives to provide a safe, affordable, convenient and quality program to meet your family's needs. This handbook has been written to answer many of the questions you may have concerning our childcare services. If you have any further questions, please contact your Child Care Director.

YMCA MISSION STATEMENT

The mission of the YMCA of Metropolitan Denver is to put Christian principles into practice through programs that build healthy spirit, mind and body for all.

GOALS AND OBJECTIVES

1. The YMCA commits itself to serve the community with quality childcare services in a cooperative effort with area schools, and community Partners. Parent involvement is essential to this goal.
2. We strive to hire quality staff for our program. They work directly with children building strong positive relationships in a safe and caring environment.
3. Staff and children work together to plan activities that encourage children to develop to their fullest potential.
4. Since children have already spent most of the day in the classroom, opportunities for outdoor and recreational activities are provided. Age appropriate activities are offered in both large and small group settings. In addition, study time is offered daily during the SACC program.
5. Physical education activities are offered so that children can develop good coordination, physical fitness and proficiency in athletic skills.
6. Task oriented activities are planned to challenge children's present abilities and teach them new skills.
7. YMCA childcare strives to establish a cooperative environment where children learn social skills while developing their character and self esteem.
8. The YMCA offers programs and services to individuals and families regardless of sex, race, religion, national origin or financial ability.
9. YMCA childcare supports families through regular activities and parent involvement.
10. The objectives of YMCA programs are: to grow personally, clarify personal values and character development, get along with others, appreciate diversity, become better leaders, develop specific skills, and have fun!

AGES OF CHILDREN

The YMCA accepts children ages 5-12 years of age. Certain locations may take children up to age 14 during SACC/summer camp. See camp brochure for specific ages accepted at each camp location. Or inquire with your Site Director for the licensed aged range.

SPECIAL NEEDS

The YMCA will not discriminate against anyone because of a disability. We will work with each family in the best interest of the child in our program, on a case-by-case basis. We will be willing to make reasonable adjustments in our program to meet the needs of all children, their families and program employees. The YMCA does have limitations due to ratio being 1-15 and non specific knowledge of certain disabilities. Parent communication is essential in deciding if the YMCA can meet the needs of the child.

HOURS OF OPERATION

YMCA B & A and summer camp programs open at 6:30 (or 7:00 a.m. at select locations) until 6:00 p.m. During summer session Day Camp programming time runs from 9:00 a.m. to 4:00 p.m. Extended hours are offered from 6:30 AM/7:00 AM (depending on location) to beginning of Camp and 4:00 p.m. from the end of camp programming to 6:00p.m. This is included in the program cost. A late charge will be given for pick up after 6:05 P.M.

BAD WEATHER/SNOW CLOSURES

If a school is closed due to inclement weather, the YMCA childcare site in that school will close as well. Trips and activities may also be cancelled due to inclement weather.

HOLIDAYS

YMCA CHILD CARE IS CLOSED ON THE FOLLOWING DAYS:

Martin Luther King Jr. Day	-Jan 18th (select locations only) 2016
Memorial Day	- May 30, 2016
Fourth of July	- July 4, 2016
Labor Day	- September 5, 2016
Thanksgiving Day and the Day After	- November 24 & 25, 2016
Christmas Eve and Christmas Day (honored)	- December 23 & 26, 2016
New Year's Day (honored)	- January 2, 2017
2 Staff In-service Days*	-TBD

***The YMCA reserves the right to have 2 staff in-service days for professional development. Programs will be CLOSED. A 30-day notice will be provided in advance.**

NON SCHOOL DAYS AND HALF DAYS OUT

Care will be offered at each site if there are at least 5 children enrolled and attending.

SCHOOL VACATIONS

Holiday camps will be offered at the YMCA during Fall Break, Holiday Break and Spring Break at select locations. Please call the YMCA for specific information call 720.524.2700.

REGISTRATION

There is a \$25.00 non-refundable registration fee for each participant. A parent packet and all required paperwork need to be filled out in line prior to your child attending the program. Additionally, you must turn in a copy of your child's immunizations to the site attending no later than the first day of attendance.

FINANCIAL INFORMATION

BEFORE AND AFTER SCHOOL RATES

*Monthly rates are in effect for the fall school year. Check the rate sheet for your specific school.

** A child who attends afternoon Kindergarten may attend our regular after school program using the first through fifth grade rates. He/she may attend only after school.

LATE FEES

Payments are due on the 1st day of the month of the month attending. No late charge will be applied if payment is made in full no later than the 5th of the month attending. Should payment be received after the 5th, a late fee of \$15.00 will apply. If full payment is not received by the 15th of the month, a second late fee of \$15.00 will apply, and your child will be dropped from the program until full payment is made. If the 5th should fall on a Saturday, Sunday, or holiday; the payment will be due on the following business day. Further, any cancellation must be submitted in writing two weeks prior to the start of a new month. If this is not done, the parent is responsible for that month's payment. Summer camp payments are due two weeks prior to the week attending. Payments not received will forfeit your saved spot at camp.

REFUNDS/CREDITS

Refunds or credits will be granted in the following cases:

- A doctors' note stating the child's health will prohibit him/her from participating in the program for five business days or more.
- The child's family moves out of the YMCA/school's service area.
- A family emergency requiring five or more days away from home.

WITHDRAWAL POLICY

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

LATE PICK UP CHARGE

Late pick-up is stressful for the child. Please call if you anticipate being late. (after 6:05 P.M.) A fine of \$1.00 per minute will be enforced, after 6:05pm. This fee must be paid immediately to the YMCA upon pick-up. Repeated violation of this policy may result in the child's dismissal from the program.

FINANCIAL ASSISTANCE

Scholarships are available to families who qualify for financial assistance. Financial disclosure will be required, but kept confidential. There are limited funds available for scholarships; therefore, early application is encouraged.

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

- a) Most recent tax return
- b) Two consecutive pay check stubs

If the applicant is divorced and is requesting financial assistance for childcare, a Child Support Obligation Worksheet must be presented.

Financial assistance forms are available at the desk at the YMCA or on the YMCA website at www.denverymca.org.

Social services payments will be accepted from the following counties: Adams, Arapahoe, Broomfield, Jefferson, and Denver. When Social Service payments do not cover the cost of the program, scholarship monies are used to fully fund the child. These scholarship funds are limited; therefore, the YMCA will have limited Social Service slots available. It is the responsibility of the authorized parent or guardian to swipe in and out DAILY to ensure that the YMCA is reimbursed for days the children attend. Failure to swipe daily will result in immediate dismissal from the program.

All families seeking financial aid for childcare must inquire with their county social services to see if they qualify for aid.

RECEIPTS AND TAX INFORMATION

Receipts are available after making a payment and should be kept for families' records. YMCA of Metropolitan Denver childcare payments may be a tax deduction. Statements are available on your online account. The Tax ID # is 84-0402696. Or you may contact the front desk at 720.524.2700.

HEALTH

IMMUNIZATIONS

The State of Colorado requires a certificate of immunization signed by the physician for every child; due the day the child starts. Immunizations must be completed on the State approved form. Failure to follow this policy will result in dismissal of the child from the program.

MEDICATION

Prescription and non-prescription medication will be administered to children. The following procedures must be followed:

1. Parent completes and signs the Parent Release for Administering Medication form.
2. Parent brings medication to the Site Director (please do not send along with children).
3. The prescription label or doctor's statement includes the date, name of drug, name of child, name of doctor, dosage and times of administration. These must be clearly written.
4. Staff will store medication in a closed, locked container and will document when it is administered.

No medication will be accepted without the approved forms and properly stored medication. All medication **MUST** have a valid expiration date.

As of January 1, 2003 all childcare staff designated by the nurse consultant to give medications and must complete the 4-hour Department – approved medication administration training and have current first aid and universal precautions trainings. The YMCA is in compliance with the Nurse Practice Act.

SUNSCREEN

Each family must provide sunscreen for their child. All bottles must be labeled with the child's name. Staff will supervise application of sunscreen. If your child burns easily, send an extra shirt for him/her to wear while swimming. We strive to prevent sunburn and we appreciate the parent/guardian for sending the child prepared.

ALLERGIES

In order for our staff to better serve your child, it is imperative that parents inform staff of any allergies that their child may have or had, for example, food, medication, or other substances. The YMCA is **NOT** a nut free zone. We do not guarantee no exposure to foods that may cause allergies.

ILLNESS

According to state licensing requirements and for the protection of all children, the YMCA cannot accept children with the following symptoms:

- Elevated temperatura (over 101)
- Diarrhea or vomiting
- Undiagnosed rash
- Sore or discharging eyes or ears, profuse nasal discharge.
- Diagnosed contagious disease such as strep throat or chicken pox

All children must be symptom free for 24 hours prior to returning to the program. In some cases a Doctors note of release will be required.

If children become ill during program, they will be provided with a place to rest comfortably until they go home. Parents will be notified to come and pick up their child within the hour.

Please notify the YMCA if your child contracts a contagious disease, such as whooping cough, German or regular measles. It is a licensing requirement that signs be posted to notify families.

ACCIDENTS AND EMERGENCIES

YMCA staff is First Aid and CPR certified and has been trained in emergency procedures. Emergency numbers are available at each program. Plans for handling fire, floods, tornadoes, severe weather, lost or missing children, injuries and illnesses are on file at each site, and available on our website. We will call you or your emergency contact person to notify of a minor accident or injury. When there is no question that your child must be taken to the doctor or the hospital, we will call you to inform you of our course of action as soon as possible. ***It is vital that you keep our staff updated in case of changes in your phone number at work and at home.***

LOST CHILD

Every effort is made to keep all children safe. In the event that a child is missing, a search will be started immediately. If necessary, the parents and the authorities will be called to assist in his search. Parents, please assist us in educating your child of the importance of staying with the YMCA staff.

NATURAL DISASTERS/EMERGENCIES/THREATS

In the case of a natural disaster the YMCA school age program will follow its Emergency procedures specific to the incident. The school age program follows the districts guidelines set forth for evacuation and notification. In an emergency of this nature were to occur parents would be asked to be available at the number they have listed and an emergency contact and the YMCA will notify the parents via phone or email immediately once the participants are safe and the location is secure. The On-site Director is available through the YMCA site phone, and parents may call the listed emergency numbers or the YMCA front desk at 720.524.2700. In the case of a participant with a disability, the emergency procedures will be followed & a staff Member will partner with the child to move them to a secure location where the parent/guardian will be notified.

REPORTING OF CHILD ABUSE

YMCA childcare programs are licensed programs. The YMCA is mandated to report any suspicion of child abuse to Social Services. The license indicates that the program has met the required standards for the operation of a childcare facility. If you have not done so, please ask to see the license. If you believe that your child has been abused, you should seek immediate assistance from your county Department of Social Services. Colorado law requires that childcare providers report all known or suspected cases of child abuse or neglect.

The telephone numbers to report abuse are:

JEFFERSON COUNTY HOTLINE 303-271-4357
ARAPAHOE COUNTY HOTLINE 303 – 636 - 1750
ADAMS COUNTY HOTLINE 303 – 412-5212
DOUGLAS COUNTY HOTLINE 303- 688- 4825
DENVER COUNTY HOTLINE 720 – 944 - 3000

Childcare services play an important role in supporting families, and strong families are the basis of a thriving community. Your child's education, physical, emotional, and social development will be nurtured in a well-planned and run program. Remember to observe the program regularly, especially with regard to children's health and safety, equipment and play materials, and staff. For additional information regarding licensing, or if you have concerns about a child care facility, please consult the Colorado Department of Human Services, Child care Licensing, at 303-866-5958.

PROCEDURES FOR DROP OFF/PICK UP AND RELEASE OF RECORDS

SIGN IN/OUT

It is required by the YMCA and the Department of Social Services that only authorized persons sign their children in and out each day. **It is not acceptable for children to sign themselves in and out** unless that child walks to and from the child care site and the parent has completed a "Permission to Walk" form, if the child is 12 years of age. Persons must be 16 years of age to sign a child out.

Your child will be released only to the individuals that you have designated on the Child Information Record. If you need to make changes to the list of people authorized to pick up your child, please do so in writing. If there is an emergency, please call the YMCA and we will make special arrangements.

We will ask for a picture ID and check the authorization for the release of the child. If the person is not authorized to pick up the child, the child will not be released. If an unauthorized adult attempts to take a child without permission, the parents and the police will be called. Licensing requires those designated to pick up and sign your child out, must be at least 16 years of age.

The YMCA will call 911 regarding anyone picking up a child who appears to be under the influence of alcohol or drugs, or otherwise incapable of providing responsible care to the child. These procedures are for the protection and safety of your child and staff, and for your peace of mind.

LATE DROP OFF

If your child arrives late, the parent needs to take the child to school or to the location of the scheduled activity. It is the parent's responsibility to have the child at the site prior to the group leaving for school or field trips. If a child is brought to a field trip location, the parent must sign in the

child even if the child has a permission to walk form. Please notify the YMCA in advance if you will be bringing a child late.

LATE PICK UP

Children are supervised at the YMCA Child Care Site until 6:00 p.m. If the YMCA is not contacted and your child is still present at 6:05 p.m., we will contact other individuals authorized to pick up and emergency contacts. In the event that no one can be reached by 6:30 p.m., Social Services will be contacted and the children will be taken to the police. A late fee of \$1.00 per minute/per child will be charged after 6:05pm.

CLOSING PROCEDURES

Before a staff member closes the building, all rooms including bathrooms that the childcare program utilizes will be searched to assure no child is left in the building and playground. The staff will review the sign in and out sheets to assure all children that were signed in are signed out by an authorized individual. If there are any question in these procedures staff will call the parent/guardian first and then proceed with authorized pickups to assure the safety and well being of the child.

RELEASE OF RECORDS

Due to the volume of requests for information coming into the YMCA, and the necessity of protecting the privacy of the children in our care and the parents and guardians who utilize our services, the YMCA has established a policy, which prohibits release of information without the tender of the **Authorization, Release and Request for Information** form. This form can be obtained from the YMCA Area Director.

POLICY REGARDING DISCUSSIONS CONCERNING MINOR CHILDREN, PARENTS, OR GUARDIANS WITH THIRD PARTIES

Discussion concerning any child, parent, or guardian with any third party will only be allowed with those individuals with whom authorization for release of the child (pick up) has been given on the registration card.

Discussion concerning any child, parent, or guardian with any third party not authorized on the registration card, will occur only with a member of the YMCA administration present, and must be scheduled with the Executive Director of Before and After School/Day Camp.

PROGRAM

LOCATION OF CHILDREN

Staff supervises children at all times. Attendance is taken each day and staff makes phone calls to account for all children. Staff utilizes attendance sheets and head counts every ten minutes to account for children. When restrooms are not located immediately adjacent to the childcare room, children are accompanied by a staff member. Any time a program is away from the site, parents are given a written agenda of the field trip.

TRANSPORTATION

Children attending YMCA programs will be transported in YMCA minibuses or district busses. All children are required to wear seat belts when riding in the YMCA minibuses. It is the YMCA's responsibility to transport these children safely and to comply with Motor Vehicle Laws. A child must follow instructions and cooperate. If his/her behavior is affecting the safety of the other children, the participant's parents will be notified and your child may be dismissed from the program. We all want a safe and happy experience for the children. Safety is our primary concern.

YMCA drivers are required to have a CDL license. Each driver participates in the YMCA of Metropolitan Denver's Drug Testing program.

During full days out of the SACC program and the summer day camp season some camp participants will be transported by a district school bus, we contract through local public school transportation. The public school transportation departments are required to follow State of Colorado Transportation Laws. We only transport children age five and older. If a child is unruly on the bus, a parent will be called to pick up the child from the current location in order to maintain a safe environment for all children.

YMCA MINIBUS PICK UP AFTER SCHOOL

Please call the YMCA if your child will not be attending that day. Failure to do so will result in a delay of routes and children waiting at the next stop. Children must report to the YMCA minibus immediately after school. A call will be made to notify parents of absences. A \$25.00 fee will be charged if parents do not notify staff in advance of absences.

FIELD TRIPS/Special Activities

Field trips are a scheduled part of our program and will be posted in the SACC Monthly schedules and the Day Camp weekly schedules, as well as in the YMCA Office. A sign will be left at the site for parents describing the location and return time of the group. During full day care and Summer Day Camp we ask that all children be dropped off by 9:00 am. If your child arrives late and has missed the departure for the field trip, the parent will assume the responsibility for transporting the child to the group at the field trip location and locating staff to sign the child in (even if the child has a walking permission slip), or finding alternative care for the day. Schedules are subject to change; please call the YMCA for updated information. Please realize that our drivers are instructed to consider safety first, and that they may run late when traffic or weather problems occur. Attendance on field trips is taken by two different methods. A head count is done every 10 minutes. Actual documented roll call is taken every 30 minutes. In addition, the YMCA will be offering special activities where outside organizations will come into our programs as a guest speakers/or give presentations. During this time the YMCA staff will continue supervising and not allow children to be alone with these individuals.

CAMP T-SHIRTS

Your child will receive a Camp T-shirt when your child is fully registered to the Day Camp program. Camp shirts must be worn on all Field Trips. Additional camp shirts may be purchased as long as supplies last.

MEALS AND SNACKS

Snacks – During the school year an afternoon snack will be provided for your child. (This does not include summer day camp, the guardian must provide an AM and PM snack as well as a non perishable sack lunch, and there is no refrigeration or microwave available). The YMCA uses the guidelines for HEPA, which ensures nutritious snacks are served to your child. You are required to provide your child a well-balanced, nutritious lunch on days your child is out of school. We want snack/lunch time to be a pleasant experience for children. The atmosphere will be kept pleasant with conversation encouraged along with eating. No child will be forced to eat, nor denied food as a form of punishment. **Make sure that staff is aware of any food allergies your child may have. The YMCA does not allow sharing of food.**

PERSONAL BELONGINGS

It is the intent of the YMCA to make children as responsible for their belongings as possible. We believe that a child learning to care for one's belongings is an important life skill that we want to foster. You can help by labeling your child's belongings for easy identification.

WHAT TO BRING

Please provide your child with something that will hold his/her belongings and can be easily carried. Please read the activity schedule to determine when a child needs to bring extra items such as a swimsuit and towel. During day camp, days of out school, holiday break, and spring break, please send a labeled sack lunch with the child and a labeled water bottle, as well as two nutritious snacks.

WHAT NOT TO BRING

Do not allow your child to bring expensive clothes, gang clothing or items such as guns, knives, or any type of weapon or propellant toy; I-Pod; I-Pad; Cell phones, game boys; pets of any kind; or money unless specified in weekly schedule. **DO NOT LET YOUR CHILD BRING ANY ITEM HE/SHE CANNOT AFFORD TO LOSE! The YMCA is not responsible for lost or stolen items.**

LOST AND FOUND

The YMCA will keep a lost and found at the childcare site. Check for lost items daily, as we donate the unclaimed items to charity, after 30 days.

WEATHER



We want children to have the opportunity to experience the changing seasons. All children need to be prepared to go outside on a daily basis. This gives children a chance to get fresh air, run, and climb and roll in a large natural setting. We are aware of temperature and natural weather changes. Please send appropriate clothing for your child, e.g. snow boots, gloves, mittens, hats, jackets, and sunscreen. During hot weather, water is available at all times. Some activities are planned in the shade or indoors. If the temperature is below 44 degrees (F) the children will stay indoors and during the summer months if the temperature rises over 100 degrees (F) the children will as well stay indoors.

MOVIE POLICY

Movies will be shown occasionally during the program. We will be posting the movie before it is shown to the children. The movie will be offered to children as an option and will be a G rating (or PG rating with written parent approval). No PG 13 or R rated movies will be shown in school-age programs.

DISCIPLINE/ REDIRECTION

The YMCA's philosophy of a discipline/redirection program is that discipline/ redirection is a continuous, daily process of love and logic during which:

- Children will be encouraged at all times, and given feasible choices to adjust their behavior
- Responsible behavior will be recognized
- Self-esteem will be built through positive interaction, and age appropriate consequences

The YMCA will not permit corporal or physical punishment against a child. While in the care of a child, staff must be free of physical and psychological conditions that might adversely affect the children's physical and mental health.

DIFFICULT CHILD

Occasionally it becomes necessary to inform parents of disruptive behavior that is above and beyond the typically expected range. In an event such as this, a behavior report (Parent Communication) is written and submitted to the Child Care Program Director. A copy is given to the parent along with some discussion from the staff regarding the child's behavior. In cases where a child receives two behavior reports, a conference will be scheduled to discuss the child's continued participation in the program. In some cases, it becomes necessary to dismiss a child from the school age program. If this occurs, parents will be asked to find alternative care immediately. No child will be dismissed without the benefit of a conference between parent and staff first.

COMMUNICATION

STAFF QUALIFICATIONS

The quality and effectiveness of YMCA services for children are directly related to the skills and personal characteristics of staff. Recruiting, selecting, training and supporting staff are essential, interrelated processes in insuring the success and integrity of children's programs. The leaders are required to have experience in working with children, acknowledge of recreational activities, and must possess certain qualities in order to serve as role models for children.

The staff is selected for personal qualities of warmth, empathy, and ability to relate positively to children. They receive training in many areas: Safety, Child/Adult communication, Guiding Childrens behavior, numerous activities including arts/crafts, games, etc. YMCA staff are First Aid trained and CPR certified. Background checks are conducted on all staff. This includes criminal record background checks, Central Registry checks and reference checks.

RATIO

The YMCA follows CDHS guidelines for the State of Colorado. The YMCA has a 1:15 ratio for school age childcare and camp. A 1:10 ratio is in effect during swimming. The YMCA strives to run programs at a ratio lower than that required. The YMCA CANNOT in any circumstance offer a 1:1 or anything less than a 1:10 ratio of staff to child.

PREVENTION OF CHILD ABUSE

The YMCA is committed to a vigilant effort to safeguard and enhance the lives of young persons entrusted to our care. Every reasonable effort is made to reduce risks to children. Staff are trained, supervised and evaluated in the prevention of child abuse. As current information about child abuse demonstrates, there are no documented procedures to eliminate this risk. Nevertheless, the growing body of information about the nature, prevalence and effects of child abuse has created an enhanced

awareness for childcare providers, families and the general community. The YMCA has in place a detailed training and reporting program.

BABYSITTING

YMCA staff and volunteers are not allowed to baby-sit or transport children at any time outside of the YMCA program. Please assist us by **NOT** requesting staff to baby-sit your child.

COMMUNICATION WITH STAFF

Each YMCA childcare site has a director in charge of that program. If you have a message or concern and are unable to reach that person, the Area Director assigned to childcare programs may be contacted. Please ask your site director for the necessary phone numbers. Or check the YMCA website at www.denverymca.org to obtain the current supervisors phone number and email.

PARENT INVOLVEMENT

Parent support is critical to the success of the program. The YMCA recognizes and values parents in our programs. Daily communication with staff is very important. Parents are welcome and encouraged to visit their child's program. Parents or guardians are always welcome and visits do not need to be announced or arranged in advance. However, the observing parent or guardian must be listed on the child's authorization card in order to have access to the program area. Donations of supplies for our dramatic play and arts & crafts areas are gratefully appreciated.

Family events will be scheduled throughout the year. The YMCA staff hopes that your family will take the opportunity to visit with staff at that time.

SOCIAL SERVICES

The YMCA works in conjunction with the Colorado Department of Human Services, Division of Child Care. One of the functions of this department is to monitor childcare centers. All YMCA childcare programs are licensed with the State of Colorado.

Colorado Department of Human Services
1575 Sherman Street
Denver, CO 80203-1714
(303) 866-5958

VISITORS

Parents or guardians are always welcome and visits do not need to be announced or arranged in advance. However, the observing parent or guardian must be listed on the child's authorization card in order to have access to the program area. Any visitor entering a YMCA childcare program is required to sign in. A visitor will sign the "Visitor's Register", write their address, state the purpose of the visit, and show identification.

EVALUATION

During the year, you will be asked to evaluate our program. However, we would appreciate your feedback on our program and welcome your comments at any time. We are here to meet the needs of the community and welcome suggestions.

**YMCA OF METROPOLITAN DENVER
School Age Child Care & Day Camp
Emergency Procedures**

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Unfortunately, accidents do occur. Some can be prevented but in spite of everything we do, there will be situations, which call for special actions.

No two accidents are the same. While the various steps and suggested actions outlined represent sound procedure, your own good judgment should be the final authority until you are able to contact a department head, Branch Executive or Association Services Staff.

Generally, your responsibilities include:

1. Prevention of accidents before they happen.
2. Handling the situation at the time and recording the information at the next possible time.
3. Notifying the necessary people after the incident.

I. PREVENTION

A. Maintaining Indoor and Outdoor Environments

1. Monitor children's arrivals and departures and know where all children are at all times.
2. Check indoor and outdoor areas daily for safety hazards.
3. Check monthly to see that safety equipment and supplies are in place, easy to reach and in good condition.
 - First Aid Supplies
 - Blood Borne Pathogen clean up supplies
 - Hazardous Materials Supplies
 - MSDS Sheets
 - Counselors need to carry first aid equipment with them when they are outside.
4. Limit access to supplies and equipment for children –(including office, cleaning facility supplies)
5. Designate separate areas for active and quiet games and activities to avoid congestion and collisions.
6. Arrange the environment so that children and staff are visible at all times, including bathroom supervision.
7. Maintain appropriate adult-child ratios and group sizes.
8. Plan and implement a daily schedule to include active and quiet play.
9. Make sure the telephone is easy to get to and working properly.
10. Have current emergency information (Child Care Application) for children at all times.
11. Following all guidelines noted in the YMCA safety training

B. Planning for and Responding to Accidents and Emergencies

1. Respond quickly and calmly.
2. All staff holds current certifications in CPR and First Aid, Universal precautions, general safety and emergency procedures.
3. Post emergency evacuation routes.

4. Know and follow accident and emergency procedures.
 5. Have current emergency information and immunizations on site for all children and staff.
- C. Help Children Develop Habits that will Reduce and Prevent Accidents and Injuries
1. Involve children in making the program's safety rules.
 2. Explain rules and procedures for sports and games clearly before play begins every time
 3. Staff responds immediately when children are involved in unsafe play.
 4. Teach children proper procedures for using, cleaning up and storing equipment and supplies.
 5. Change activities when children become too excited, angry, or too tired to continue playing safely.

II. KEEPING THE YMCA INFORMED

The following emergency phone procedure format should be posted in each room, carried on all outings, or field trips and in each vehicle.

EMERGENCY NUMBERS

KEEP THIS WITH YOU AT ALL TIMES IN CASE OF EMERGENCY

A. What to Do

a. **Stay Calm! Determine what kind of help you need!**

b. **Call for help First!**

- i. **Fire, Police and Ambulance emergency 911**
- ii. **Police District**
- iii. **Fire Dept. Station**
- iv. **Denver Hospital 303.436.7455**
- v. **Child Abuse Hotline 720.944.3000**
- vi. **Med. Adm. Nurse Hotline 303.739.1125**
- vii. **Denver Co. Social Services 720.944.1142**

B. Who else to Call

a. **Coordinator/ Program Director**

_____ **Cell**

b. **Kelly McMeeking Cell 720.810.7313**

c. **Kim Schulz Cell 720.810.7317**

d. **Metropolitan Offices**
Steve Homburger Cell 720.810.7301

III. ACCIDENTS/INJURIES

First aid should be administered immediately. Remember blood borne pathogen procedures and precautions.

If MAJOR emergency:

1. Send someone to call 911. Do not hang up until told to do so.
2. Send same person should call YMCA
 - *First contact the Program Director/Coordinator
 - *If not available, contact the Executive Director.

Make sure that help is on the way!
Leave phone number where you can be reached.
3. Notify parent by phone (emergency contact if can't be reached):
 - *What Happened?
 - *Where to meet the child
5. Notify the area program director or Human Resources at Association Services Office
(720) 524-2700
6. keeping in ratio, have YMCA staff accompany child to emergency room or doctor. Give child's emergency information (CIR) to emergency personnel (e.g. ambulance or emergency room staff).
7. Get names, addresses and phone numbers of all witnesses for future reference.
8. Fill out incident report. Follow up with Injured Party. Turn in the next day to your supervisor.
9. Continue to show interest in the person following the incident. Document any follow up conversations in log book.

If MINOR injury:

1. Administer First Aid as needed.
2. Call the parent and share information about what happened and course of action taken.
3. Fill out incident report. Follow up with Injured Party. Turn in the next day to your supervisor.
4. Continue to show interest in the person following the incident. Document any follow up conversations in log book.

IV Fire/Tornado/Bomb/Emergency relocation

In the case of an emergency and participants are moved from the site, all parents will be notified via phone or email immediately once the participants are safe and location is secure, as well as; the on- site director will be available through the site cell phone, and parents may call the listed emergency numbers or the YMCA front desk at 720.524.2700.

In the case of a participant with a disability, the emergency procedures will be followed and a staff member will partner with the child to move them to a secure location where the parent/ guardian will be notified.

- A. Fire Prevention:

1. Drills should be conducted monthly and documented in fire drill spread sheet.
2. Fire extinguisher should be inspected regularly to ensure it is not expired. This includes all mini-busses.
3. All childcare sites should be inspected by the fire department annually.

If Fire Alarm activates evacuate the building in the following manner:

1. Line children up at door calmly and quickly do head count/ face
2. Take attendance sheets/ IPAD
3. With one staff at the front of the line and one at the end, evacuate the children according to the evacuation route.
4. Take attendance immediately when outside to determine that all children are accounted for.
5. Do not re-enter the building until authorized personnel give permission.

B. Tornado

1. Under a tornado watch:
 - Staff will be alerted if severe conditions exist.
 - Contact all childcare and camp programs
 - Have all outside groups return to the building
 - Monitor conditions closely.
2. Tornado Warning
 - Go to designated area in building – i.e., downstairs, inner room with no windows and low ceiling.
 - Monitor conditions closely.
3. Tornado drills should be conducted monthly and entered into tornado drill spreadsheet.

C. Bomb Threat

1. Notify the Branch Director who will call Association Services staff and call 911 immediately.
2. Evacuate the building. Only return to the building when authorities deem it safe.
3. If at offsite location follows School Emergency Procedures.

V. GUNMAN/WOMAN IN AREA/ LOCKDOWN/ LOCKOUT

IF WE HEAR THAT THERE IS A GUN MAN/WOMAN IN THE AREA

1. All outside groups will come into the building and the doors will be locked.
2. We will contact all child care supervisors to determine the safest location for the children.
3. Contact your direct supervisor/coordinator. If not available contact the Executive Director.

4. No children will be transported in the area.
5. The entrance door will be locked and the staff will monitor the building. It is recommended that all members stay in the building.
6. If at offsite locations, follow School Emergency Procedures.
7. Parents picking up children will be asked to show ID. Once the parent is there it is their discretion whether or not to leave.

VI. DEALING WITH THE MEDIA

In case of an accident or missing child, the media may come to investigate. Only Branch Executives or Association Services staff may speak with the press. Anyone else may say, "I am sorry. It is my job to work with children. Someone will be here to speak with you soon."

Make sure that the Branch Executive and Association Services are informed immediately!

The initial news media contact is the most crucial because:

1. Once a serious accident occurs, the YMCA has been undeniably harmed. It becomes the job of the Association to make the impact of that harm as light as possible.
2. The first impression the general public gets is the one that is the most lasting.
3. Maintain an attitude of cooperation and helpfulness even though, you are unable to respond to their questions.
4. Be wary of casual conversation. Do not say "off the record" or "no comment".
5. Make sure children are away from the media and engaged in activities

VII INSURANCE:

Essentially, the YMCA carries three types of insurance:

1. Compensation for employees on payroll for injuries or illnesses attributed to their work. If staff are hurt at work, forms must be filled out that day, whether or not the staff needs medical attention or not. If medical attention is needed, staff must go to the YMCA's designated doctors and hospitals. This insurance is called Workmans' Compensation.
2. Personal injury or property damage to persons other than employees. The determination of whether our insurance company will pay a claim is

totally up to the insurance company. A participant may send us a bill and we will turn it over to the insurance company who will determine liability.

3. Automobile accidents which result in injury to persons or damage to property. Make sure that automobile forms are completed immediately and turned into the Executive Director.

*****CAUTION:** If you are asked about the insurance coverage of the YMCA, you are authorized to say **ONLY:** "It will be referred to our insurance company".

All forms needed to report an accident or incident must be kept at the program locations and in YMCA vehicles.

VIII BEFORE/AFTER SCHOOL DROP OFF/PICK UP

DROP OFF

1. Arrive at your shift in plenty of time to complete the mandatory bus checks and complete check sheet/ remove snow/ice- warm up vehicle/gas/ attendance sheets/directions/ locations sheet (mileage)
2. Leave in plenty of time...allow for traffic and weather.
3. Mark bus sheets from attendance sheets with an initial and watch to make sure that every child that was signed in by their parents gets on the bus.
4. Remind the children to bring ALL of their belongings including lunch and lunch money, backpacks etc.
5. Drop off or dismiss children 5-10 minutes before start time. Initial bus attendance sheets that you have dropped off the children and note the time. **MAKE SURE YOU WATCH AS THE CHILDREN GET OFF THE BUS!!** Some children have been known to get off the bus at the wrong school.
6. Complete mileage logs. Also make sure that a bus check is done every day. Do a sweep of the bus to ensure all children, belongings and trash are not left on the bus.

PICK UP

1. Before leaving on van runs or before the start of your afternoon program, call the site Director to see if any children are not coming that day.
2. Arrive at a school 2-3 minutes prior or more depending on school parking to the dismissal bell.
3. After dismissal, wait 5 minutes for children and check each child as they enter the bus. **DO NOT ALLOW A CHILD TO LEAVE THE BUS ONCE HE/SHE HAS ENTERED.**
4. If a child does not show within 5 minutes:
 - Call the parent(s) to ensure the child is not supposed to come

- If the parent does not answer call the school to verify attendance at school that day.
- Contact emergency contact

IX. PARENT PICK UP

- Staff must wear YMCA staff badges and staff shirts at all times.
- Greet and acknowledge every parent or person picking up a child as they sign out
- New parents or unknown person – Ask if you can help them. If they say they are to pick up a child, ask to see their photo ID. Refer to the child care application for who is authorized to pick up. If they did not sign the form or are not listed on the authorized to pick up list, you MAY NOT release the child to that person. A call must be made to the parent/guardian. The parent/guardian can authorize the release over the phone and must amend the application as soon as possible.
- Late parent – At 10 minutes late, start calling both authorized parents home and work phone numbers.
- At 20 minutes late and unable to contact either parent, call any other person who is authorized to pick up the child and/or the emergency contact person.
- At 30 minutes late and unable to contact anyone, call your Program Director.
- At 6:45 authorities and Social services must be notified to pick up if no parent/emergency contact has been reached.
- Intoxicated Parent – Ask if someone else can drive them home. If no, ask if you can call a taxi. If they leave anyway, call police, explain the situation, give license number, make of vehicle and home address.

X. HEALTH

- Ill child – If a child has a temperature of 101° or more or is vomiting or has diarrhea, call the parent to come and pick up the child. Isolate the child within a staff person's sight.
- Hand washing – Staff and children must wash hands before eating or preparing snack and after toileting.
- Meals and Snacks – Tables must be sanitized with bleach prior to and after eating. All utensils used for eating must be washed, rinsed and sanitized.
- We are responsible for making sure that children receive nutritional snacks and meals. A nutritional snack should include two food groups, i.e. cheese & crackers or cookies and milk. If parents provide lunches,

we need to check them daily for the nutritional component and for foods that might spoil. Lunches should have a grain, a protein and two fruits or vegetables.

- Medication – Medication is only administered by certified staff.
 1. Medication must come in an original bottle.
 2. Must be prescription or have a doctor's written permission to administer (may be faxed to us).
 3. Parent must complete medication form.
 4. Medicine must be kept in a locked location.
- Toileting – If a child has an accident, verbally help them with changing of their clothes. If a child needs assistance, a staff person must be in sight of another staff. An extra change of clothes at all sites is mandated by Licensing, and should be taken on all field trips.
- Diapering (ECE Only) – Wash changing table with bleach water and dry prior to use. Wear latex gloves. Wash table with bleach water again after use. Air dry. Remove gloves and wash hands.

XI TRANSPORTATION AND FIELD TRIPS

- All children and adults must be properly restrained with seat belts in YMCA Mini-Busses. No more than 30 passengers (including staff) may be transported in a YMCA Mini-Bus. Everyone must remain seated and in seat belts until the vehicle has stopped.
- Children must be loaded and unloaded at the curb. If it is absolutely necessary for a child to walk through a parking lot or across a street, a staff person MUST ACCOMPANY.
- Only authorized staff may drive a YMCA vehicle. All drivers must be over 21 years of age and be authorized to drive through the Association Offices. Drivers of YMCA busses must carry a Colorado Commercial Driver License.
- Attendance must be taken before children enter the vehicle.
- All hands, arms, feet, etc. must be inside the vehicle.
- All mini-busses must be locked and windows closed when not in use.
- Mileage logs must be completed on each trip.
- Vehicles must be checked daily prior to use and vehicle inspection forms must be completed. These must be kept in the mini-bus note book and will

be checked randomly by the Program Director/Coordinator. ***Any maintenance issues must be brought to the Directors attention immediately.

- YMCA vehicles may not be used for personal reasons.

EMERGENCIES IN A MINI-BUS

- Flat Tire and Breakdown – Take passengers to a safe place and call the YMCA for instructions.
- Accident – Take passengers to a safe place and ensure the safety of passengers, i.e., initiate first aid and call 911. Report to the proper authorities and call your immediate supervisor as soon as possible.

Any driver involved in an accident in which a fatality occurs must immediately submit to a controlled substance and an alcohol test. Any driver who receives a citation for a moving traffic violation must immediately submit to a controlled substance test **and** an alcohol test if, (a) the accident results in a fatality, or bodily injury to a person who must immediately receive medical treatment away from the scene, or (b) one or more of the vehicles involved is towed from the scene.

- In case of fire – evacuate passengers to a safe location, call 911 and call your immediate supervisor.
- Vandalism – Call the Program Director immediately. Fill out property loss report.

FIELD TRIP PROCEDURES

- A notice must be posted at the site stating departure, and return times, location and phone number pertaining to the field trip. A list of children attending the field trip must be left at the front desk while gone.
- Attendance will be taken prior to leaving
- A Counselor will get off the bus first and the children will follow in an orderly manner.
- Always point out limits and boundaries to children prior to leaving the vehicle or starting an activity.
- Attendance will be taken every 30 minutes and headcounts every 10 minutes.
- Children will never be left alone for any reason.
- Children may not enter any building unless accompanied by a staff person.
- When entering locker rooms, a staff person will accompany the children.

- While swimming, a staff person must be on deck. Children must be accompanied to the restroom by another staff. Additional staff will be in the water with the children.
- Rules will be strictly enforced by ALL COUNSELORS – WORK TOGETHER.
- All areas will be picked up prior to leaving. The facility should be left in the same condition it was in when you arrived.
- Staff will interact with children at all times.
- Know the location of your group at all times. You are responsible for their whereabouts.
- If you are going to be late returning from a field trip, please call your direct supervisor and let them know your estimated time of arrival.

XII SUNSCREEN POLICY

- Families must provide sunscreen. It is the Staff's responsibility to ensure face, ears, arms, shoulder, and neck are completely covered with sunscreen. Staff are responsible for making sure sunscreen is applied properly to each child and the attendance sheet is initialed in the appropriate place.
- If a child does get sunburned, call your immediate supervisor and complete an incident report.

XIII. MISSING OR RUNAWAY CHILD

- Gather everyone together and ask who saw the child last. (All YMCA employees, school staff, parents)
- One staff stays with the group and all other available adults search for 10 minutes.
- If child is not found within 10 minutes, the proper authorities and the Program Director are called. Parents will be notified the Program Director at this time.
- If a child runs away and the staff see him/her and there are a sufficient number of staff, one staff person may go after the child and try to talk the child into coming back to the group. If unable to keep up with the child, the authorities, the Program Director and the parents must be notified.

XIV. PREVENTION OF CHILD ABUSE

All staff must attend the YMCA of the USA National Child Abuse Prevention Training and review and sign the Employee Code of Conduct annually.

XV. DOCUMENTATION

Forms: Sign in/out
 Incident Report
 Parent Communication forms
 First Report of Injury for Workers' Comp
 Report of Suspected Child Abuse/Neglect

Site Logbook:

Must be recorded in daily, dated and signed by the Site Director. The following must be documented in the logbook:

- Discipline Problems
- Parent Conferences
- Abuse problems or suspicions
- Injuries
- Accidents

All logbooks must be kept with records for childcare even when boxed for storage. It is your responsibility to make sure you have a logbook to record in.

**YMCA of Metropolitan Denver
 School Age Child Care & Day Camp
 Parent Handbook & Child Care Procedures Training**

I, _____, have read and understand the Parent Handbook and the Child Care Emergency Procedures of the YMCA of Metropolitan Denver. I agree to act in accordance with these procedures at all times while employed by the YMCA. I understand that the violation of any of these policies is cause for disciplinary action up to and including termination of employment.

EMPLOYEE SIGNATURE _____ DATE _____

SUPERVISOR/TRAINER SIGNATURE _____ DATE _____

TIME OF TRAINING FROM: _____ TO: _____