



# EARLY LEARNING

## Parent Handbook

2024/2025

### Welcome to the YMCA

The team members of the YMCA Early Childhood Learning Center (EC) would like to welcome you and your family. At YMCA Child Care Center, we believe children should have every opportunity to explore the wonders of the world, grow from their experiences, and develop into confident, caring and happy individuals.

Your YMCA Early Childhood Learning Center (EC) is currently licensed for 20 participants by the State of Minnesota. Our center capacity and ratios preschool: 20 preschoolers with a 1:10 ratio (33 months to first day of Kindergarten)

The program hours are from 9:30-2:30 with extended day option from 8:30-9:30am and 2:30-3:30pm. Our main classroom transition time is in the fall of each year. We hope this allows your child and family the opportunity to develop a strong relationship with all of our teaching staff.

The program is designed to develop your child's potential in creative, intellectual, emotional, social and physical skills as they grow! We provide a safe, caring and fun environment that stimulates their natural curiosity and encourages personal expression. All of our programs and activities incorporate the values of caring, honesty, respect and responsibility. The YMCA Early Childhood Learning Center Program Plan is available upon request.

The policies outlined in this handbook are what you may expect from YMCA Early Childhood Learning Center programs and what the team members expect from you in return. In order for your child's experience to be rewarding, we all need to work together. We hope this handbook is helpful. Please take the time to become familiar with the policies and procedures of YMCA EC. We are all looking forward to getting to know you and your child.

Many of your questions will be answered in the next few pages. However, if you have any questions that are not answered here, please call the Preschool Center at

651-259-6167

550 Opperman Dr.

Eagan, MN 55123

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YMCA OF THE GREATER TWIN CITIES

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<https://ymcamn.org>

# Mission of the YMCA

To put Christian principles into practice through programs that help build healthy spirit, mind and body for all.

## Special Occasions

Our center promotes non-food celebrations of individual child birthdays and special days. As a program we celebrate birthdays and other special occasions with activities that focus on children instead of food.

We do allow parents to provide food products in celebration of a child's birthday or other holidays, with EC Director approval. In lieu of food, parents may send non-food items (examples include stickers, crayons, notepads, etc.), though this is not expected or required. YMCA staff reserves the right to refrain from using any such items in the classroom that may be potential safety hazards (such as choke-able items).

The YMCA enthusiastically supports recognizing and learning about each family's home culture, and realizes that food is a large part of cultural celebrations. We encourage parents to find non-food ways to share cultural celebrations with classrooms, such as visiting the class to read a book, perform music, or participate in a craft project reflective of a specific culture or celebration. When food items are used in cooking projects or other educational activities they must follow YMCA guidelines.

# Mission and Goals

## Our Mission

The YMCA is a values-based organization that is for Youth Development, Healthy Living and Social Responsibility. YMCA core values of caring, honesty, respect, and responsibility are taught in every program that we offer. We believe each child is unique with individual developmental patterns. Children will bring their own learning style, personality, and background to the program. Children will be given the freedom to express themselves and will be encouraged to be independent. The YMCA is driven by community need, guided by community volunteers and open to all. Subject to available resources, no person is denied participation in a YMCA program solely due to financial inability to pay the fee. The YMCA is a United Way affiliated agency.

## YMCA Child Care Center Enrichment Goals

YMCA EC enrichment programs are an additional offering designed to enhance each child's learning experience.

### Kids' Fitness

Stay fit through play! YMCA certified instructors will help children build a foundation of healthy habits while having fun. Your child will enjoy learning about the importance of taking care of their bodies, exercise and movement.

### Language and Literacy

Encourage and expand your child's interest in reading through our Language and Literacy program! We have a library of books with plenty of time for storytelling and reading activities. Teachers and trained team members are ready to help children with reading readiness skills and to stimulate their interest in learning.

### Languages Program

Your child will enjoy learning about other languages through our Languages Program! This introductory program offers an array of wonderful activities to learn Spanish or Sign Language in diverse and exciting ways. Through games, storytelling, songs, and many other activities, your child will discover useful words and simple phrases.

## YMCA Character Development

At the YMCA, character development and values are a part of who we are. We reinforce the values you teach at home. The YMCA is committed to embracing and demonstrating character through the modeling of the four core values: caring, honesty, respect and responsibility. Our goal is to challenge the people we serve to believe in and act on these positive values.

**Caring:** to love others, to be sensitive to the well-being of others, to help others.

**Honesty:** to tell the truth, to act in such a way that you are worthy of trust, to have integrity; making sure your choices match your values.

**Respect:** to treat others, as you would have them treat you; to value the worth of every person, including yourself.

**Responsibility:** to do what is right, what you ought to do; to be accountable for your behavior and obligations.

## Prescribed Diets & Food Allergies / Intolerances

Our center follows state and federal requirements for accommodating children with special dietary needs.

With appropriate medical documentation, we modify meals for children with food allergies or other special dietary needs.

Parents must provide an appropriate medical statement before we can make any dietary accommodations. This statement must be signed by a licensed physician if the child has a disability that restricts her/his diet. If the child has special dietary needs but is not disabled, the statement must be signed by a recognized medical authority, i.e., physician, physician assistant, doctor of osteopathy or advanced practice registered nurse. Special diet and other medical statements are available from each center director. The YMCA reserves the right to determine what if any dietary accommodations can be reasonably provided if such accommodations are not related to a child's diagnosed disability. The appropriate staff will be notified of any special, prescribed diets.

## Commitment to Accessibility

The YMCA of Greater Twin Cities is committed to the policy that all persons shall have equal access to its programs, facilities and enjoyment without regard to race, ability, creed, national origin and sex. The YMCA will accommodate special needs into existing programs to the extent that financial and physical resources permit.

So we may provide a positive experience, please contact the YMCA if your child has any special needs requiring any accommodations. This information enables the YMCA to better meet the needs of your child, within available resources and to the extent, it is reasonable. The EC program meets or exceeds standards set by the Minnesota State Department of Human Services.

# General Program Information

The Child Care Center is licensed to serve children from 33 months through first day of Kindergarten. We are open Monday through Friday, 8:30 a.m. - 3:30p.m. Parents of enrolled children may visit the center any time during the hours of operation. Please check with your child's teacher to find the best time for your child's schedule. If you would like to volunteer in the program please see program requirements for allowing volunteers into programs.

## Child Care Center Team Members

All team members meet or exceed State of Minnesota Department of Human Services Guidelines, and are hired not only for their experience and training, but also because they exhibit the following characteristics:

- A positive and professional image
- An ability to communicate effectively with children
- An ability to create an environment which reflects care and safety for children
- An active interest in, and respect for, each child
- An awareness of children's needs and an ability to meet them
- A commitment to communication with, and support of, every family in the program
- All YMCA team members must complete a YMCA background check, human services background study and be fingerprinted before they can begin working in our programs. In addition, all team members must attend a new employee orientation session within 30 days of hire. All CC team members are certified in CPR and First aid trained within 90 days of hire.

## USDA Child and Adult Care Food Program

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

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

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

(1) **mail:** U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or

(2) **fax:** (833) 256-1665 or (202) 690-7442; or

(3) **email:** [program.intake@usda.gov](mailto:program.intake@usda.gov)

This institution is an equal opportunity provider.

## YMCA Financial Assistance

The YMCA welcomes those who wish to participate and annually raises funds to help make that possible through our Personal Pricing Plan. The Personal Pricing Plan is supported in part by contributions from Y Partners and other donors, and provides scholarships and subsidies for qualifying applicants within our available resources. Please let us know if we may serve you or your family in this way. Contact your local YMCA for application procedures.

## Personal Belongings

**The YMCA is not responsible for lost or stolen items.**

We will do our best to ensure the safety of your child's belongings, however, we do ask that you please not send unnecessary items with them. The YMCA will not take responsibility or be held liable for lost, stolen or damaged items. Please **DO NOT** send items of value from home with your child. Toys and games that can be easily broken, lost or not comfortably shared with other children should be left at home (with the exception of "Show and Tell" days, as specified by the classroom teacher). We have a variety of equipment at the center to meet the needs of children.

**Please have all personal belongings labeled with the child's first and last name.**

## YMCA Adult to Child Ratios

**Preschool 1:10**

We attempt to uphold smaller groups sizes and lower adult to child ratios as programming and attendance allows.

## Reserving a Child's Position

If you are on a waiting list, or if you have been contacted regarding an opening, and would like to start on a date later than the opening, you have 24 hours to let us know if you would like the opening. Full month's tuition is due at time of enrollment.

## Accommodation/Referral Process

Consideration is given to the individual needs of every child and the ability of the program to meet those needs. Please inform the YMCA if you or your child has special needs requiring an accommodation during the enrollment process, Before their first day at the program. This information enables the YMCA to better meet your needs or those of your child, within available resources and to the extent reasonable.

As a child care provider, we continually monitor the development of all children in our care through ongoing observation and recording. We want the best outcomes for all children. When a child needs additional services in areas of social, emotional, cognitive, language, and /or motor development growth, a referral to a professional resource in the community may be made. Child care providers are considered a primary referral source for early intervention under federal IDEA special education law. We are required to refer a child in our program who has been identified as having developmental concerns or a risk factor that warrants referral as soon as possible, but in no case more than seven days after the identification. This is a mandate, however we will communicate with families and caregivers about their child and any concerns we have before a referral is made. We can assist families with the referral or partner with them in the referral process.

## BABYSITTING BY YMCA CHILD CARE CENTER TEAM MEMBERS

The YMCA restricts our team members from providing child care services off site for families they meet through their employment at the YMCA.

## Insurance

The program has liability coverage by the West Bend Mutual issued to the YMCA of Greater Twin Cities.

## Data Privacy/Confidentiality

The YMCA complies with state and federal privacy laws. Information gathered from the registration and health history forms is shared only with the YMCA team members. Records concerning children will not be released without written parental permission.

## Center Closing

It may be necessary for our center to close due to snow or weather related emergencies, energy problems, or other unforeseen events. Parents are encouraged to listen to local television/radio stations for closing information. The decision to close the centers located in YMCA facilities is made by YMCA leadership. For centers and programs located within a school building decisions are made by school district leadership. If a district declares a closing due to cold, the Y ECLC will remain open. When closing is declared during the working day, parents are asked to pick up their child(ren) within two hours of the official closing announcement.

The center will remain open until all of the children have departed with parents or an adult authorized by the parents. After the two hour time frame of closing late fees will apply.

While we don't anticipate there will be many of these occurrences, the family will still be responsible for any registered sessions missed. Should the program close more than two (2) times during the school year for weather/building emergencies, family accounts will be credited for any further program closures. If the building site elects to close, our program will also close.

## Children's Records

State licensing requires that the following forms are completed and on file for every child enrolled in the center. We must have this information **before** your child may attend the center for their first day of care.

### Pre-Enrollment Conference

Before the time of enrollment, parents will be offered a pre-enrollment conference. At this conference, the teacher or administrator and parent will review enrollment forms, classroom schedules, center policies, and procedures. This conference is the beginning of the parent-teacher relationship and all parents are strongly encouraged to take advantage of this opportunity.

### Health Care Summary

This form must be signed by a health care provider; a new form must be completed each time the child advances to a new age category. Paperwork is requested prior to attendance. If you need more time to for the Health Care Summary please speak to your Director as this form is required.

### Program Surveys

As a parent or guardian of a Y participant, you will receive a program survey to let us know the program's strengths and areas for improvement. Please take time to complete and return it to us. The surveys help us do a better job. We encourage regular informal conversations and phone calls with the Y team members.

### Health History Record

Please include in this health history any illnesses or conditions of which you feel our team members should be aware (allergies, asthma, ear tubes, etc.). This, along with your physician's statement, will help alert our team members to any potential emergencies and allow us to better care for your child.

## Individual Care Plan

If a child is admitted having special needs, procedures stipulated by DHS Rule 3 will be followed. An individualized care plan will be developed to meet the child's needs, restrictions, preventive factors, symptoms, etc. This plan will be coordinated either with the service plan, educational plan and/or with the physician, psychiatrist, or psychologist.



## Emergency Cards

These cards provide home and office phone numbers of parents/guardians and at least two other people authorized to act on your behalf if unable to reach you. The parent/guardian is responsible for updating the information on the emergency cards. These cards also grant permission for the center to seek medical attention for your child(ren). It is required that you provide addresses for all contacts and medical sources on the Emergency Card.

## Immunization Record

It is in everyone's best interest for all children to have current immunizations on file at the center. Minnesota State Law requires that all children: be fully immunized; or have a physician's statement that the child is in the process of becoming fully immunized or that immunization is not advisable for medical reasons; or have a notarized statement of the parent/guardian that the child has not been immunized because of conscientiously held beliefs. The child's record of immunizations must be on file *at the time of enrollment* using the official Department of Health record form. Each time the child receives a new series of immunizations, it is the responsibility of the parent/guardian to notify the center office so that the immunizations can be properly recorded in the child's file.



## Inadequately Immunized Children

If a case of measles, mumps, rubella, pertussis, polio, or diphtheria occurs in the child care setting, children who are inadequately immunized will be excluded for the incubation period of the disease

## Research and Public Relations Permission

Parents will be notified and a written permission form will be signed before each occasion of research, experimental procedure, or public relations activity involving a child.

## Registration and Authorized Pick-up Procedures

See Your Fee Agreement for More information\*

### Methods of Payment

#### Automated Electronic Funds Transfer (credit/debit card)

Payment by credit card is automated through the billing system and is the **preferred** method of payment. If interested, please fill out and return the Credit Card Authorization form located in the forms section or indicate during registration process.

#### Personal Check / Money Order / Credit-Debit card

Check payments must be **received** in person at a Y Association branch membership desk or via mail at the Customer Service Center. Please note for security reasons, **payments may not be accepted at childcare sites.**

#### Credit/Debit card via phone

Payments via phone are accepted at the Customer Service Center. Please call (612) 230-9622 if you choose to pay this way. Calls must be received during the business hours of Monday – Friday from 7:00 am until 6:00 pm.

#### Online payments

Payment may be made through your online account. Access your online account through the website. (<http://ymcamn.org>). Sign In is located in the top navigation bar. Please activate your account prior to using the online service. Outstanding balance is available through the My Balances tab. (See screen below). You will be able to pay entire balance due OR individual weeks may be paid through the My Orders tab. Invoices will be available to pay on last Saturday of the month.

## Tuition Payments

All monthly fees are due in advance and should be paid by the last Tuesday of the month. Late fees will be assessed to any payment not received in the Customer Service Center by Friday prior to the month of care. Children may not be allowed to participate in the program until all fees have been paid. There will be **no reduction in fees** for sessions registered if your child does not attend program for **any reason**. If your child will not be in program for a registered day please contact the program site immediately.

A late payment fee of **\$10.00** will be assessed if payment has not been received **AT THE CUSTOMER SERVICE CENTER or through Online Payment system** (not in the mail or postmarked) by the Friday after tuition due date. Late payment fees will be assessed each Saturday.

Should you choose the easy option of automatic Payments (EFT), payments will be deducted on the last Tuesday of the month.

## County Subsidy/Third Party Payer

Families who are working with a state or county agency that helps cover the cost of child care expenses must contact their case worker about their enrollment in our program.

Parents/guardians are responsible for all fees until an authorization of service is received by the YMCA.

The first co-payment on a subsidized account is due with the registration before the first day of attendance.

Parents will be held liable for all fees not covered by an authorization. An expired authorization or failure to pay parent co-pays may result in termination of your enrollment.

## Late Pick-up charge

Any violation of our posted hours of operation will result in a Late Pick-Up Charge of **\$1.00 per minute per child** for children in our care after the program hours of operation. If a child is not signed out on the attendance sheets by center closing time, then the charge will be added to the next week's tuition payment. The Parent / Guardian will be required to sign a form acknowledging the charge.

If a child is not picked up from the program, the team member will try to contact the parents. If they cannot be reached, the team member will call the people listed on the emergency sheet. This will be done until he/she finds someone who is able to pick up the child. If this fails after 1 hour of closing, the team member will call the local police department.

The YMCA team members understand that certain situations cause you to arrive late, however, habitual lateness or abuse of this policy could result in the child's suspension or expulsion from the program. Please be respectful of our team members who have other commitments.

## Withdrawal

A two week prior to the next month in written notice of withdrawal is required. This notice must be given in writing to the center director.

## Non-Payment and Termination

Early Childhood Learning Center services will be suspended if payment is not made for the current week of care or a written payment agreement has not been made. The child may return to the YMCA program once the tuition and late fees have been paid in full if your child's space is still available. Habitual violation of this policy will result in the child's suspension or expulsion from the program.

All YMCA services (membership, swimming lessons etc.) at any YMCA location, will be suspended if payment is not current. Re-registration will be allowed once all outstanding balances have been paid and an opening is available.

## REQUIRED SIGN-IN AND SIGN-OUT PROCEDURE

You must sign your child in every morning and out every afternoon. Parent or authorized individuals must accompany their child into the classroom. Parents must not leave children unless they are under the supervision of the appropriate YMCA team members.

The sign-in/out sheet must be filled in every day with your FULL signature and time of drop-off or pick-up. Some programs are using an electronic sign in please see your Director for further directions. Any authorized person who is picking up the child from the YMCA program must have available proper photo identification and will be checked by YMCA team members if the individual is unknown to the team member.

This procedure helps to ensure the safety of your child to verify which children are present at any given time in case of an emergency. We require that all parents/guardians follow this policy. Failure to comply may result in dismissal from the YMCA program.

The YMCA team members will do their best to be aware of who is coming and going, however, until team members have come to recognize you by face, please do not be offended if they ask for identification.

## Person Authorized to Pick –up Your Child

The safety of all children in YMCA programs is of primary importance. At the time of enrollment, the YMCA must be provided with at least two names and telephone numbers of persons authorized to pick up their child. These two names must be *in addition* to the legal parent/guardian(s). For your protection, only persons authorized in writing by the parent/guardian may pick up the child.

If changes in emergency contacts need to be made, they can be made at any time. If you need to have a party removed as an authorized contact person, this change needs to be made in person with the center director.

You must inform the YMCA team members in advance, in writing, if someone OTHER THAN a parent/guardian or authorized person is to pick up your child. The YMCA team member will ask for photo identification. No telephone authorizations will be accepted.

- If there is a court ordered custody agreement, the YMCA is legally bound to respect the wishes of the legal document. It is the responsibility of the guardian who holds legal custody to provide the YMCA with a certified copy of the most recent court order. This copy must be on file with the YMCA and updated by the custodial parent when necessary.
- Team members will check the photo ID of any person whom they are not familiar. Children will not be released to people without proper photo identification.
- Children will not be released to anyone under the age of sixteen.

## Planning For Each Day at the YMCA

### Appropriate Dress

Your child will actively participate in many activities. It is important that your child is dressed in a manner that allows the freedom to experiment and enjoy the many opportunities for learning and play. Comfortable, sturdy shoes will make active play much safer and more enjoyable.

There will be occasions when clothing will become soiled. Therefore, all children must keep one change of clothing (appropriately labeled) in their backpack at all times.

### Outdoor Play

Outdoor play is an important part of your child's day. We believe it is vital for the total health of a child. We will be going outdoors every day, weather permitting. The general temperature guidelines for cold weather are at least 10 degrees F (including wind chill) for Preschool and 15 degrees for Toddlers. In hot weather, general precautions will be taken in determining appropriate outdoor time. It is important that your child has appropriate clothing for outdoor play. In the winter, this includes labeled boots, hats, mittens and scarves.

**ALL CHILDREN WHO ARE WELL ENOUGH TO BE AT THE CENTER ARE EXPECTED TO PARTICIPATE IN OUTDOOR AND SWIMMING ACTIVITIES.**

## Meals and Snacks

Lunch and snack will be provided to students each day. Meeting all USDA guidelines. Meau will be given out each month to parents.

## Pets in the Classroom

Pets such as gerbils, hamsters, and fish may be common in our classrooms. If your child has an allergy please indicate this on the emergency card. Please also complete the appropriate emergency care plan for allergies. Please see the center director for more information and to get the required form.

## Field Trips

Field trips will be scheduled considering the age and development of the group. All field trips will be announced to the parents and posted with lesson plans. Written permission will be obtained from the parents before any field trip.

## Rest Time

The YMCA nap and rest policy is consistent with the development level of the children enrolled in the program.

Preschool children do not nap in this program due to 5 hour preschool program.

## Special Celebrations

It is always fun to have a celebration! Teachers will plan simple and appropriate ways to celebrate holidays such as Independence Day, Halloween, Hanukkah, Christmas and Kwanzaa. A child's birthday is another important occasion for celebrating. Colorful stickers, simple games, crafts, or birthday accessories such as hats or plates can be lots of fun. Any food items brought to the child care center must be purchased from a store and in the original wrapper and preapproved by the center Director. Sometimes a celebration can develop around an inexpensive gift to the child's classroom, such as a game or book.

Reminder: Due to allergies, treats brought into the center by parents must be pre-approved.

Because of many separate allergies in each center, as a general rule we ask that no items containing peanuts or chocolate be brought into the center.



**DATES WE ARE  
CLOSED**

- **Please see the school calendar on the website for dates we are closed.**

# Health and Safety

## Health Consultant

A health consultant will review health and safety policies stipulated by MN DHS Rule 3 on a monthly basis. Additionally, if there is a proposed change in health practices or policies, or if an outbreak of a contagious illness should occur, a health consultant will be contacted for review.

## Exclusion Policies

Children cannot be admitted to the center with any of the following symptoms or illnesses:

**Fever** It is YMCA policy that children are fever-free, **before** fever reducing medication for 24 hours before returning to the center. A fever is defined as an axillary (under the arm) temperature of 100 degrees or higher (101 degrees orally/102 degrees rectally).

**Signs/Symptoms of Possible Severe Illness** Child must be excluded until a medical exam indicates the child may return if the child exhibits unusual fatigue, uncontrolled coughing, irritability, persistent crying, difficulty breathing, wheezing, etc.

**Uncontrolled Diarrhea** Child must be excluded with an increased number of stools compared with his/her normal pattern, watery stools, and/or decreased stool form that cannot be contained by the diaper or use of the toilet. Child may return after a medical exam indicates that it is not a communicable illness. A child whose diarrhea cannot be contained in a diaper or use of a toilet will be excluded until these symptoms are no longer evident for 24 hours

**Vomiting** Child must be excluded until vomiting has stopped for 24 hours.

**Mouth Sores with Drooling** Child must be excluded until a medical exam indicates that the child may return.

**Rash** Child must be excluded until a medical exam indicates that it is not a communicable illness.

**Eye Drainage** A child is excluded for 24 hours after treatment is started for a contagious conjunctivitis or pus drainage.

**Unusual Color** A child is excluded until a medical diagnosis rules out Hepatitis A.

**Significant Respiratory Distress**

**Bacterial Infection** This includes strep, ear infection, or impetigo; child is excluded until 24 hours of antibiotic therapy have been completed.

**Any contagious illness** All children must be excluded with any reportable illness such as scabies, chicken pox, ring worm, etc., that is untreated and contagious to others.

**Head Lice** A child must be excluded until all lice, lice eggs, and egg cases are removed. Our center enforces a "no nit" policy. If nits are present upon the child's return to the center, the parent will be called to pick up the child for treatment or follow-up.

**Unable to participate**

If the child is unable to participate in everyday center activities with reasonable comfort, or who requires more care than the team members can provide without compromising the health and safety of other children, he/she will be excluded from the center.

**Exclusion is necessary because these children may become infected and contribute to further spread of the illness. This exclusion also applies to children who have not been immunized for conscientiously held beliefs or medical contradictions. The center office has a list of the diseases for which this applies.**

## IF YOUR CHILD HAS A COMMUNICABLE ILLNESS

Parent must notify the center within 24 hours. Notice (without specific names) will be posted for parent information. This notice will include the illness, incubation period, early signs to watch for, and exclusion recommendations. The center will notify the Public Health Department within 24 hours should an occurrence of a "reportable disease" take place.

## IF A CHILD BECOMES ILL AT THE CENTER

All efforts will be made to make your child as comfortable as possible. In some situations, the notification will be to gather information and work with the parents make to a decision in the child's best interest. If a child exhibits any of the listed symptoms on this page while in the program, the child will be isolated from the group with supervision and the parent/guardian will be called to come and pick up the child. If a parent or guardian cannot be reached, the emergency contacts will be called. Team members will continue to assess the child's condition. We are not in the Health Service business and because we are looking out for your child's best interests you or another authorized adult must pick up your child *within one hour of being contacted*. If the team members feel that your child's condition warrants medical attention, the child's source of health care, or if necessary, the local emergency resource will be notified.

## “Same Day” Doctor Visits

A child who is returning from a well-child check-up, or has a note from the doctor allowing the same day return, will be admitted to the center. The note must be dated with the current date in order to allow attendance to a child presenting with symptoms of an illness.

## Administration of Medication

**Please note: For any medications, it is expected that parents will plan an appropriate schedule so that the least possible number of dosages are administered by center staff. For example, if a child is to receive medication in the early morning, parents are expected to administer this at home whenever possible.**

For medical and safety reasons, YMCA team members do not administer insulin shots, Diastat or other medications requiring similar procedures. Our staff will work with parents/guardians, the child and the child’s medical providers to explore other reasonable accommodations to permit the child to enjoy our programs to the fullest extent possible.

YMCA team members will administer medication during the child care program only if a current **Medication Permission Form** is on file at your child’s site. Forms are available from the child care center Director.

The **Medication Permission form** must be completed by the parent or guardian and on file at the YMCA before ALL medication is dispensed – including non-prescription. Please return the form to the YMCA before your first scheduled day or the start of medication!

Medication will be given only according to label and/or doctor’s written instructions as indicated on the Medication Permission Form. A new medication form must be filled out for each new illness or episode. Long term medication requires a care plan to be filled out by the doctor and parent.

The team members may only dispense prescribed medications in the original container that bears the original label displaying legible information stating the following;

**name of medication and child’s name**

**date of original issue**

**directions for use**

**prescription number and expiration date**

**name and address of licensed pharmacy issuing the medication**

**physician’s name**

**strength and quality of medications to be given (your pharmacist will divide a prescription if you wish)**

A written note giving permission for the dispensing of drugs such as **or lotions** (sunscreen or diaper ointment) is required from parents.

As indicated on the label, a doctor’s note is required for the administration of over-the-counter medications such as cough syrup or Tylenol to a child *under 2 years of age*. For children over 2, written parent permission must be granted. We can dispense medication only in the dosage that is indicated on the package label.

## Accidents

If your child has a minor injury, the YMCA team members will perform First Aid if necessary and notify you when you pick up your child.

If a serious injury should occur, the YMCA team members will perform immediate First Aid and notify you to pick up your child immediately and take your child to the doctor or dentist. In case of an emergency the YMCA team members will:

1. Call 911, perform immediate First Aid, and contact you. After 911 has been called, it is then up to the emergency response team to decide what actions will be taken.
2. In case the parents/guardians or designated person cannot be reached a YMCA team member will accompany the child to the hospital and stay until the parent/guardian arrives.

## Program Access

The Y is committed providing equal access to its programs, facilities, and enjoyment without regard to race, ability, creed, national origin and sex. We celebrate the presence of differences that make each person unique. We intentionally engage and develop all members of the Y community. And we strive to connect and serve populations at home and around the world.

The Y will make reasonable accommodations whenever possible to meet special needs. Please inform us during the enrollment process if you or a family member requires any special accommodation.

# Non-Violence Policy

Our program is a non-violence program. This means that hitting; fighting, verbal threats or violent statements will not be tolerated. Firearms, ammunition and other potentially dangerous items may not be kept or brought on the premises. Weapons of any kind are not allowed in the YMCA Child Care Center program. If a child is found to have a weapon, they will be removed from the program immediately. Our policy also means that toy guns squirt guns, knives/weapons of any kind are not allowed and will be confiscated. Any violation may result in suspension.

Children using violence as a method of reconciling differences or settling disputes will be considered for immediate suspension, possibly expulsion at the discretion of the Center Director.

**We reserve the right to bypass the above behavior steps at anytime and remove a child from our care or program activity for reasons of safety. If a parent is called to pick up a child for behavior, the child must be picked up within one hour.**

## Behavior Guidance & Non-Violence Practices

The team members establish and enforce clear and consistent limits and expectations for appropriate behavior. The team members will never use physically or mentally abusive forms of punishment. Team members deal with inappropriate behavior through various techniques including modeling, distraction and redirection, adjusting the environment, and cooperative problem solving.

### To accomplish this, we will:

- ◆ Model appropriate behaviors with children as well as model appropriate expressions of their feelings.
- ◆ Tailor behavior expectations to the child's development level.
- ◆ Anticipate problem situations and intervene by distracting the child and redirecting him/her to a positive alternative.
- ◆ Engage children in cooperative problem solving (examine alternatives, identify consequences, and choose appropriate action).
- ◆ Protect the safety of the children and staff by establishing clear expectations and creating a safe environment through teacher proximity in the classroom/playground setting.
- ◆ Provide immediate and directly related consequences for a child's unacceptable behavior.

### Incase of Persistent Unacceptable Behavior we Will:

- Observe and record the behavior of the child and team member response to the behavior.
- Separation may be necessary when a child's behavior threatens the well-being of the child or other children in the program. When this happens the child will remain within an enclosed part of the classroom where the child can be seen and heard by a team member.
- If a child is separated from the group three or more times in one day, the child's parents will be notified and a notation of the parent notification shall be indicated in the log.
- If a child is separated five or more times in a week or eight times in two weeks, a plan to address the behavior will be documented in consultation with the child's parent, other staff persons and professionals when appropriate. It will be at the discretion of the director and team members as to the feasibility of continued care for the child.

**Continued displays of unacceptable behavior could/may result in the child being suspended from the child care center.**

◆

The YMCA reserves the right to bypass the behavior steps listed on this page at anytime and remove a child from care or program activity for reasons of safety.

If a parent is called to pick up a child for behavior, the child must be picked up within one hour.

## Separation Procedures will Include:

- ◆ When separation is used as a form of child guidance, the child's return to the group must be contingent on the child's stopping or bringing under control the unacceptable behavior. The child must be returned to the group as soon as the behavior stops.
- ◆ A note in a daily log; the log will include the child's name, team member name, time, date, and behavior guidance technique used and how the child's behavior continued to threaten the well-being of the child or other children.
- ◆ Every effort will be made to help the child understand the inappropriateness of his or her actions and agree to an alternate form of behavior. When the conflict is child to child, every effort will be made to have them reason together face to face with staff facilitating.
- ◆ Redirection: When reasoning has been pursued and behavior has not changed, redirecting the child from the activity involved to another program activity appropriate amount of time will take place if necessary.
- ◆ Child/ Y Team Member Conference: When the program staff is not successful in correcting behavior, the director is consulted and may decide on further appropriate actions/ consequences.
- ◆ Conferences: If the parent needs to be formally involved in the process, specific changes in behavior will be requested, with specific consequences for noncompliance outlined. This is usually accomplished through the use of a Behavior contact.
- ◆ Behavior Contact: Is used for a child who, after much effort and numerous attempts . Has not been able to modify their behavior. Goals are stated in positive ways to help the child understand the desired behavior and the timelines are fair and realistic.
- ◆ Suspension for Inappropriate Behavior: In order to provide a safe, effective program, suspension may occur for children unable to follow the behavioral Guidelines. The program director will determine the length of suspension.

# Prohibited Actions

## The following actions will be prohibited at the center:

- Subjection of a child to corporal punishment. Corporal punishment includes but is not limited to, rough handling, shoving, hair pulling, slapping, ear pulling, shaking, kicking, biting, pinching, hitting, and spanking.
- Subjection of a child to emotional abuse. Emotional abuse includes, but is not limited, name calling, ostracism, shaming, making derogatory remarks about the child or the child's family, and using language that threatens, humiliates or frightens the child.
- Separation of a child from the group except as provided in 9503.005, subpart 4. to an unenclosed part of the classroom where the child can be seen and heard by a staff person.
- Punishment for lapses in toilet habits or thumb sucking.
- The use of physical restraint other than to hold a child when containment is necessary to protect a child or others from harm. The use of mechanical restraints, such as tying.
- Withholding food, light, warmth, clothing, or medical care as punishment for unacceptable behavior.

# Partnership with Parents

## Parent Communication

Parents are encouraged to communicate openly with YMCA team members about the program and their children. Team members will make an effort to communicate both written and verbally with parents/guardians on a daily basis about upcoming activities, children's behavior, or any program changes. Each child will also have a communication file. It is the parent's responsibility to check this file on a regular basis for any written communication (i.e. Newsletters, Calendars, and Alaris) from the program team members, the center Director, or the YMCA.

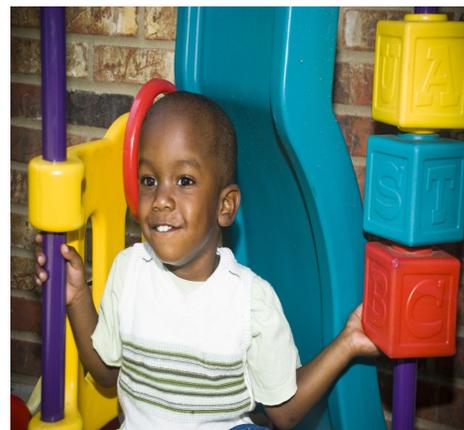
## Parent Conferences

A parent may request a conference with the Director at a mutually convenient time to discuss his/her child's overall development. YMCA team members may also request a meeting with a parent. We will hold parent/teacher conferences twice annually. A written assessment of your child's physical, emotional, intellectual and social development will be made available to the parent/guardian at this time. Teachers are available by appointment for a conference at any time.

## Parent Participation

Parents are encouraged to participate in the program with their children whenever possible. Parents are welcome on field trips as well as in classroom activities. There are many opportunities for parents to volunteer within the program, such as being a guest reader, helping during homework time, talking about your career, leading an activity, or sharing your interests with the children. Parents, like all volunteers, are required to complete a background check.

The **Parent Advisory Council** is a wonderful opportunity to express your views on how we can improve our program. Parents and YMCA team members come together to share ideas and suggestions regarding program content and quality; family activities; enrichment programs; and other items of interest. See your Director for more details.



## Parent Surveys

As a parent or guardian of a YMCA participant, you will receive a program survey a minimum of two times per year to let us know the program's strengths and areas for improvement. Please take time to complete and return it to us. The surveys help us do a better job. We encourage regular informal conversations and phone calls with the YMCA team members.

## Grievance Procedure

The YMCA Child Care Center team members express a commitment to provide an environment that encourages a child's growth and learning. Parents are encouraged to speak with the director if they feel their child's needs are not being met by the team members. The following is an efficient and effective procedure to follow to voice your concern. The Minnesota Department of Human Services, Licensing Division, can be reached at (651) 431-6500.

### A. Grievance by a Parent, Guardian, or Team Member

1. If there is a grievance over the program or procedure, direct contact with the teacher or director should be made. The complaint should be made either verbally or in writing and should allow 7 business days for a response.

2. If the individual making the complaint feels that it is being ignored or if it is of a serious nature, the complaint should be made in writing to the center director or to the Executive Director of the YMCA. Depending on the nature of the complaint, the director or executive director will either handle it personally or refer it to the MN Department of Human Services. The Director and/or Executive Director will be responsible to see to it that the grievance is handled properly and expeditiously.

If steps one and two have been taken and the grievance or complaint is still unresolved, the parent, guardian, or team member has the right to inform the MN Department of Human Services.

### B. Grievance over a Team Member

There may arise a situation where a parent or guardian has a personal grievance against a team member. Due to the personal nature of such a grievance, the director will approach the team member and give them a chance to explain their actions. If an unsatisfactory resolution of the problem occurs, then the next step should be taken.

1. Within 7 days, the lead teacher or director will provide in writing how the problem will be resolved.

2. If the complaint is about the director, the parent will notify the executive director of the YMCA.

3. If the complaint is not handled properly or to the satisfaction of the person with the grievance, they may send it in writing to the Department of Human Services.

### C. Grievances over Facilities or Equipment

For complaints about the facilities or equipment, the Director should be consulted. He/She will see to it that proper repairs are made promptly.



## Parent Code of Conduct

To ensure that Y Programs are a positive and healthy atmosphere, this Code of Conduct sets forth conditions that parents/guardians are expected to follow and promote. It is our intent to have Y Programs represented in a positive manner at all times.

In the event that parents/guardians cannot or will not uphold these conditions, those parents could face suspension from programs.

- Parents/Guardians will conduct themselves in a manner that represents the four core values of the Y: caring, honesty, respect and responsibility.
- Parents/Guardians must refrain from foul language at all times, while at a Y program location.
- Parents/Guardians will not show or exhibit derogatory conduct toward any Y staff, participants, or other parents/guardians.
- The misuse of drugs or alcohol at a Y location will be prohibited.
- Parents/Guardians will not be allowed to take pictures/video of other participants or Y Programs.

# Children's Basic Needs

Children need a safe, nurturing environment that assists them to grow, learn, and feel loved by their caretakers. In order to grow and learn, a child's minimum needs for safety, good nutrition, shelter, medical attention, bathing, clean clothes, intellectual stimulation, appropriate discipline, love, and a feeling of importance must be met. When these needs are not met, a child cannot grow and learn as easily.

YMCA Child Care Center expresses a commitment to provide an environment that encourages the children's growth and learning. If you feel that our staff members are not meeting your child's needs, we encourage you to identify your concern to the director. Should you have difficulty in providing for your child's emotional or physical needs, you are encouraged to ask for help. Our team members can help you find a community resource, which can offer assistance.

In the rare instance when we feel that your child's needs are consistently not being met, our staff will work with you to identify your child's needs and assist you in meeting those needs. If you are temporarily unable or unwilling to meet your child's needs, as described above, team members are mandated by Minnesota State Law to file a report with Child Protection. It then becomes the role of the Child Protection Unit to work with your family to ensure that your child's needs are being met. It is essential that you keep us informed about your child's health history, illnesses, injuries, etc., so that our team members can be aware of your child's needs. Please make a point of informing us if your child develops a health problem, communicable disease, or is injured.

Children's behavior may change during periods of family stress (illness in the family, death of loved ones or pets, unemployment, divorce, etc.). Our team members are available to help children with their concerns at these times.

## Communication is confidential.



### Volunteers

The YMCA welcomes program volunteers and matches them with programs that they are best suited. All volunteers are interviewed and are required to complete a background check before working in the program. Volunteers are not counted in adult to child ratios. If you are interested in volunteer opportunities please contact the center director.

**Some 24 hour community resources that can help you when you find that you are experiencing more stress than you can handle are:**

Dakota County Child Protection

952-891-7459

Dakota County 24 hour crisis response line

952-891-7171

Scott County Child Protection

952-496-8959

Hennepin County Crisis Connection  
612-379-6363

Ramsey County Emergency Social Services

651-291-6795

Regions Crisis Program  
651-254-3456

Ramsey County Child Protection  
651-266-4500

Hennepin County Child Protection  
612-348-3552

Crisis Nursery-St. Paul  
651-641-1300

Crisis Nursery-Minneapolis  
763-591-0100

United Way First Call For Help  
211 or 651-291-0211

Red Cross Emergency Aid  
612-871-7676

Learn  
Grow  
Thrive

## Child Abuse

If a child is a suspected victim of physical abuse, neglect, or sexual abuse the center team members are mandated by the State of Minnesota to report such information to the local authorities and county child protection.

As defined by Human Services **physical abuse** means any physical or mental injury inflicted by a person responsible for the child's care other than by accidental means, or any other physical or mental injury that cannot reasonably be explained by the child's history or injuries, or any aversion and deprivation procedures that have not been authorized.

**Neglect** means failure by a person responsible for a child's care to supply a child with necessary food, clothing, shelter, or medical care when reasonably able to do so, or failure to protect a child from conditions or actions which imminently and seriously endanger the child's physical or mental health when reasonably able to do so.

**Sexual abuse** includes threatened sexual abuse and subjecting a child to any act of sexual abuse.

All reports concerning suspected abuse or neglect of children occurring in a licensed facility should be made directly to the MN Department of Human Services, Licensing Division's Maltreatment Intake line at 651-431-6600

Reports regarding incidents of suspected abuse or neglect of children occurring within a family or in the community should be made to the local county social services agency at 651-266-4444 or local law enforcement at 651-484-3366. If you know or suspect that a child is in immediate danger, call 911.

If your report does not involve possible abuse or neglect, but does involve possible violations of MN Statutes or Rules that govern the facility, you should call the Department of Human Services, Licensing Division at 651-431-6500.



## Thank You

Thank you for allowing us the privilege of being a part of your family. If at any time you have questions regarding your child care account please contact the Customer Service Center at 612-230-9622. If you have any questions regarding the EC program please contact your center director.



# Maltreatment of Minors Mandated Reporting Policy for DHS Licensed Programs

## **Who should report child abuse and neglect?**

Any person may voluntarily report abuse or neglect.

If you work with children in a licensed facility, you are legally required or mandated to report and cannot shift the responsibility of reporting to your supervisor or to anyone else at your licensed facility. If you know or have reason to believe a child is being or has been neglected or physically or sexually abused within the preceding three years, you must immediately (within 24 hours) make a report to an outside agency.

## **Where to report**

If you know or suspect that a child is in immediate danger, call 911.

All reports concerning suspected abuse or neglect of children occurring in a licensed facility should be made to the Minnesota Department of Human Services, Licensing Division's Maltreatment Intake line at (651) 431-6600.

Reports regarding incidents of suspected abuse or neglect of children occurring within a family or in the community should be made to the local county social services agency at 651-266-4444 or local law enforcement at 651-484-3366.

If your report does not involve possible abuse or neglect, but does involve possible violations of Minnesota Statutes or Rules that govern the facility, call the Department of Human Services, Licensing Division, at (651) 431-6500.

## **What to report**

Definitions of maltreatment are contained in the Reporting of Maltreatment of Minors Act (Minnesota Statutes, Section 626.556) and should be attached to this policy.

A report to any of the above agencies should contain enough information to identify the child involved, any persons responsible for the abuse or neglect (if known), and the nature and extent of the maltreatment and/or possible licensing violations. For reports concerning suspected abuse or neglect occurring within a licensed facility, the report should include any actions taken by the facility in response to the incident.

An oral report of suspected abuse or neglect made to one of the above agencies by a mandated reporter must be followed by a written report to the same agency within 72 hours, exclusive of weekends and holidays.

## **Failure to report**

A mandated reporter who knows or has reason to believe a child is or has been neglected or physically or sexually abused and fails to report is guilty of a misdemeanor. In addition, a mandated reporter who fails to report maltreatment that is found to be serious or recurring maltreatment may be disqualified from employment in positions allowing direct contact with persons receiving services from programs licensed by the Department of Human Services and by the Minnesota Department of Health, and unlicensed personal care provider organizations.

## **Retaliation prohibited**

An employer of any mandated reporter shall not retaliate against the mandated reporter for reports made in good faith or against a child with respect to whom the report is made. The Reporting of Maltreatment of Minors Act contains specific provisions regarding civil actions that can be initiated by mandated reporters who believe that retaliation has occurred.

This information is available in other forms to people with disabilities by calling your county worker. For TTY/TDD users, contact your county worker through the Minnesota Relay at 711 or (800) 627-3529. For the Speech-to-Speech Relay, call (877) 627-3848.

## **Vision of the YMCA of North**

We serve relentlessly with our community until all can thrive at each stage of life.



## Maltreatment of Minors Mandated Reporting Policy for DHS Licensed Programs Continued

### Internal review

When the facility has reason to know that an internal or external report of alleged or suspected maltreatment has been made, the facility must complete an internal review and take corrective action, if necessary, to protect the health and safety of children in care. The internal review must include an evaluation of whether:

Related policies and procedures were followed.

The policies and procedures were adequate.

There is a need for additional staff training.

The reported event is similar to past events with the children or the services involved. iv.

There is a need for corrective action by the license holder to protect the health and safety of children in care.

### Primary and secondary person or position to ensure internal reviews are completed

The internal review will be completed by the Center Director. If this individual is involved in the alleged or suspected maltreatment, their supervisor (District Manager or Product Manager) will be responsible for completing the internal review.

### Documentation of the internal review

The facility must document completion of the internal review and provide documentation of the review to the commissioner upon the commissioner's request.

### Corrective action plan

Based on the results of the internal review, the license holder must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by individuals or the license holder, if any.

### Staff training

The license holder must provide training to all staff related to the mandated reporting responsibilities as specified in the Reporting of Maltreatment of Minors Act (Minnesota Statutes, Section 626.556). The license holder must document the provision of this training in individual personnel records, monitor implementation by staff, and ensure that the policy is readily accessible to staff, as specified under Minnesota Statutes, Section 245A.04, subdivision 14.

The mandated reporting policy must be provided to parents of all children at the time of enrollment in the child care program and must be made available upon request.

**Thank you for choosing the YMCA for your child's  
early learning needs!**

**We are proud to be:  
Four Star Parent Aware Rated  
& NAEYC Accredited!**



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

## **Parent Handbook Agreement**

I have read and do understand the policies and procedures of the YMCA Early Learning programs as they are stated in the parent handbook. I will cooperate with the program by following the guidelines as they are established.

---

**Parent's Name**

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**Signature of Parent**

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**Child's Name**

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**Date**

**YMCA OF THE GREATER TWIN CITIES**

**Eagan YMCA**

550 Opperman Dr. Eagan, MN 55123

P651-259-6167 F651-683-4704 W [www.ymcamn.org/locations/Eagan\\_ymca](http://www.ymcamn.org/locations/Eagan_ymca)