



MILL CREEK YMCA
**EARLY CHILDHOOD
EDUCATION**

Family Handbook





FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Dear Parent/Guardian:

Welcome to the YMCA of Snohomish County's Child Care Programs. The YMCA is committed to providing warm, nurturing care in a safe environment. Your child will have daily opportunities to play with new friends, learn new skills, build self-confidence, and enjoy many fun and challenging activities designed to meet his or her developmental needs.

Our philosophy strongly emphasizes a community approach to learning. Staff members work closely with families to create a sense of community. YMCA staff members create a familiar, secure, and engaging environment allowing children to explore and experience at their own pace. Theme-related materials and activities are introduced regularly to bring together relevance and meaningful interactions. Staff members are trained in age-appropriate guidance and curriculum implementation.

We also build on individual strengths to help children become enthusiastic learners. This means encouraging them to be active and creative explorers willing to try out their own ideas, experiment with interactions, and learn to think and evaluate for themselves.

The activities we plan for children, the way we organize the environment, select materials, plan the daily schedule, and talk with children, are all designed to accomplish our overall goal of developing the whole child.

It is a pleasure to work with your family. Please take a few minutes to read this handbook as it provides important information you need to know and may answer many of your questions. If you have any additional questions, please contact the Director at your child's program or the Program Director at your Branch.

Once again, welcome and thank you for choosing the YMCA of Snohomish County. We look forward to working together to create an exceptional learning experience for your child.

In mind, body, and spirit,

Peyton Tune
President/CEO
YMCA of Snohomish County



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PHILOSOPHY, GOALS AND PURPOSE

HELP CHILDREN ACHIEVE THEIR POTENTIAL THROUGH:

- Facilitate self-awareness, a feeling of self-worth and build confidence
- Build trust and strengthen interpersonal relationships
- Facilitate developmentally appropriate academics
- Feeling a sense of belonging and making new friends
- Practicing the core values of Caring, Honesty, Respect, and Responsibility
- Providing opportunities to gain knowledge, skills, and abilities by trying new things
- Encouraging physical activity
- Teaching healthy eating options

SUPPORT AND STRENGTHEN THE FAMILY UNIT THROUGH:

- Building relationships with families for better communication and ability to meet their needs
- Promotion of community building with other families
- Provide engaging and meaningful opportunities with activities and events for families

DELIVER CHILD CARE PROGRAMS IN A POSTIVE YMCA ENVIRONMENT BY:

- Providing safety, support, care, and fun for children
- Implementing the Y core values into curriculum, providing clear expectations, reinforcing appropriate behavior and working with families to correct inappropriate and unacceptable behavior that are hurtful, non-inclusive, disrespectful or unsafe.
- Placing qualified and professional staff in each group that embrace developmentally appropriate practices, relationship building, and positive communication

YMCA OF SNOHOMISH COUNTY MISSION STATEMENT

To inspire, nurture, and strengthen culturally vibrant communities through youth development, healthy living, and social responsibility.

NON-DISCRIMINATION POLICY

The YMCA of Snohomish County is an organization committed to diversity, inclusion, and non-discrimination. We welcome all people regardless of ethnicity/race, faith, creed, color, national origin, sex, honorably discharged veteran or military status, marital status, gender, gender expression, gender identity, sexual orientation, age, religion, socio-economic status, or ability.

CULTURE OF INCLUSION

The Y believes that in a diverse world we are stronger when we are inclusive, when our doors are open to all, and when everyone has the opportunity to learn, grow, and thrive. As our laws and communities continue to change, one thing is constant: the YMCA is, and always will be, a place where individuals and families from all walks of life are welcomed and supported. We demonstrate this through equitable practices and procedures and offering programs and services that continually evolve to meet the changing needs of our community.

LOCATION, CONTACT INFORMATION, AND HOURS OF OPERATION

Program	Serving	Address	Hours of Operation	Contact
Heatherwood ECE	6 Weeks - Pre-K	13528 North Creek Drive, Mill Creek WA 98012	Monday-Friday 6:30 am-6:30 pm	425 379 9400

ENROLLMENT PROCEDURES

PROGRAM REGISTRATION

Prior to attending the program, each family must complete a tour and an orientation at Heatherwood and then complete registration at the YMCA. The enrollment process begins with the completion of the Registration packet. Once forms are turned in and approved, they will need to be brought to the YMCA with payment. At least two full business days are required to process the registration before enrollment is finalized, at which time attendance is permitted. Any child that may require special accommodation must also have the appropriate forms completed for individualized care.

REGISTRATION FEE

All programs require a \$100 non-refundable registration fee per child, at the time of registration.

RESERVATION AND WAITLIST

Because of limited availability, we are unable to “hold” a space for you in your child’s classroom if you have an extended period of absence. If you would like to reserve your child’s spot in a classroom, you must pay for that spot regardless of your child’s attendance. If you choose to forgo paying for your child’s spot there is no guarantee that we will have space for your child to attend when you return. If you have an extenuating circumstance, please let us know.

We often enroll new families from a classroom waitlist. It’s free to be placed on the waitlist until we can guarantee a spot in a classroom. Once we’ve made the commitment to you that we will have space, we require the \$100 registration fee and ½ of your child’s first month of care (which will be credited to your account upon starting). These fees are non-refundable if you should choose to cancel care with us. Please see the director if you are using a subsidy for payment.

MEMBERSHIP

A Youth membership is included with enrollment. If you have a Family membership, you will receive a discount of \$25 per month off your membership fee. Families who withdraw from enrollment will have the option to continue their membership at the regular price.

SIBLING DISCOUNT

A 10% discount is included for families with more than one child enrolled in care. The discount is applied to the eldest child in care.

ACTIVE MILITARY/SCHOOL DISTRICT DISCOUNT

A parent/guardian that is Active Military or a School District employee in the State of Washington will be given a 20% discount. If you currently receive Financial Assistance (AFA), we are only able to offer the military/district discount OR financial assistance. If your scholarship amount is higher than 20%, you will remain on scholarship.

FINANCIAL ASSISTANCE

The Y is for everyone. Please contact your local YMCA branch to inquire about financial assistance to help support the cost of care.

SUBSIDY FOR CHILD CARE

Heatherwood ECE is licensed by the Washington State DCYF (Dept of Children, Youth, and Families) and accepts state subsidies for Child Care. Co-pays are due by the 25th of the month prior to care.

DCYF award letters for the subsidy location your child will be attending must be received 15 days prior to your child’s start date. If not received, you will be responsible for full payment of Child Care. [SSPS numbers](#) are available on our website, at your local YMCA facility and in our Family Handbook.

To change your Child Care Subsidy location, contact the DCYF Subsidy Contact Center at 1-844-626-8687 or send [this form](#) to Providerhelp@dcyf.wa.gov.

ACCOMMODATIONS

Y staff members are trained to help children with mild to moderate diverse abilities. However, our facilities are not adequately staffed to work with children who need significant assistance with personal care, constant one-to-one support, or have great difficulty managing their behavior in a group setting. If your child requires specialized accommodation, please contact your local Y family branch.

VACATION, WITHDRAWALS, CHANGES

A 15-day written notice is required for all withdrawals, vacation requests, or changes in care to be eligible for credit or refund if eligible. Families who have been enrolled a minimum of 4 months are eligible for a vacation credit of 50% refund for 2 weeks per year (September to August). Please request a Child Care Change Request Form to provide this notice.

ILLNESS REIMBURSEMENT

100% credit granted for day(s) missed due to illness. Must be accompanied by a doctor's note.

DCYF / WCCC ATTENDANCE POLICY

In order to remain enrolled, you must attend with no more than 5 absences per month. We encourage DCYF participants to only enroll for the days of care they need. Please contact the Director if you need to change your days of care.

MONTHLY PAYMENT

All tuition is due by the 25th of the month prior to receiving care. Methods of accepted payment are Visa, MasterCard, American Express, Discover, personal check, money order, bank draft, or cash (please do not send cash in the mail).

Automatic draft is our preferred payment method. Families have the option to pay in full on the 25th of each month prior to care or split their payments in two on the 10th and 25th prior to care. To schedule automatic payments complete and return a draft authorization form with at least 15 days' notice of the next draft.

BILLING SUPPORT

Questions regarding your monthly billing statement and reimbursements, verification of payment and receipts may be directed to our Association billing office at 425 374 5721 or childcarebilling@ymca-snoco.org

KEEPING RECORDS CURRENT

All enrollment paperwork is scheduled to be updated at least annually, late summer/early fall to ensure that we have the most current information necessary to properly care for your child. Please contact your director when you have new or changed information for your child's records.

CONFIDENTIALITY

Child records are kept confidential. Only those staff that must have access to the information will have access. Licensors are granted access to all center records including child records during inspections to evaluate and enforce the practice of ensuring all records are complete and current.

SITE CLOSURES

YMCA Child Care programs are closed on the following days:

- Labor Day
- Veteran's Day- Training Day
- Thanksgiving Day
- The day after Thanksgiving
- Christmas Eve
- Christmas Day
- Wellness Week: December 26-29
- New Year's Day
- President's Day – Training Day
- Memorial Day
- Independence Day
- Juneteenth – Training Day

*When the holiday falls on a Saturday, it will be observed on the preceding Friday. When the holiday falls on a Sunday, it will be observed on the following Monday.

Programs may shut down for 1-3 days at the end of August for cleaning and facility improvements. Notice will be provided of the specific dates at least 6 weeks prior to the closure. Subject to change if the school calendar changes.

UNSCHEDULED CLOSURES DUE TO UNSAFE CONDITIONS

For the safety of our members, staff, and volunteers, it may become necessary to close the YMCA child care programs without prior notice. The YMCA of Snohomish County Severe Weather Closure Policy applies to snow, severe weather, icy, or other dangerous road conditions, power outages, loss of water, disaster, or any other unforeseen reason.

All families are encouraged to have a backup plan for child-care in the event of an emergency. The YMCA will make every attempt to provide care; however, the YMCA cannot guarantee that staff will always be able to get to the site to provide care in every situation. As a means to keep families posted on the status of the program's operation, the voicemail message on the site phone will be updated by 6 AM, and continually throughout the day. Updates are also available via our website, Facebook page, and YMCA Mobile App.

Heatherwood follows the Everett School District. As stated, we make every attempt to provide care.

WHEN SCHOOL IS CANCELLED OR DELAYED

If the Everett school district deems it appropriate to close schools for the entire day, the Y at Heatherwood will most likely close for the day. If the Everett school district delays school start times, the Y at Heatherwood may delay opening under the same time guidelines. (For example: school starts two hours late, Y programs open two hours late).

EXTREME HEAT

If we encounter extreme heat, we will try to keep activities in the shade whenever possible, play lots of water games, and keep children drinking water. Children may stay indoors or close if temperatures are at unsafe levels:

- If the heat index is at or above 90°F children will stay indoors.
- If an indoor space cannot be kept below 83°F the program will close for the day

ADJUSTMENTS FOR MISSED DAYS

Scheduled shut-down days, holidays, and possible emergency closure days have been taken into consideration when planning for fee schedules. Pro-rating, additional care days, and/or refunds will not be issued for closure days. Emergency Closure Days are not included in any plan.

SAFETY FIRST

The safety and well-being of your children, you and our staff are of the utmost concern to the YMCA. We appreciate the opportunity to be a part of your family and are dedicated to providing a safe and healthy environment that allows for the development of our youth. If you have any questions regarding our severe weather policy, please do not hesitate to contact your on-site Child Care staff for more detailed information.

AIR QUALITY

YMCA employees monitor air quality regularly when it is of concern. If the Air Quality Index reaches 101 or higher (unhealthy for sensitive groups), activities are moved indoors.

PROGRAM PRACTICES

SIGN IN/OUT PROCEDURES

- Anyone picking up a child must be listed as an authorized pick-up on the child's registration form.
- Parents and/or only those authorized to pick up the child must sign in and out their child(ren) with a full signature and time of day.
- Identification may be checked at any pickup. Be prepared to show your driver's license or photo identification.
- The YMCA respects the rights of parents/guardians to access their own child. However, if YMCA staff feel a parent/guardian is in an unsafe condition to drive or otherwise leave with their child (such as under the influence of drugs or alcohol), the YMCA staff may suggest that the parent or the Y staff call the other parent/guardian, a friend or relative, or a cab. The YMCA staff may also call 911 for assistance and to report the incident.
- Pick up your child on time each day. If an emergency arises and you are unable to reach the site before closing, call the staff to inform them of your progress.

LATE PICK-UPS

When you arrive late, we (and your child) are likely to become concerned about your safety. The program is scheduled to close promptly at 6:30 PM. Be prepared to have your child picked up by closing time. In the event that staff have not been able to make contact with an authorized pick-up person when a child is still in attendance 30 minutes past closing time, authorities may be contacted.

1-10 minutes	\$10 per child
11-30 minutes	\$30 per child
31 or more minutes	\$30 plus \$1 every minute thereafter

Late pick-up fees will be due with next month's payment. Consistent late pickups may result in suspension or expulsion from the program at the sole discretion of the YMCA.

CUSTODY ISSUES & CHILD RECORDS

The registering parent/guardian is the only authorized party to make changes to their child(s) records. All financial, attendance, enrollment, and other business documents will be provided only to the adult who signs the child up for the program and is responsible for payment. The registering parent/guardian may choose to authorize another person to make changes to their child(s) records.

Parenting plans will be honored to the extent feasible and require legal documentation. Please note that when a child's care fees are paid by two parents, the full payment must still be received for care to continue.

ACCESS TO CHILDREN DURING CARE

Parent or guardians may visit and inspect the child care facility in which their child is enrolled during normal operating hours without advance notice. The YMCA prohibits discrimination or retaliation against any child, parent, or guardian who exercises this right. Any parent/guardian whom the YMCA determines poses or may pose a risk to any child or individual at the child care facility will be asked to leave immediately.

You will be provided with information about your child's progress and/or any issues related to their care. Parents/guardians may receive this information upon request.

TYPICAL DAILY SCHEDULE

Different age groups require varied schedules. See your child's posted classroom schedule for details.

ABSENCES, LATE ARRIVALS AND TIME LIMITATIONS

We miss you when you aren't here. The latest time for drop off is 10 AM each day. Prior notice may be given for occasional appointments and late drop-offs. Please call the office in advance to request a late drop-off. Arriving after 10 AM without prior approval may result in being turned away from care for the day. Daily schedules and activities depend on the ability to be prepared. Knowing attendance details is a key component for a smooth day. It is just as important for us to know when your child will **not** be attending. Children are allotted a maximum of 10 hours of care each day. If your child is in care for an excess of 10 hours a written request and pre-approval is required.

HEALTHY EATING AND PHYSICAL ACTIVITY (HEPA) STANDARDS

FOOD AND BEVERAGE

- Water is accessible and available to children at all times, including at the table during snacks and meals.
- Water, unflavored low-fat (1%) milk, or whole milk for children 12-24 months will be the only beverages served.
- Children serve themselves all food and beverages from common bowls and pitchers with limited help (varies depending on age and ability).
- A fruit or vegetable is provided at every snack.
- Fried foods and foods that contains trans-fat will not be served for any snack.
- All provided grains served will be whole grains.
- All provided foods will not list sugar as one of the first three ingredients or will contain no more than 8 grams of added sugar per serving.
- Y staff will model healthy eating behaviors at all times. This includes eating with children during snacks (if possible) and avoiding consumption of foods or beverages that are inconsistent with the HEPA standards during program time.

PHYSICAL ACTIVITY

- Children aged 12 months - 2.5 years are provided opportunities for moderate and vigorous physical activity for at least 60 minutes per day. Children 2.5 - 5 years are provided with 90 minutes. This will include a mixture of moderate and vigorous activity as well as bone and muscle strengthening activities.
- Physical activity will take place outdoors whenever possible.
- Y staff will model active living by participating in physical activities with children.

REST PERIODS

All children at the center have a rest period each afternoon. Attached is information from our licensing standards and licensing guide book:

110-300-0265 Sleep, rest, and equipment.

(1) An early learning provider must offer a supervised daily rest period for children preschool age and younger who remain in care for more than six hours per day, or who show a need for rest. (2) An early learning provider must provide quiet activities for children who do not require rest. Quiet activities must be minimally disruptive to sleeping children.

CURRICULUM PHILOSOPHY STATEMENT

At Heatherwood Child Care Center our curriculum philosophy strongly emphasizes a multi-sensory approach to learning. Teachers create a familiar and secure, yet engaging environment allowing children to explore and experience at their own pace. Children are taught to recognize feelings, work to express their emotions in meaningful ways, and emphasize with their peers. We build on individual strengths to help children become enthusiastic learners. This means encouraging them to be active and creative explorers willing to try out their own ideas and experiment with their interactions, thereby learning to think and evaluate for themselves.

CREATIVE CURRICULUM & TSG GOLD

Heatherwood uses Creative Curriculum to build children's confidence, creativity, and critical thinking skills through hands-on, project-based investigations. We also use Teaching Strategies Gold (TSG), which is an assessment model used in GOLD follows widely held expectations for children from birth through third grade and enables a whole-child approach to assessment. Color-coded progressions guide teachers toward selecting and adapting activities that support each child's development and learning, including those with disabilities. Meaningful reports inform classroom practices and individualized instruction.

MEDIA USE AND SCREEN TIME

Media use is limited to music and only occasional visual media when it is a part of a one-time special program. When it does occur, visual media will be acceptable only for educational purposes or as a means to get participants moving and participating in vigorous physical activity. The music played in the program is program and age appropriate.

SNACKS AND MEALS

Breakfast, lunch and two afternoon snacks that adhere to HEPA, USDA, and licensed guidelines are provided daily. We are committed to offering healthy options, providing nutrition education, and role-modeling healthy choices. Please review the menu and alert the staff of any food allergies your child may have. Menus are posted on the family information board and in each classroom.

Children are encouraged but never forced to try new foods and to re-try foods that they have previously disliked. Please contact staff if you have concerns about your child's eating habits.

If you would like to provide alternate food for your child during snack time (such as food from home) for dietary, health or other reasons please ask for a YMCA Individual Food Plan as required by state licensing (WAC 170-297-7525)

PEANUT AND NUT ALLERGIES

To help the YMCA create a safe environment for children with life-threatening nut allergies, do not send your child with food containing peanut butter or other nuts and/or other foods manufactured in a plant that processes nuts. If you have questions speak with the Director.

POTTY TRAINING

The most important factor in making the toilet learning experience successful and as low-stress as possible is a family/teacher partnership that supports the child. Research indicates that children cannot successfully learn how to use the toilet until they are physically, psychologically, and emotionally ready. Many pediatricians say that most children under 24 months of age are not physically capable of regulating bladder and bowel muscles. Most positive toilet training occurs only after children show signs of physical control or awareness of their bodily functions and when they demonstrate an interest or curiosity in the process. We are committed to working with you to make sure that toilet learning is carried out in a manner that is consistent with your child's physical and emotional abilities and your family's concerns.

Starting at the age of 2 years old, or whenever your child enters the toddler classroom, they will be prompted to sit on the potty at each diaper change. Wet diapers will be changed in a stand-up manner, while bowel movements will be changed on the changing table. Children must be fully potty trained when they enter the Pre-K (4-year-old) classroom.

RELIGIOUS ACTIVITIES

The YMCA of Snohomish County's Child Care Programs do not intentionally or specifically implement religious activities into their programming. Through cultural awareness education and celebrating and exploring a variety of traditions, we learn about other's beliefs and customs. These beliefs and customs may be associated with the culture's religious beliefs and practices. While learning about others, we do not promote or question the beliefs of others. We do encourage children to have discussions with their parents when they have questions.

CELEBRATING HOLIDAYS, BIRTHDAYS AND SPECIAL EVENTS

Holiday celebrations focus on sharing our home-time plans and the time we get to spend with our families. Please share any family traditions and preferences with program staff. At minimum, we strive to celebrate traditions that reflect our current participants. During the winter holidays, we take a look at multiple traditions and celebrations. Celebrations of all kinds will focus on history, traditions, games and other fun rather than foods.

We continue to celebrate children's birthdays at the center. We no longer accept baked goods from home due to allergies in the building. Must be store-bought and in the original container with ingredients. Celebrated with the birthday song during the day, store bought food (like cupcakes) are sent home at the end of the day with their parent(s) to enjoy.

WHAT TO BRING

All age groups

- Crib sheet
- Change of clothing
- Any necessary medication (i.e., diaper cream, sunscreen, chapstick – medication form needed)
- Diapers and wipes (If applicable for children in Preschool or below)

Age 1 and older

- Blanket
- Small stuffed animal or comfort item (optional)
- Water-resistant tote bag
- Toothbrush and toothpaste (medication form needed for fluoride toothpaste)
- Rain suit (optional)

Under age 1

- Prepared bottles (labeled full name and date) and food
- Pacifier with no attachments (optional)
- Sleepsuit (optional)

*Blankets and stuffed toys including pacifiers with attachment are not permitted in the Infant classroom.

WHAT NOT TO BRING

- Money/valuables
- Toys and games
- Electronics/media source
- Weapons of any kind (toys included)
- Drugs, alcohol, tobacco, cannabis
- Outside food (without an approved Y food plan)
- Breakable or fragile items (i.e. Glass /ceramic)

The YMCA cannot be held responsible for broken, lost, or stolen items. In the event that a child brings any item(s) that should not be brought to the program, staff will ask that the item(s) be put away in the child's backpack/bin or may store them and return the item(s) at the end of the day.

PETS AND ANIMALS

The YMCA of Snohomish County will follow the school district policy applicable to each location regarding animals on the premises. Please talk with your onsite staff or see your site's Health Policy for more information.

LOST AND FOUND

All belongings must be labeled. Children will have a bin to store their belongings. The YMCA cannot be held responsible for broken, lost or stolen items. Please remind your child to take everything home every day. Check the Lost and Found regularly.

COMMUNICATION BETWEEN CARE AND HOME

FAMILY AND STAFF COMMUNICATIONS

At the Y we strive to provide you with timely and relevant information on our programs, engaging you as a partner in your child's success. This includes surveys, monthly newsletters, daily informal communication, and program learning objectives. To best support you and your family at our Y, please feel free to provide suggestions for improvement regarding these communication tools.

HIMAMA

HiMama is a platform for communicating with parents and caregivers. Through the system your child's caregiver will track: meals, diapering, participation and daily activities. You can expect a photo of your child at least weekly. We also use this as the main way to remind families about bringing items from home, such as diapers or a spare change of clothes.

Information will come as an e-mail to your inbox at the end of the day. You can also use the HiMama website and your personal login to check some items in "real time". Your phone number will be input into the system for urgent center wide notifications.

All of our classrooms Woddler – Pre-K will have a "window" of time. The window will be between 8:30 AM–3 PM. This means that your child's teacher will record on the electronic daily during that time frame and then it will close for the day. Please understand that information outside of the window won't necessarily be included in the report, and you can always request additional information from staff. The Infant classroom has more specific needs with amounts of food eaten and formula or breast milk consumed. In this room you can expect detailed information of your child's entire day.

CHILD TRANSITIONS

When children "move up" or transition from one classroom to the next we strive to give advanced notice and a one-page information sheet to prepare families to support their child's transition. When a child moves out of the center and into kindergarten staff complete a transition report provided by the school district. We share this with families at conference time and (with written permission) with the school district that your child will be attending.

ENGAGEMENT OPPORTUNITIES

HEATHERWOOD PARENT ADVISORY COMMITTEE (HPAC)

Members of our parent advisory committee have a direct line to the most current news and for providing feedback. Meetings occur on the first Tuesday of each month at 5:30–6:30 pm. Parents provide input for program content, family events, workshop ideas and future topics. All are welcome.

PARENT EDUCATION

Workshops are designed to provide information to benefit families. Workshop options are voted on at the parent advisory meetings and occur two–three times a year. Notice of workshops will be given through the monthly newsletter as well e-mail communication.

VOLUNTEERING

Volunteering is a great way to stay connected to your child's day and to support the center in enriching children's experiences. We welcome parents or guardians to help throughout the day, support in supervising field trips and in the classroom. If you are interested in volunteering on a regular basis the YMCA will have you go through the volunteer background check process.

CONFERENCES

Conferences are offered two times each year in the spring and the fall. Conferences offer set aside time for parents and teachers to connect and discuss their child's experience in the program. Additional conferences are available upon request. Conferences are encouraged but not required.

FAMILY EVENTS

Family events are held at least quarterly. Most are events that occur at the end of our program day, some events happen during the program day. Be sure to look at the monthly newsletter, HiMama reports, and any postings in your child's classroom to keep up to date on upcoming events.

CHILD HEALTH AND SAFETY

PERSONAL SAFETY TALKS

Our staff will engage children in discussions to help them understand how they can set their own personal safety and touching limits. These discussions will emphasize respect, set the ground rules for appropriate behavior and encourage children to tell a trusted adult if someone touches them in way that makes them uncomfortable. The YMCA of Snohomish County respects the diversity and rights of the individuals it serves.

MANDATED REPORTING POLICY

The YMCA staff shall protect the child in care from child abuse, neglect, or exploitation, as required under RCW chapter 26.44.30. School-age care staff are required by the Department of Children, Youth and Families (WAC110-301-0475) to report suspected child abuse or neglect if there is reasonable cause to believe that a child has suffered abuse or neglect or may be at risk of abuse or neglect. The report must be made at the first opportunity but in no case longer than 48 hours.

“Reasonable cause” means a person witnesses or receives a credible written or oral report alleging abuse, including but not limited to Physical abuse (defined in WAC 110-30-0030); Sexual abuse (defined in WAC 110-30-0030); Sexual exploitation (defined in WAC 110-30-0030); Negligent treatment or Maltreatment (defined in WAC 110-30-0030); Abandonment (defined in WAC 110-30-0030) We may NOT notify parents if this occurs except upon the recommendation of Child Protective Services or the Police.

RSO CHECKS

Registered sex offenders are prohibited in areas where children gather. Upon enrollment, all individuals listed on a child’s registration form as authorized to pick up are compared to the RSO list. Any individual listed on the sex offender database will not be allowed to enter the program space.

SICK CHILD PROCEDURES

The YMCA cannot accept children for child care when they are ill. Staff will observe each child upon daily arrival. If your child is experiencing any of the symptoms listed below, we will ask that other arrangements be made for their care:

- Fever of 100.4 degrees F or over accompanied by any other symptom (i.e., lethargic, vomiting, diarrhea, headache, sore throat, rash, earache)

OR any of the one following:

- Vomiting two or more times in a 24-hour period
- Diarrhea, two or more watery stools in a 24-hour period or 1 bloody stool.
- Draining rash
- Eye discharge or pink eye
- Lice or nits

If your child develops these symptoms during the day, we will require a parent or guardian to pick up the child. We will report communicable diseases to the local health department. We will also notify other parents so appropriate action can be taken to protect children as applicable. Children with the above symptoms need to be symptom free for 24 hours prior to returning to care or provide a note from a medical professional stating that the symptoms are not contagious.

RETURN TO CARE AFTER ILLNESS

Return to YMCA programs will vary depending on the condition or diagnosis. Generally, a child may return when medical treatment has begun or are improving without the use of fever reducing medications. In the case of a communicable disease or outbreak (such as COVID-19), return to YMCA programs will be determined by the Local and State Health jurisdictions.

COVID POLICIES

All families, children, and staff must comply with COVID-19 Health & Safety guidelines for the health and safety of all we serve in our School-Age Care program. Anyone failing to comply with current COVID-19 guidelines may be removed from the program. COVID-19 guidelines may change, and any updated guidelines will be communicated by email.

MEDICATION MANAGEMENT

If it is necessary for your child to take medications while he/she is in our care, please give the medication directly to a staff member when you sign-in your child. Written parental consent is required for us to administer any medication, and you will be asked to complete a form when you hand over the medication. Medications are stored out of the reach of children. We maintain a record of administration on a medication log. A staff person will be responsible for administering medication per doctor’s instructions.

All prescription medication must be in its original container properly labeled with your child’s full name, date prescription was

filled/or medication's expiration date, and legible instructions for administration such as manufacturer's instructions or prescription label.

Parents/Guardians are responsible for monitoring the expiration dates of any medication kept on-site for their child and replenishing them as needed. If the parent/guardian is unable to replace medication before it expires, they will contact their child's doctor to give the Y a written recommended course of action.

The following non-prescription medications require written parental consent and can be given only at the dosage, duration, and method of administration specified on the manufacturer's label for the age and/or weight of your child

- Antihistamines
- Non aspirin fever reducers/pain relievers
- Decongestants or non-narcotic cough suppressant
- Anti-itching ointments or lotions, intended specifically to relieve itching or dry skin
- Sunscreen
- Hand Sanitizer
- Medicated lip balm
- Mouthwash

A physician's written authorization is required for any non-prescription medication that is:

- Not included in the above list
- To be taken differently than indicated on the manufacturer's label
- Lacks labeled instructions

MEDICAL EMERGENCIES

If your child is at risk of having an allergic reaction from food or bee stings or other medical emergency that requires specific action or medication, you must indicate this on your child's registration form and complete an Individual Care Plan.

Any life-threatening emergency occurring to any child during program attendance will result in a call to 911. Be sure that your child's Health History remains current and up to date so that staff have all the information necessary to adequately care for your child. All staff are certified in CPR and First Aid and will administer as needed. Minor injuries will be treated, and you will receive a verbal or written report when you pick up your child.

Parent(s) will be called to be informed of the emergency and procedures for picking-up their child at the first possible moment after the child(ren) is safe. Keeping parents informed is important to us. However, our first priority is the safety of the child.

EMERGENCY PROCEDURES

All sites practice monthly fire drills and have a posted evacuation plan. The YMCA has written emergency policies for a variety of issues. A copy may be obtained from the office.

In case of an evacuation emergency such as fire, bomb threat, or gas leak, children will be kept in the nearest safe area and parents will be contacted as soon as possible to pick up their child. In case of confinement to the facility, parents or emergency contact will be called as soon as possible and informed of procedures. In case of a catastrophic disaster, please call our out-of-area contact at the Spokane YMCA 509 777 9622.

NON-EMERGENCY ACCIDENT PROCEDURES

In the event that your child has an accident while in care that does not require immediate medical attention, staff will provide appropriate first aid and document the injury on an illness report form. One copy goes to the parents and the other stays at the center. Parent/guardian will be notified of a more serious injury by phone.

Staff do not have extensive medical training and cannot make a diagnosis. The facts of what occurred and apparent symptoms will be relayed to parents to help the family determine the appropriate course of action. Staff will err on the side of caution.

INSURANCE

Because the YMCA does not provide accident or health insurance for its members, it is the responsibility of the parents or guardians to provide coverage for children enrolled in our programs.

STAFF RATIOS AND TRAININGS

The required ratio for the State of Washington is 1:4 Infant, 1:7 1year-2.5 years, 1:10 2.5 years- 5years and the YMCA maintains these or better ratio. Lead teachers are over age 18 and receive a 30 hours of STARS approved certification in Child Growth & Development, Child Guidance, Health, Safety, and Licensing, Professionalism and Communicating with Parents. Some child care staff have degrees related to their field and or Teaching Credentials. Each year lead teachers also receive 10 additional hours in STARS approved training in a variety of topics relevant to their positions. Child care assistants offer

additional support to children. All staff have First Aid and CPR training, background checks, and regular in-service training. Upon request, staff professional development records are available for review.

MIXED AGE GROUPS AND RATIOS

Children between 12 months - 5 years may be combined during the first and last hour of care each day when the total number of children is 12 or fewer. When children of mixed age groups are combined staff will follow the ratio of the youngest child within the group.

TRANSPORTATION AND TRIPS

Transportation will be in YMCA vehicles or by school bus. Vehicles have regular safety checks and are equipped with seat belts, fire extinguisher, first aid kit, and a spare tire. All drivers are selected for their safe driving record, have insurance, receive Driver Training and are required to have First Aid and CPR training.

Children must use safety restraints and follow bus safety rules. At each transition, attendance is taken, and vehicles are checked to ensure all children have evacuated prior to the driver leaving the vehicle.

Advanced notice will be given for field trips. Families who choose not to have their child participate can give notice to the office and other arrangements will be made.

PHOTOGRAPH AND SURVEILLANCE PERMISSION

Photographs are taken regularly for daily reports. Occasionally photographs and videos are taken for YMCA promotional purposes. If a parent or guardian would like to exclude their child from photos, you may do so on the registration paperwork. Heatherwood Child Care facility has video surveillance both inside and outside the facility. This surveillance is for safety and monitoring reasons. The surveillance does not connect to the internet and only administrative staff have access to review footage.

LICENSING INFORMATION

Copy of the most recent child care checklist for licensing renewal, monitoring checklist, and facility licensing compliance agreement for any deficiencies noted are available on site for your review. Please contact your Site Director for more information.

*Additional Health and Safety information are found in our Health Care Plan and Emergency Procedure Plan packets. Please ask the office for a copy or view the master copy in the parent cupboard of the lobby.

BEHAVIOR MANAGEMENT

The YMCA of Snohomish County policy is based upon developmentally appropriate practice and the core values of caring, honesty, respect, and responsibility. Staff work closely with children to build relationships that foster trust and mutual respect. A variety of techniques are used to both prevent and correct undesired behavior. These may include role-modeling, redirection, positive reinforcement, accommodations such as changes to the environment, and natural or logical consequences.

If the child's behavior is not acceptable and attempts at guidance have been unsuccessful, our procedures are as follows:

1. The child will be encouraged to use his/her words to try to solve the situation peacefully.
2. The child will be redirected to a new activity.
3. The child will be removed from the situation until he/she is able to rejoin the group.
4. Parents are alerted and encouraged to share ideas.
5. Parent & Staff conference will be held with recommendations for an immediate behavior contract or short-term suspension from care.
6. Complete removal of the child from program.

As a partner in your child's success, we encourage you to share information with us that may affect your child's behavior. We are committed to working with you in the best interest of your child and the rest of the children in our care. We do not use or endorse any form of corporal punishment by anyone (including family members). We do not condone biting, shaking, spanking, slapping, hitting, kicking or any other means of inflicting physical pain.

Restraint policy: Physical restraint is used only in pre-determined situations (necessary to protect the child or other children from harm), is only administered in a prescribed manner and must be documented in writing.

Because there are such a wide variety of behaviors that children display, the Y reserves the right to make the decision to suspend or expel a child based on the physical or emotional safety of the child, other children in the program and the staff.

CODE OF CONDUCT

The YMCA is committed to providing a positive atmosphere that is safe and inclusive to all in our community. Therefore, the YMCA of Snohomish County has adopted a code of conduct to govern the actions and behavior of all people while in our facilities and while participating in YMCA programs.

Individuals are expected to:

- Uphold the YMCA core values of respect, responsibility, honesty, & caring
- Provide an atmosphere free of derogatory or unwelcome comments, conduct or actions of a sexual nature, or actions based on an individual's sex, race, ethnicity, age, religion, abilities, sexual orientation, or any other legally protected statutes
- Be respectful and cooperative with YMCA staff and others

PARENT/GUARDIAN 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.

All parent/guardians must:

- Conduct themselves in a manner that represents the four core values of the Y: caring, honesty, respect, and responsibility
- Refrain from foul language at all times, while at a Y program location or interacting or engaging with Y staff or participants
- Not show or exhibit derogatory conduct toward any Y staff, participants, or other parent/guardians
- Not use or be under the influence of illegal drugs, alcohol, tobacco, or cannabis at a Y location
- Not take pictures/videos of other participants or Y programs.
- Comply with requests from staff for photo ID
- Pay child care fees according to billing schedule
- Follow all current COVID-19 policies

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

NO TOLERANCE POLICY

We want to make sure all children at the YMCA have a positive atmosphere that is safe and inclusive. We are asking for your support in maintaining a fun, safe place where children can achieve their potential. Please talk with your children about the importance of not exhibiting the behaviors described below. Ideally, we want to work with families to **prevent** these behaviors from occurring.

The following will NOT be tolerated at YMCA facilities and in YMCA programs:

- Abusive, harassing, and/or obscene language or gestures
- Threats of harm, physical aggression, violent acts, or bullying
- Weapons of any kind
- Damaging or defacing YMCA property
- Possession, sale, use, or being under the influence of alcohol or illegal drugs
- Offensive or unlawful conduct
- Purposely leaving the area of supervision without permission
- Improper exposure

Failure to follow this code of conduct will result in disciplinary action, which may include a one-to-three-day suspension or removal from the program. A parent conference will be scheduled to develop a behavior contract in order for your child to remain in the program. It may become necessary for the benefit of the child, as well as for the safety of the other children, to remove a child from the program.

STATEMENT FOR PREVENTION OF ABUSE

The principle endeavor of the YMCA is to provide a healthy atmosphere for the growth and development of youth and children. Thus, the mistreatment or neglect of youth or children and the resulting severe effects are of primary concern to the YMCA. Child abuse is mistreatment or neglect of a child by parents or others resulting in injury or harm. Abuse can lead to severe

emotional, physical, and behavioral problems. Because of its concern for the welfare of children and youth, the YMCA has developed policies, standards, guidelines, and training to aid in the detection and prevention of child abuse. In addition, all employees are screened, and background checks are conducted upon hiring or rehiring. Additionally, employees who have contact with children and youth receive training in recognizing, reporting, and preventing child abuse, which includes training in recognizing signs that a child is being groomed for abuse. Some of the guideline's employees are expected to follow are:

- Avoid being alone with a single child where you cannot be observed by other staff or adults.
- You may not relate to children who participate in YMCA programs outside of approved YMCA activities. For example, baby-sitting, weekend trips, foster care etc. are not permitted.
- Giving personal gifts to program participants or their parents is not allowed.
- Program rules and boundaries must be followed, including appropriate touch guidelines.
- Children or youth should not be singled out for favored attention.
- Dating a program participant under age 18 is not allowed. Some YMCA programs may have additional restrictions.
- Children may not be disciplined by use of physical punishment or by failing to provide the necessities of care.
- Verbally, physically, sexually, or emotionally abusing or punishing children or youth is not allowed.
- Children may be informed in a manner that is age appropriate to the group of their right to set their own "touching" limits for personal safety.
- Children should only be released to authorized persons in programs with controlled pick-up procedures.
- Any information regarding abuse or potential abuse should be documented in writing.
- At the first reasonable cause to believe that any child abuse exists, it should be reported to your supervisor or branch executive so that proper reporting can be initiated.
- At the first reasonable cause to believe that an employee or volunteer abused a child or youth, even if it was not during working hours, his or her conduct should be reported to the program director and the branch executive or another designated branch representative. Additionally, it is the YMCA's protocol to make a report to the appropriate authorities. Appropriate actions will be taken regarding the employee or volunteer, including suspension or termination from YMCA employment or volunteer status.

Confidentiality of information related to child abuse is crucial and should be limited to the immediate supervisor and/or branch executive and designated members of the Association office.

KNOW, SEE, RESPOND

At the YMCA of Snohomish County, we practice three important habits of Child Abuse Prevention—KNOW, SEE and RESPOND—to create safe spaces where youth can learn, grow and thrive. When we KNOW how abuse happens, SEE the warning signs and RESPOND quickly to prevent it, together we foster a culture of child abuse prevention.

We **KNOW** when we understand the behaviors of those who harm youth and how to stop them. Staff and volunteers who practice the **KNOW** habit:

- Understand the potential risks for abuse that children and teens face, and their role in protecting them at their Y
- Understand how predators operate
- Recognize the importance of proactive engagement when supervising youth
- Interact appropriately and safely with youth at their Y
- Recognize appropriate and inappropriate interactions between adults and youth, and between youth
- Appreciate the difference they make when they practice the Three Habits in Child Abuse Prevention at their Y
- Encourage others to adopt these prevention habits
- Can explain what Know, See and Respond means when asked by a parent or community member

We **SEE** when we can recognize warning signs or behaviors that signal abuse or a risk for abuse. Staff and volunteers who practice the **SEE** habit:

- Interrupt inappropriate interactions between adults and youth, and between youth
- Respect children and teen's emotional, psychological and physical boundaries—according to the YMCA's policies—and ensure that others also follow the policies
- Notice and help when staff or volunteers need assistance with a child's behavior
- Act when something seems wrong and if they observe others not practicing the prevention habits

We **RESPOND** when we take action to stop behaviors we recognize as being inappropriate or questionable. Staff and volunteers who practice the **RESPOND** habit:

- Act when children or others need help
- Interrupt questionable behavior by a staff member, volunteer or youth
- Notify the appropriate people at their Y when they have a concern

Can make a report to child protective services and/or police when they suspect child abuse



KNOW



SEE



RESPOND

BRANCH CONTACT INFORMATION

YMCA OF SNOHOMISH COUNTY

CHILD CARE BILLING | SARAH KESSINGER

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P 425 374 5721 F 425 257 9920 E childcarebilling@ymca-snoco.org

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