



YMCA OF METROPOLITAN CHATTANOOGA
301 West 6th Street Chattanooga, TN 37402
ymcachattanooga.org

Cleveland Family YMCA, 423.476.5573
Downtown Family YMCA, 423.266.3766
Hamilton Family YMCA, 423.899.1721
J.A. Henry Community YMCA, 423.757.0665
North Georgia Community YMCA, 706.935.2226
North River Family YMCA, 423.877.3517
Y-CAP/Chattanooga, 423.847.7682
Y-CAP/Cleveland, 419.376.1446
Y-CAP/Lake Forest Middle School, 443.974.2164
YMCA Camp Ocoee, 423.338.5588



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

EXPLORING CREATING LEARNING

Parent Manual
EARLY EDUCATION AND SCHOOL-AGE
ENRICHMENT PROGRAMS



YMCA OF METROPOLITAN CHATTANOOGA
ymcachattanooga.org

TABLE OF CONTENTS

Welcome to the Y _____	1
About Us, YMCA Mission, Program Statement, Enrollment Process	
Program Descriptions _____	2
Creative Curriculum, Building a Primary Classroom, HEPA Curriculum, Payment Policies	
Program Information _____	4
Registration Fees, YMCA Membership, Late Pick-Up, Holidays, Financial Assistance, Procedures, Arrival and Departure, Alternative Pick-Up, Custody Agreements, Transition of Children, Child Absence	
Transportation of Children _____	7
Medical Emergencies, Routine Trip Safety, Field Trip Safety	
Emergencies and Accidents _____	8
Emergency Procedures, Emergency Closing of a YMCA Child Care Location, Emergency Drills, Emergency Evacuation/Alternative Site Information, Outdoor Play Weather Conditions, Inclement Weather Information	
Medical Emergencies, Routine Trip Safety, Field Trip Safety	
Management of Illness _____	9
Administration of Medication and Special Services	
YMCA Information _____	11
Annual Campaign, Swimming Policy, No Smoking Policy, Possession of a Weapon, Toys and Electronics from Home, Employee/Family Relationships, Safety and Insurance, Parental Concerns	
Parent Participation _____	13
Parent Conferences, Family and Special Events, Child Abuse Prevention, Parent Visitation, Registered Sex Offender of a Child Enrolled in a Center, Program Evaluations	
Parental Concerns	
Behavior Management Policy _____	14
Behavior Guidelines for Parents, Guidelines for Persistent Inappropriate Behavior, Guidelines for Immediate Disenrollment, Forms of Unacceptable Discipline	
Food _____	18
Snacks and Meals, Food Storage Plans, Menus, Nutritional Information, Celebrations and Birthdays, USDA Nondiscrimination Statement	
Age Specific Information _____	21
Infant/Toddler Information - Food, Care Sheets, Dress, Diapers and Diapering Medication, Biting, Toilet Training, Family Vacations	
Preschool Information - Daily Activities, Learning Portfolio, Preschool Swimming, Dress, Use of Technology, Family Vacations	
School Age Information - Cancellation for School-Age Children, Absent Child/'No Show' Procedure for School-Age Children After School, Attendance for School-Age Children, Supervision, Dress	
Sample Schedules _____	24
Infant/Toddler Schedule, Preschool Schedule, Full Day Program for School-Age Children	

PRESCHOOL SCHEDULE

Morning	Activity
7:00	Center play
8:00	Breakfast/handwashing/bathroom
8:40	Circle/Center play
9:50	Outside play
10:55	Transition to inside/bathroom/handwashing
11:15	Lunch/handwashing/Mat preparation
Afternoon	Activity
12:00	Rest/alternate quiet activities
2:00	Wake up/bathroom/handwashing/snack
2:30	Handwashing/center play
3:45	Clean up/handwashing/bathroom
4:05	Outside play
4:50	Clean up/handwashing/bathroom
5:10-6:00	Center play and dismissal

FULL DAY PROGRAM FOR SCHOOL-AGE CHILDREN

Morning	Activity
Upon arrival	Greeting, health check, hand washing and quiet activities
8:30	Snack/Group Meeting
9:00	Interest centers
10:30	Outdoor play or gym
11:00	Special activity/field trip
Afternoon	Activity
12:00	Clean up, restroom, hand washing
12:15	Lunch
1:00	Swimming or outdoor play, special programs, or projects
2:30	Restroom, hand washing and snack
3:30	Interest centers
4:30	Free choice, interest centers, outdoor play, departure

SAMPLE SCHEDULES

INFANT/TODDLERS SCHEDULE

Preschool Schedule

Morning	Activity
7:00	Center play
8:00	Handwashing and breakfast
8:30	Diaper changing/handwashing/centers
9:05	Clean up and transition to outside play
9:10	Outside play
9:50	Handwashing and water break
10:15	Group activity and centers
10:40	Diaper changing/handwashing/rest mats
11:00	Lunch/handwashing
11:30-2:15	Naptime
Afternoon	Activity
2:15	Put away mats/diaper changing/center play
2:30	Snack/handwashing
2:55	Transition to outside/outside play
4:00	Handwashing/water break/ diaper changing/center play
4:30	Center play
4:50	Diaper check/handwashing
5:00-6:00	Center play and dismissal



WELCOME TO THE Y

Welcome to the YMCA of Metropolitan Chattanooga. Our Early Education Care, School-Age Enrichment programs promote love for learning, healthy choices, social and emotional development and creativity. Early childhood education offers infant, toddler and preschool enrichment. For school-age children, we offer after-school as well summer enrichment when school is not in session.

ABOUT US

- The YMCA is the largest provider of child care in Southeast Tennessee and North Georgia with 20 centers, 19 of which are located in area schools.
- Some programs are licensed by the Tennessee and Georgia Department of Human Services and meet or exceed state standards.
- We offer financial assistance to those who qualify through contributions made to the Y's Annual Campaign or through public funds.
- Our licensed centers participate in voluntary rating systems which recognizes care programs that exceed quality benchmarks over and above Tennessee and Georgia licensing standards.
- Our staff members are nurturing, caring and trained professionals.
- We teach to the State Early Learning Development Standards.
- Common Core standards in our program extend the learning day and prevent Summer Learning Loss.
- Preschool families receive a free family membership. (See page 4 for details)
- We promote the Y's Character Development Values of caring, honesty, respect, responsibility and faith.
- Our preschool center is safe and secure with locked doors.

YMCA MISSION

To put Christian principles into practice through programs that build healthy spirit, mind and body for all. We take great pride in living out our Christian mission every day through saying simple prayers before meals, singing songs and reading Bible stories.

PROGRAM STATEMENT

We encourage children in our child care programs to explore new activities that are fun and help develop life skills. Programs like swimming lessons, sports, art, and camping are available year round at your neighborhood Y. For a list of current programs, visit ymcachattanooga.org.

ENROLLMENT PROCESS

The enrollment process is a time not only to complete the required paperwork, but also a time to gain valuable information to meet the needs of your child and meet the center staff. All families must have enrollment clearance and/or meeting before the child can attend a program.

PROGRAM DESCRIPTIONS

CREATIVE CURRICULUM®: INFANTS AND TODDLERS

Creative Curriculum includes: safe, healthy and creative indoor and outdoor environments, physical activity that encourages gross and fine motor development, cognitive development using all senses, interactions to promote curiosity, and communication to encourage children to communicate through feelings and help develop listening and speaking skills. It also includes social and emotional activities, interactions and routines for young children to feel successful, develop trusting relationships, express feeling and encourage self-discipline.

CREATIVE CURRICULUM®: PRESCHOOLERS

Creative Curriculum includes activities to support children's development through interest areas while teachers create environments that encourage children to learn at their different developmental stages. The content areas include: literacy, mathematics, science, social studies, arts and technology. Healthy habits are encouraged through personal safety, curriculum, (for more information go to <http://www.tennessee.gov/assets/entities/humanservices/attachments/preface-keeping-kids-safe.pdf>) rigorous activities indoors and outdoors. Social skills and expressions of feeling and connectedness with others are also encouraged.

BUILDING A PRIMARY CLASSROOM: SCHOOL-AGE

Building a Primary Classroom is designed to help children grow physically, emotionally and intellectually. Developmentally appropriate environments and activities include: arts and crafts, board games, building, dramatic play, quiet area, reading, floor games, music, homework completion, outdoor play, and physical activities.

HEALTHY EATING AND PHYSICAL ACTIVITY CURRICULUM (HEPA)

The HEPA standards encourage healthy habits that will last a lifetime. The children are educated on nutrition and encouraged to make healthy choices. Physical activity is promoted in a number of ways such as swimming, large group activities and outdoor play. Children are served nutritional meals and snacks as part of the standards.



SCHOOL-AGE INFORMATION

CANCELLATION FOR SCHOOL-AGE CHILDREN

In the event of a school cancellation, there will be an all-day program held at: _____

PLEASE NOTE: Space is limited. There is an additional fee for all day care. Your child will need a sack lunch and drink. Early arrival to the full day site is recommended. Phone reservations are accepted.

ABSENT CHILD/'NO SHOW' PROCEDURE FOR SCHOOL-AGE CHILDREN AFTER SCHOOL

The staff will take attendance upon the children's arrival at the program. If a child who is expected to be in attendance at the center (from school or another program) does not arrive and the parent does not provide a verbal or written note, then the following procedure is followed:

1. The school office will be contacted for information
2. A follow-up call to parent or guardian is made immediately.
3. If the parent is not accessible, the staff must make contact with emergency numbers for verification of the child's location.
4. If the child cannot be located with the help of a parent, school personnel or emergency contacts, the police and or children's services will be called for assistance.
5. In the event of a "no-show", an incident report must be issued and the Executive Director must be notified.

ATTENDANCE FOR SCHOOL-AGE CHILDREN

If a child is suspended from school, they may not attend the YMCA after-school program during that period.

SCHOOL ARRIVAL FOR SCHOOL-AGE CHILDREN

Once a child enters the school district school bus or is dropped off at school at the appropriate location by the YMCA, the YMCA is no longer responsible for the supervision of the child.

SUPERVISION

School-age children will be supervised at all times.

DRESS

Please dress your child for play and fun. An extra set of clothes should always be on hand in case of accidents or if your child needs to be changed during the day. It is important that all children wear closed toe shoes. T-shirts and shorts should be an appropriate length and not offensive in nature.

PRESCHOOL INFORMATION

DAILY ACTIVITIES

The activities provided will promote the development of the whole child in line with the Tennessee Early Learning and Development Standards. An appropriate balance of nurturing, learning and play time will occur throughout the day.

LEARNING PORTFOLIO

Assessments and documentation of learning will be collected in a file. The file will show your child's academic and developmental growth over time.

PRESCHOOL SWIMMING

Each of our 3 to 5-year-old children enrolled during the year will have an opportunity to participate in swimming lessons. This occurs once per week. The cost is \$20 per month (subject to change) and is added to your Automatic Payment Plan.

DRESS

Please dress your child for play and fun. An extra set of clothes should always be on hand in case of accidents or if your child needs to be changed during the day. It is important that all children wear closed toe shoes. T-shirts and shorts should be an appropriate length and not offensive in nature.

USE OF TECHNOLOGY

Parents shall be informed of movie showings and video/computer games and their ratings

- Videos, movies, and video/computer games must be previewed by staff for content
- All programs shall be designed for children's education and/ or enjoyment
- Computers, if used, will be located in view of a caregiver for monitoring purposes
- Limited to two hours per day (will enforce 20 minute maximum)

FAMILY VACATIONS

After one year of continuous enrollment in our preschool program, you may opt for a free week in which your child will not be present. (i.e. vacations, stay-cations, etc.)

PAYMENT POLICIES

1. All fees for services of YMCA child care/day camp/teen leaders camp are to be paid through the YMCA Automatic Payment Plan (APP). Cash will not be accepted.
2. Drafts occur on Fridays (Preschool on Mondays). Drafts can be set up for each week or every other week.
3. Families may modify their draft up to two times per year. There will be an administration fee of \$25 charged for each modification after that. This will be added to your draft the week it was modified.
4. All modifications to your draft require a 14-day notice. **NO EXCEPTIONS.** All modifications to care type and rate changes must be approved. Child Development and Camp Directors have the authorization to approve care changes that require modifications to your fees. Modifications made for new accounts, increased fees and new credit card numbers will not be charged administrative fees.
5. All paperwork must be completed and turned in to the site director before your child may attend programs.
6. A two-week written notice is required to withdraw your child. Parents are responsible for the program fee if a two-week written notice has not been provided. If your child has not attended the program for two consecutive weeks, without prior notice, it may result in the termination of your child's slot. Without notice, your bank draft will be continued through the last date of service of child care.
7. Scholarships take up to two weeks to process. Scholarships may not be able to be awarded before the two-week submission period. Families that attend before receiving the formal approval will be invoiced private fees and will be expected to pay that rate.
8. A fee will be assessed for any bad bank drafts. The fee is \$20, but is subject to change.
9. Care for inclement weather days and school cancellation days is available for school-age children. An additional charge for care during these days will be invoiced. Families that have indicated that they are anticipating using the YMCA for care, but do not show, will be billed for that no-show.
10. Rates are published once per year and are subject to change at the discretion of the YMCA.

Federal Tax ID: 62-0475699

PROGRAM INFORMATION

REGISTRATION FEES/YMCA MEMBERSHIP

There is a \$50 registration fee to attend the YMCA Early Education Care and School-Age programs. Families have the opportunity to purchase a household membership if so desired, which allows unlimited access to all of the YMCA facilities as well as reduced pricing for child care, classes, programs and YMCA Camp Ocoee. Preschool families receive a free family membership as long as they are enrolled and only for the address of the child's residency. Visit ymcachattanooga.org for additional information.

LATE PICK-UP

Our program closes at _____. If your child has not been picked up by _____ and you have not contacted the staff, the following measures will take place:

1. Staff will try to contact the parents to determine arrival time.
2. If contact can't be made, the staff will contact the alternate adults on the child's enrollment form to arrange pick-up.
3. After the above actions fail, staff will call the local police or children's services for assistance.
4. For every minute you are late picking up your child, \$1.00 will be added to your invoice for that week.

HOLIDAY OBSERVANCES FOR CENTERS

Full-day centers will be closed on Memorial Day, Good Friday, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Day and New Year's Day. Early closing (3:00 PM) on Wednesday before Thanksgiving, and Christmas Eve. School sites will be open when school is open. Alternative care for school sites is available. The center holiday schedule is posted; however, it may change due to low enrollment.

FINANCIAL ASSISTANCE

Families who qualify may receive assistance through their state childcare voucher program.

Tennessee Department of Human Services -
423.209.6120.

Georgia Childcare & Parent Services -
877.755.6522

YMCA Scholarships are also available for families that do not qualify through Human Resources.

Please contact your local YMCA for an application.

INFANT/TODDLER INFORMATION

FOOD

The YMCA provides snacks for children older than 12 months that are accustomed to table foods. Please see director for additional information on food for children.

CARE SHEETS

Parents will complete a daily checkin/care sheet providing information from home. Daily sheets are given to parents at the end of the day to communicate your child's day.

DRESS

Please dress your child for play and fun. An extra set of clothes should always be on hand in case of accidents or your child needs to be changed during the day. It is important that all children wear closed toe shoes. If they're involved in swimming activities, girls must wear a one-piece bathing suit. T-shirts and shorts should be an appropriate length and not offensive in nature.

DIAPERS AND DIAPERING MEDICATION

Parents will provide enough diapers for their child. An Administration of Medication form must be completed for our staff to apply diaper ointment.

BITING

Biting is common amongst young children. During early childhood, children are sensory learners and often explore orally. If biting occurs, the children will receive an incident report. Teachers make every effort to minimize this behavior, however, it may still occur.

TOILET TRAINING

If a child has an accident, YMCA staff will use wipes to clean the child. Toddlers and Preschoolers must have a change of clothes available. Soiled clothes will be placed in a plastic bag and stored out of the reach of children until the soiled clothes are sent home that day.

FAMILY VACATIONS

After one year of continuous enrollment in our preschool program, you may opt for a free week in which your child will not be present. (i.e. vacations, stay-cations, etc.)



USDA NONDISCRIMINATION STATEMENT

Last Published: 11/19/2015

<http://www.fns.usda.gov/usda-nondiscrimination-statement>

The U.S. Department of Agriculture prohibits discrimination against its customers, employees and applicants for employment on the basis of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866)632-9992 to request the form. You may also write a letter containing all of the

information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Ave., S.W., Washington, D.C. 20250-9410, by fax (202)-690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing, or have speech disabilities and wish to file either an EEO or program complaint please contact USDA through the Federal Relay Service at (800)- 877-8339 or (800)- 845-6136 (in Spanish).

Persons with disabilities who wish to file a program complaint, please see the information above on how to contact us by mail directly or by email. If you require alternative means of communication for program information (e.g., Braille, large print, audiotape, etc.) please contact USDA's TARGET Center at (202)-720-2600 (voice and TDD).

USDA is an equal opportunity provider and employer.

PROCEDURES

Children will be supervised at all times by YMCA staff. When in the restroom, children will have privacy in the restroom stall, but staff will be in or just outside the restroom area to assist if necessary.

RATIOS AND GROUP SIZE

SINGLE AGE	STAFF/CHILD RATIOS	MAXIMUM
12 to 30 months	1:6	12
2 years to 35 months	1:7	14
3 years	1:9	18
4 years	1:13	20
5 years & older	1:16	20

RATIOS AND GROUP SIZE

MULTI-AGE	STAFF/CHILD RATIOS	MAXIMUM
2-4 years	1:8	16
2 ½ - 3 years	1:9	18
2 ½- 5 years	1:11	20
3-5 years (w/three 4 year olds)	1:13	22
4-5 years & older	1:16	24

ARRIVAL AND DEPARTURE

Upon arrival, the parent/guardian must escort the child into the YMCA facility and sign the sign-in sheet and escort the child to their group. When picking up the child, the parent/guardian must sign the sign-out sheet and escort the child out of the YMCA facility. Upon arrival and departure, a staff person will greet each child as he/she comes and goes. The State of Tennessee for licensed centers requires that children wash their hands upon arrival. Parents will be asked to assist in this. If the person picking up your child appears to be under the influence of alcohol or drugs, we will not allow the child to leave with this person. For clarification, if the staff member can smell alcohol, the child will not be released from the YMCA program, and another authorized person must pick up the child. If a car seat is required by law for your child and one is not available by the person who is picking up the child, the YMCA will not release the child into their custody.

ALTERNATIVE PICK-UP

Individuals listed on the enrollment form will be allowed to pick up the child/children. Occasionally, parents may wish to send someone to pick up the child who is not on the list. A parent or guardian must provide written permission for anyone not listed on the pick-up list to take the child home. The center staff will verify authorization and this person must present a valid driver's license before the release of the child. For release permission, parents should make every attempt to put all possible adults and their phone numbers on the enrollment form.

CUSTODY AGREEMENTS

If there are any issues regarding custody or restraining orders issued against any primary guardian or immediate relative of the child enrolled, a copy of those arrangements must be on file at the center. If these orders are not on file, the center can release the child to either parent. The custodial parent and proper authorities will be notified in case any issues or concerns relating to the arrangements on file arise.

TRANSITION OF CHILDREN

Transition is the term used when a child is ready to move to the next age group classroom. The transition procedure includes a written agreement between the parent/guardian and the center. The agreement will specify the beginning and ending date of the transition period, including the transition schedule. When a child is leaving a program, the parents may request a Family Consent to Release Records Form. The center will release records to a new center/school after the form is completed.

CHILD ABSENCE

In licensed programs, if your child will be absent due to illness, doctor appointment etc.; you must call the YMCA center and leave a message for the staff. These absences are not credited to your weekly payment fee.



These are minimum requirements; you may send additional foods with your child. Children with food allergies must have a signed Doctor's slip or health form on file at the center to excuse them from being offered certain foods.

We will administer food supplements, fluoride supplements or modified diets as long as a licensed physician or dentist has complete the Request for Administration of Medication form. These forms are available at the center.

CELEBRATIONS AND BIRTHDAYS

We understand there are special days for your child. In sharing these special days, we ask that a healthy treat be provided for each child. Examples of healthy treats include: whole grains, fresh fruits, vegetables and dips, etc. Items must be store-bought and contain a complete ingredients list on packaging. Please check with your child's teacher for allergies and appropriate snacks and treats.



FOOD

SNACKS AND MEALS

The program serves healthy a breakfast, lunch, and/or snack every day for our preschool program. For school age children, we provide breakfast, lunch and snack during the summer (The type of meal depends on location. Check with your site director). After school programs provide a healthy snack during the school year.

SNACKS

A nutritional snack, which includes two food items from the four basic food groups, will be provided by the center twice per day for toddlers and preschoolers. School-age children will be served a nutritional snack after school during the school year.

FOOD STORAGE PLANS

Lunches brought from home must be in a labeled sack or lunch box. Preschool cannot bring food from home.

MENUS

A weekly or monthly menu is posted and/or available.

NUTRITIONAL INFORMATION

- MEATS:** Meat, poultry, fish-1oz. (1-3yrs.), 1 ½ oz. (3-6 yrs.), 2oz. (6yrs. and up)
- EQUIVALENTS:** Cheese-1 oz. (1-3yrs.), 1 ½ oz. (3-6yrs.), 2 oz. (6yrs. and up), Eggs-1 medium or 1 large (1-3yrs.), 1 ½ medium or large (3-6yrs.), 2 medium (6yrs. and up), Cottage Cheese- 2 oz. (1-3yrs.), 3 oz. (3-6yrs.), 4 oz. (6yrs. and up)
- GRAINS:** Bread-1/2 slice (1-6yrs.), 1 slice (6yrs. and up), Crackers- 2-3 small (1-6yrs.), 4-6 small (6yrs. and up), Bun or Bagel-1/2 regular size (6yrs. and up)
- VEGETABLE OR FRUIT:** 2 oz. (1-3yrs.), 4 oz. (3-6yrs.), 6 OZ. (6yrs. and up)-2 servings required: oranges, peaches, carrots, tangerines, apricots, tomato juice, prunes, pumpkin, green leafy vegetables, cantaloupe, strawberries, mixed vegetables. Juice that is 100% Juice and 100% Vitamin C meets 1 requirement
- DAIRY:** Milk-4 oz. (1-3yrs.), 6 oz. (3-6yrs.), 8 oz. (6yrs. and up), cheese- ½ oz.(1-3yrs.), ¾ oz. (3-6yrs.), 1 oz. (6yrs. and up)

TRANSPORTATION OF CHILDREN

MEDICAL EMERGENCIES

The YMCA staff is instructed to contact 911 in the event of an emergency. If necessary, children will be transported by ambulance to receive medical treatment.

ROUTINE TRIPS The routine trips for this center include:

ROUTINE TRIP SAFETY

During routine trips, staff/child ratios will be maintained and children will be under the supervision of the staff. A staff member or driver trained in First Aid/CPR and the management of communicable diseases will be present on all routine trips. First aid kits are located on each vehicle. Vehicles are inspected on a daily and weekly basis by the site director, and yearly by a certified mechanic.

FIELD TRIP SAFETY

Transportation for children to and from field trips will be provided by YMCA vehicles. Written permission from parent to guardian is required for all trips. All children will be required to wear appropriate identification tags that include the center's name, phone number and address in the event the child becomes lost. Children will be under the supervision of their assigned staff at all times. Staff/child ratios will be maintained throughout the trip. All transportation authorizations and health records will be transported with the child and first-aid kits will be available in all vehicles.



EMERGENCIES AND ACCIDENTS

Incident/injury report will be completed by the child care staff member in charge of the child when the following occur:

1. An illness, accident, or injury which requires first-aid treatment; or
2. A bump or blow to the head; or
3. Emergency transportation; or
4. An unusual or unexpected event which jeopardizes the safety of children or staff, such as, a child leaving the center unattended.

EMERGENCY PROCEDURES

In case of a severe emergency or accident, a trained staff member will:

1. Administer First-Aid
2. Contact the parent/guardian immediately and/or call emergency medical transportation if the situation warrants.
3. Stay with the child until released to the parent or emergency medical transportation.
4. Complete incident report and give to parent/guardian for signature.

EMERGENCY CLOSING OF A YMCA CHILD CARE LOCATION

If a site must close due to a building or inclement weather emergency, the YMCA will make every attempt to make care available at an alternate YMCA location. Parents will be required to provide transportation to the alternate site. Call the YMCA at 423.266.3766. There may be situations that require the program to shut down.

EMERGENCY DRILLS

Fire, tornado and intruder drills are held monthly to assure that the fire emergency is understood and easily managed. A plan is posted in each room indicating staff responsibilities in case of fire emergency or weather alerts.

EMERGENCY EVACUATION/ALTERNATE SITE INFORMATION

In the event of an emergency evacuation, the group leader/teacher will take the children to:

The YMCA of Metropolitan Chattanooga expects all adults to conduct themselves in a polite and respectful manner while present in our facilities. We reserve the right to remove adults from YMCA premises if the adult is causing a disruption, is inappropriate in their language or actions, or is a threat to the safety of staff, children or other families. We also hold the right to dis-enroll any child from the program if their parents, guardians or any other adult connected to them are exhibiting inappropriate or threatening behavior to any of the YMCA staff, property, children, and families. We will contact the appropriate authorities if we feel there is an immediate threat to the safety of our center by an adult whose child/children are enrolled in our center.

FORMS OF UNACCEPTABLE DISCIPLINE

Our policy does not permit the use of the following forms of discipline: corporal punishment, emotional punishment (including ridicule, embarrassment, or humiliation), punishing a child for lapses in toilet training habits, withholding food, light, warmth, clothing or medical care, physical restraint, other than the restraint necessary to protect a child or others from harm.

The staff has received a copy of the Behavior Guidance plan and understands its' role in behavior management with children. This is reviewed yearly with staff and upon the orientation process.



GUIDELINES FOR PERSISTENT INAPPROPRIATE BEHAVIOR

Persistent inappropriate behavior is any inappropriate behavior which continues after the progressive guidance steps have been used; any behavior which threatens the health or safety of themselves, other children or staff; or a continuous inability to follow the rules and guidelines of our program.

YMCA will use the following progressive procedures:

1. We will observe and record the child's inappropriate behavior.
2. We will document what we have done and try to change the behavior.
3. If inappropriate behavior continues, parents will be asked to participate in an immediate parent-teacher conference. Children old enough to understand this process will be invited to attend. A specific action plan will be developed at this conference to address the behavior. The action plan will outline all steps the staff will take to change the behavior, all steps the parents will take, and all steps toward disenrollment if the behavior persists.
4. The Center Director/Program Administrator may suggest outside resources to parents and we will work with any outside resource for further guidance in responding to the child's behavior.
5. If the inappropriate behavior continues, parents will be asked to keep the child home for a specified period of time.
6. If the inappropriate behavior persists after the child is kept home, YMCA will dis-enroll the child.

GUIDELINES FOR IMMEDIATE DISENROLLMENT

Certain behavior may cause a significant risk of harm to the health and safety of themselves, and other children or staff. (For Example, a physical assault which results in serious bodily injury, an attempted physical assault which if completed, would result in a serious bodily injury, setting or attempting to set fires, bringing weapons to the Center, substantial damage to real or personal property, etc.)

YMCA will dis-enroll any child whose behavior creates a significant risk of harm to the health and safety of themselves, other children or staff, without following the guidance steps outlined above.

OUTDOOR PLAY WEATHER CONDITIONS

The YMCA believes that outdoor play is important for all children. Our weather policy for outdoor play is as follows: If the temperature/wind-chill is below 32°F, children will not be out. If the temperature is above 95°F, children will not be outside without a water source for drinking and adequate shade.

Alternative physical activity will be provided for children in case of extreme weather when outdoor play is not permitted.

INCLEMENT WEATHER INFORMATION

If an inclement weather emergency is declared by the county where the program is located, the following plan will apply: School-age children on school sites will follow their school's plan. Preschool parents check the website for closing information www.ymcachattanooga.org

MANAGEMENT OF ILLNESS

The symptoms for which a child shall be sent home:

1. Temperature of one hundred degrees Fahrenheit, when in combination with any other sign or symptom of illness.
2. Diarrhea (3 or more abnormally loose stools within a 24-hour period).
3. Severe coughing, causing the child to become red or blue in the face or to make a whooping sound.
4. Difficult or rapid breathing.
5. Yellowish skin or eyes.
6. Redness of the eye, obvious discharge, matted eyelashes, burning, itching.
7. Untreated infected skin patches, unusual spots or rashes.
8. Unusually dark urine and/or grey or white stools.
9. Stiff neck with elevated temperature.
10. Evidence of untreated lice, scabies, or other parasitic infestation.
11. Sore throat or difficulty in swallowing.
12. Vomiting more than one time or when accompanied by other sign or symptom of illness.
13. Lice.

An ill child will be isolated, supervised by a staff member and the parents will be called to pick up their child. The child must be picked up within an hour of the call. Upon departure from the center, parents and/or guardians will be notified verbally or by written statement that a child is exhibiting signs or symptoms of illness or has been exposed to a communicable disease. The child must be symptom free for 24 hours without medication before returning to the center.

If the child has a communicable disease, a return note from the physician may be requested.

Lip balm, lotion, hand sanitizer is not permitted at the YMCA without proper paperwork from the state licensing agency.

ADMINISTRATION OF MEDICATION AND SPECIAL SERVICES

We will administer prescription medication only if the medication requires it to be given during school hours.

To administer the medication, we must have the following:

1. Parent/guardian must complete the Request for Administration of Medication form
2. The medication must have a prescription label that includes the child's name, current date, and exact dose, specific number of dosages and route of administration.
3. School-age children may carry a labeled inhaler or labeled EPI pen in their pocket as long as the proper paperwork has been completed
4. Parents may be asked to train staff in the administration of medication when applicable.

YMCA staff apply sunscreen if the parent completes the Request for Administration of Medication form.



IV. Verbal Intervention

The teacher explains to the child the inappropriate behavior, and shows him/her the appropriate way to handle the situation. For example, a teacher might say, instead of hitting Sarah, say, 'I am angry because you took my truck'.

V. Logical Consequences

Here, the teacher helps the child understand the logical consequences of his/her actions by removing the object, activity, etc. that is causing the problem. For example, if a child uses blocks to hit other children, the consequence is to remove the blocks from the child.

VI. Take a Break

The child is separated from the group, to allow him/her to relax and calm down, and to enable him/her to not be influenced by peers. The process used for "Take A Break" is:

- The child is assisted to an area in the room where he/she can be supervised always.
- The child will have access to activities and materials while in "Take A Break".
- If "Take A Break" occurs two or more times in one day, parents will be notified when the child is picked up at the end of the day.
- The child may return to the group as soon as the negative behavior stops or is significantly reduced.
- "Take A Break" will not be used for children under the age of 18 months; instead, redirection or distraction techniques will be used.
- If "Take A Break" is not working effectively, the Persistent Inappropriate Behavior Procedure will be instituted.



PROGRAM EVALUATIONS

Evaluations are distributed at least once per year. Please take a few minutes when these are distributed to give the YMCA feedback on its programs. Evaluations may be returned to your center director or the YMCA.

BEHAVIOR MANAGEMENT POLICY

BEHAVIOR GUIDANCE FOR PARENTS

YMCA believes that all children should experience success. We strive for a group setting that provides children with opportunities to explore their environment within consistent, age-appropriate limits; in such an atmosphere, most behavioral issues are prevented. Your child must be able to function in a group setting as we are not equipped to provide one on one care. However, if behavioral issues occur, our philosophy is to help children learn human values, problem solving skills and to take responsibility for their own choices. By using the following progressive guidance techniques, we strive to minimize inappropriate behavior while creating a positive environment for all our children:



I. Classroom Management

Our teachers will manage individual classrooms by: Modeling and reinforcing appropriate behavior

- Maintaining consistent supervision
- Setting reasonable expectations for children's behavior based on their development levels and individual differences
- Becoming familiar with an individual child's personal needs
- Providing interesting, challenging, age-appropriate activities to do in a timely manner

II. Redirection/Distraction

We will offer alternatives to children engaged in undesirable behavior by offering a different toy, suggesting a new activity, engaging the child in an activity with a teacher or another child, or by suggesting independent play.

III. Ignoring Negative Behavior

Some negative behavior is exhibited by a child to seek attention; however, it can be stopped when it does not get the attention desired. We will utilize this technique unless a safety issue is involved.

YMCA INFORMATION

ANNUAL CAMPAIGN

YMCA volunteers come together to raise money to provide scholarship assistance for families in need. Please consider the YMCA in your annual gift giving.

SWIMMING POLICY

1. Written permission with parent or guardian's signature is required for swimming and water activities when the water is over 2 ft. in depth.
2. For other swimming, children are required to pass a swim test. Staff/child ratios will be maintained at all times. A certified lifeguard will be available during swim time. Staff will review swimming and water safety rules each time children participate in water activity.

NO SMOKING POLICY

We are a smoke free facility and grounds.

POSSESSION OF A WEAPON

The YMCA Child Care centers have a zero tolerance policy for possession of a weapon in our programs. A weapon includes guns, pellet guns, knives, pocket knives or club type implements. It may also include a toy that is presented as a real weapon or reacted to as a real weapon or any object converted from its original use to an object used to threaten or injure another person.



TOYS AND ELECTRONICS FROM HOME

We ask that children do not bring toys, or any form of electronics to the YMCA Child care centers. The YMCA cannot be held responsible for any lost or stolen item. We may have special show n' share days, or electronic days. You will be notified by your child's teacher for that special day.

EMPLOYEE/FAMILY RELATIONSHIPS

The YMCA of Metropolitan Chattanooga has a policy that prohibits staff relating to children who participate in the YMCA programs outside of scheduled YMCA activities. This includes, but is not limited to, babysitting, social media, social outings and phone conversations.

SAFETY AND INSURANCE

While in our program, every precaution is taken to assure your child has a safe and fun experience. If an accident should occur while your child is in the program, please note that the YMCA does not furnish accident insurance. All medical bills are the responsibility of the child's parent or guardian.

ENROLLMENT FORMS

Upon enrollment, each child must have completed forms on file as required by the YMCA, state licensing and mandated federal programs.

PARENTAL CONCERNS

We want our families to feel that they can share their concerns. If you have any questions, please talk with the director of the program. If you feel your questions have not been answered or your problem is not resolved, please contact the Site Director or Executive Director. See the back cover of this manual for phone numbers.



12

PARENT PARTICIPATION

PARENT CONFERENCES

Conferences may be scheduled to discuss your child's progress, social behavior and physical needs, or any other pertinent matter. Parents are free to request a conference with the child's teacher or group leader at any time. For our Early Education children, families will have parent teacher conferences and quarterly meetings to review his/her academic and development progress.

FAMILY AND SPECIAL EVENTS

Family events will be held occasionally during the school year. These events are designed for family fun and an opportunity to meet other families from the YMCA.

CHILD ABUSE PREVENTION

Child abuse prevention training will be offered once per year.

PARENT VISITATION

Any custodial parent or guardian of a child enrolled in our program shall be permitted reasonable access to the center during its hours of operation for the purpose of contacting their children, evaluating the care provided by the center, or evaluating the premises. In doing this, we ask that you are mindful not to disrupt your child's routine. Upon entering the premises, the custodial parent or guardian shall notify the center director of his/her presence.

REGISTERED SEX OFFENDER OF A CHILD ENROLLED IN A CENTER

The YMCA of Metropolitan Chattanooga screens its members, guests, and program participants for registered sex offenders. If the YMCA of Metropolitan Chattanooga is made aware that a parent/guardian of a child is listed on a registered sex offender database, the center director will be notified and the director will inform the center staff of the situation. Parents who are registered sex offenders are able to enter the YMCA childcare programs for the purpose of enrollment, conferences and to drop-off and pick-up their children from the center. For the protection of the parent and the children, the parent/guardian must be under the direct supervision of a YMCA staff at all times when they are in the facility. The YMCA of Metropolitan Chattanooga reserves the right to limit or refuse admittance to any center to any registered sex offenders if they do not follow our policy for staff supervision.

13