

*Parent Handbook
YMCA at Pleasant Ridge Montessori
2018-2019*



Pleasant Ridge Montessori
5945 Montgomery Rd., 45213
(513) 363-4482
Raegan Miller- Academic Site Coordinator and Administrator

Table of Contents

Program Goals	4
Staff	4
Goals for Staff	5
Sample Classroom Schedule	5
Daily Routine	5
Hours of Operation/Holidays	6
Emergency Closings	6
Weather Emergencies Occurring During Program Hours	6
Procedures for Emergencies or Accidents	6
General Emergency	7
Serious Incident and Accidents	7
Fire and Tornado	7
Important Phone Numbers	7
Child Abuse or Neglect	8
Weapons Policy	8
Incident/Injury Report	8
Management of Illness	8
Inhalers and Other Emergency Medication	10
Allergies	10
Arrival and Departure	10
Drop Off/Pick Up Locations	11
Outdoor Activities	11
Safety/Supervision	12
Insurance	12
Food Information	12
Emergency Transportation Authorization	12
Staff to Participant Ratios	13
Licensing	13
YMCA Membership	13
Annual Support Campaign	13
Enrollment	13
Non-Discrimination	14
Special Services	14
Parent/Staff Communication	14
Grievances	14
Emergency Closing	15
Code of Conduct	15
Attendance	16
Personal Items	16
Parent Satisfaction	16
Communication and Problem Solving	16
Discipline	17
Additional Discipline Policy	17
Enrollment Policy and Information	18
Fees	18
Payment Procedures	18
Termination Services	18
Financial Assistance	19
Tax Information	19
Parent Handbook	19

Welcome to the YMCA After School Program!

We look forward to working with you and your family. This handbook serves as part of the admission agreement and is designed to help inform you of our policies and procedures, and to help you learn more about our program. Please read through it, ask us any questions you might have and keep it in a convenient place at home for future reference. Our rules are designed to meet all State of Ohio licensing requirements and to provide a high quality experience for the children and families enrolled.

YMCA of Greater Cincinnati Mission Statement

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

Our Cause

We are a powerful association of men, women and children joined together by a shared commitment to nurturing the potential of kids, promoting healthy living and fostering a sense of social responsibility. We believe that lasting personal and social change can only come about when we all work together to invest in our kids, our health and our neighbors. That's why, at the Y, strengthening community is our cause. Every day, we work side-by-side with our neighbors in communities to make sure that everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive.

Program Philosophy

The purpose of the Y After School program is to meet the developmental needs of children and to serve family needs for quality programs. Programs focus on facilitating the child's sense of industry, promoting a sense of competence, and creating an environment conducive to positive peer interaction, encouraging initiative, supporting growth and self-direction, and free choice under the guidance of nurturing and caring staff. This is done in a setting designed for acceptance, respect and encouragement. Through all programs, YMCA staff work in cooperation with the goals of families.

The program is designed to meet the developmental needs of the students at PRM. It provides experiences that enrich and enhance each child's cognitive, language, social, emotional, physical and creative development. Within the classroom daily schedule, each child has opportunities to create, explore the environment, learn problem solving and personal interaction skills, and learn concepts through first-hand experiences. Children develop a positive self-concept through a balance of self-directed and teacher directed activities. Opportunities for solitary play as well as group activities are provided. Through play, children learn the vital lessons of how to manage feelings, emotions and relationships, cooperating, sharing and listening to others. In the early years, (age's birth to 8 years old) children make no distinction between learning and playing. Children should be taught as much as they want to know, and real learning comes from a young child's experience of objects. The more ideas, activities, and skills we can offer children, the better, but only if we respect that play and having fun are essentials to learning. Children's development and skills level are assessed periodically so that teachers can plan for educational, social, and emotional experiences that support the individual's development and ensure that preschool children enter kindergarten with age appropriate skills and knowledge.

Program Goals

Our program provides:

- Safe environment
- Emotional support and warmth
- Responsive adults who serve as good adult role models and especially good listeners
- Opportunities to work with real tools for play and/or for purposeful real world work as well as learning confidence in dealing with the physical world through games, hobbies, and exercise
- Freedom of choice in a facility full of age appropriate materials
- Freedom to work and play individually or with peers
- Encouragement to be creative and imaginative
- Time and space to engage in reading, computing and problem –solving through self-selected tasks
- Time and appropriate space for rest or quiet time
- Opportunities to develop personal discipline including taking responsibility for one’s own actions, setting and accepting limits, respecting rights and property of others, forming friendships, and using community resources responsibly
- Learning to accept one’s own personal abilities
- Opportunities to learn about diversity and inclusion
- Opportunities to learn about nutrition and other components of a healthy, safe life

Staff

Staff is carefully selected in order to provide the best possible care and education for your child. We employ people who are warm and nurturing, who understand child development, who can apply their knowledge in the classroom, and who respect each child as an individual. We seek employees who value working as a team with parents and colleagues. Each staff person has on file, three written references, a criminal records check and a physical examination.

- The Director has a minimum of a bachelor’s degree in early childhood education and experience as a center administrator.
- Lead teachers have at least an Associate’s degree (or equivalent) and experience as teachers of young children.
- Teachers and Assistant Teachers have at least a high school diploma and experience as a teacher of young children. Some are participating in college education.

Continuing education is an important part of working for the YMCA. Each staff person attends training in first aid, communicable disease, child abuse prevention and recognition, child development, and teaching methods. The YMCA provides for educational opportunities for staff to continue learning.

Goals for Staff

- Serve as positive role models and provide care that is supportive, nurturing, warm and responsive to each child's individual needs.
- Respect parents as the primary and most important provider of care and nurturing. We believe that parents and teachers are partners in children's care and education.
- Work in collaboration and cooperation with other organizations, such as school, churches, social service agencies and other non-profits that are committed to serving the needs of children and families and who have goals similar to those of the YMCA.
- Be able to accept, demonstrate and teach the YMCA Character Development Values of Caring, Honesty, Respect and Responsibility
- Seek to expand each child's potential by providing a creative environment for children to develop individual capacities, socially, intellectually, physically, and emotionally.

Sample Classroom Schedules

Each classroom has a different daily schedule; it is posted on the classroom wall. Each classroom spends at least ½ hour during the afternoon in the outdoors or in alternative large motor activity. The following are examples of the daily schedule for the children. Infants have individualized daily schedules.

After School

Time	Activity
2:15-3:00pm	Arrival, Sign-In, Snack, Independent Read/ Transition to homework
3:00 – 3:50pm	Free-Play outside/Gym (K-1) Homework and Choice Time including club time such as science, mathematics, architecture, music and dance, drama, language arts etc. (2-6)
4:00-4:45pm	Free-Play outside/Gym (2-6) Community Time/ Activity Time including arts, dramatic play, small motor development, science, music etc. (K-1)
4:45pm-5:00pm	Cleanup and transition to Dinner.
5:00-5:30pm	Dinner
5:30-6:00pm	Dismissal. Computer program (designated site 2-6), Blocks, Legos, Building free time (K-1).

Field trips, special visitors, and special projects appropriate to the developmental needs of children will be offered.

Daily Routine

A consistent daily routine is important to our program. If you work irregular hours, try to keep arrival and departure times as consistent as possible, although we know this is not always in your control. Children prefer to have the same things happen day after day. They often feel uncomfortable and notice if you arrive later in the afternoon than usual.

Hours of Operation / Holidays

The program is open 2:15pm – 6:00pm daily, Monday through Friday, during the regularly scheduled school year with the exception of the following holidays. The program will be closed on the following holidays as well as any other day that students do not report according to CPS:

- Monday, Jan. 2 in observance of New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving and the Friday after Thanksgiving
- Winter Break

Emergency Closings

Should bad weather make travel difficult, please monitor the media. We will make every effort to keep the program open but if CPS decides to close schools for the day we follow their protocol and close as well. If CPS decides to cancel all after school activities our program will be closed as well.

Weather Emergencies Occurring During Program Hours

In the event of tornado or severe weather alerts, all classes will follow CPS emergency procedures where we will be free from flying glass and furniture. Staff may bring books for reading to children. Parents who arrive during such an emergency will be strongly encouraged to remain at the Program until the alert has been lifted. If it appears that the weather will make travel dangerous, the Director reserves the right to close the program early. The program will be staffed until all children have been picked up.

Procedures for Emergencies or Accidents

Each classroom and the office has posted at all times the general emergency plan, which includes plans for evaluation and for emergencies, and includes emergency phone numbers next to the phones. The first aid kit is located in the program office and in a carrying bag for field trips. Children's medical records, health records, and emergency transportation authorization, filed alphabetically, are kept in the office.

In the case of an emergency and/or illness the staff person in charge will attend to the emergency and/or illness. All other staff shall clear the area and supervise the other children. The lead teacher will immediately contact the appropriate emergency number. If the parents or guardians cannot be reached, the emergency contacts provided by the family will be notified. If necessary, the child will be transported by the emergency squad to the hospital. YMCA personnel will NOT transport children in emergency situations; however a staff member will go with the child. Staff will take with them the child's individual medical care plans and permission for emergency transportation provided by the family. Dental emergencies will be cared for as prescribed by the dental first aid chart posted in each classroom.

General Emergency

Program staff will follow posted procedures in regards to general emergencies. General emergencies include; threats to the safety of children due to environmental situations or threats of violence, natural disasters such as fire, tornado, flood, etc., and loss of power, heat or water. If the program has to be evacuated for any reason, emergency contact paperwork will accompany the children and staff. Once relocated, staff will contact families regarding the emergency.

Serious Incident and Accidents

Emergencies and accidents will be handled as requested by the parent(s) on the emergency forms. Minor accidents (cuts, bruises, etc.) are treated by staff members trained in first aid. If a child is injured at the center and requires transportation to a hospital or practitioner indicated on the medical/dental care form, our staff will call 911 and an emergency squad will determine whether the child will be transported to the appropriate facility. In any case of emergency transport a staff member will accompany the child until a parent or guardian arrives to be with the child. The staff member will take with them a copy of the child's emergency transportation form as well as any other vital medical information in the child's file. A copy of the child's emergency transportation form is kept on all vehicles that transport children as well as their central file. The program has a telephone available for emergencies, as well as for communication with parents.

Fire and Tornado

Fire and tornado drills are held monthly. A plan is posted which explains the responsibilities of the staff and actions taken in care of fire emergency and weather alerts.

Important Phone Numbers

Emergency Squad	911
Fire Department	911
Children's Hospital	513-584-5700
Poison Control Center	872-5111
Police Department	911
Children's Protective Services	241-KIDS

The YMCA will take the following action(s) in case of a general emergency that threatens the safety of the children such as an environmental situation or threats of violence, natural disasters, loss of power, heat, or water. We will be with the children at all times and no one will be left unsupervised. We will remain in the designated safe space. In any event of a natural disaster, we will relocate the children to a designated space in the building depending upon the disaster, and outside if a fire has occurred. In any event where there would be loss of power, heat, or water, we would contact parents at that time to notify them that their children are to be picked up.

Child Abuse or Neglect

The Director and all employees of the program are required by law to report any suspicion of child abuse or neglect to the Children's Services agency for the community the family resides in. Staff will protect all children from abuse and neglect while in the care of the center.

Weapons Policy

Unless otherwise authorized by law and except as provided below, pursuant to the Ohio Revised Code, no person shall knowingly possess, have under his control, convey, or attempt to convey a deadly handgun or dangerous ordnance onto these premises. This includes, but not limited to, all employees, members, and guests.

A person who has been issued a valid concealed handgun license may transport and store a firearm and ammunition inside the person's privately owned motor vehicle if that vehicle is legally parked in the YMCA parking area and if one of the following applies: (1) the person is physically present inside the motor vehicle, or (2) each firearm and all of the ammunition is locked within the trunk, glove box, or other enclosed compartment or container within or on the person's privately owned motor vehicle.

Incident/Injury Report

The center will fill out incident/injury reports on any unusual or unexpected occurrence which may jeopardize the safety of children or staff. Incidents or injuries that require an incident/injury report include but are not limited to: illness, accident or injury which requires first aid treatment, a bump or blow to the head, unusual or unexpected event which jeopardizes the safety of children or staff. In the event that an incident/injury report is filled out, the person who picks up the child(ren) involved the day of the incident/injury will receive a report to sign and will also receive a copy of the report. All incident/injury reports are filed in the Director's office. When an incident occurs that requires medical treatment or are pre-determined, by Ohio Department of Job and Family Services rules, to be reported to ODJFS within 24 hours, staff will document that the report has been made and complete required forms.

Management of Illness

All staff persons are trained to recognize the signs of communicable disease and other illnesses, hand washing and disinfecting procedures, through courses in first aid, in common childhood illness, and prevention and recognition of child abuse training provided by a person qualified to provide the course. A trained staff person will observe each child as he or she enters the program. The Communicable Disease Chart furnished by the Ohio Department of Health is posted in the Y Early Learning Center.

Any child who develops the following symptoms while in the program will be isolated immediately on a cot in a portion of the room not being used and discharged to his/her parent or guardian. They may return with a doctor's note stating that the child's condition is not contagious or 24 hours after symptoms listed below have ceased. Symptoms are:

1. Temperature of at least 100 degrees Fahrenheit (axillary) when in combination

- with any other sign or symptom of illness.
2. Severe coughing, causing the child to become red or blue in the face or to make a whooping sound.
 3. Difficult or rapid breathing.
 4. Yellowish skin or eyes.
 5. Redness of the eye, or thick and purulent (pus) discharge, matted eyelashes, burning, itching or eye pain.
 6. Unusually dark urine and/or gray or white stool.
 7. Stiff neck with elevated temperature.
 8. Vomiting more than one time or when accompanied by any other sign or symptom of illness.

A child exhibiting other symptoms will be isolated and discharged and may be readmitted to the program after he/she is free from all symptoms for 24 hours. Those symptoms include:

1. Diarrhea (three or more abnormally, unexpectedly or unexplained loose stools within a 24 hour period).
2. Evidence of untreated lice, scabies or other parasitic infestations.
3. Untreated infected skin patches, unusual spots or rashes.
4. Sore throat or difficulty in swallowing.

Isolation Precautions: A child isolated due to suspected communicable disease (or symptoms listed above) shall be:

1. Within sight and hearing of an adult at all times.
2. Cared for in another room or portion of a room away from other children.
3. Provided with a cot and made comfortable. After use, the cot shall be disinfected with an appropriate germicide, or if soiled with blood, feces, vomit or other body fluids, the cot shall be cleaned with soap and water and disinfected with an appropriate germicide.

YMCA programs cannot allow "mildly ill" children in the program. Mildly ill is defined as a child who is not feeling well enough to participate in the regular program, but who does not have any of the conditions which prohibit participation. A child who becomes ill during the day shall be discharged to the care of his/her parent or guardian as promptly as possible. If the parent or guardian is unable to come to the program center, the staff will discharge the ill child to the person who has been designated by the parent.

Employees will also abide by the same communicable disease policies as the children. This means that no employee shall be permitted to work if they display any of the symptoms that are listed above.

In the case of exposure to a communicable disease, parents will be notified verbally and/or in writing about the children's possible exposure.

Medication: Administration of medication, special diets or food supplements may be undertaken by the program, at the program staff's complete discretion, after receipt of a completed, Request for the Administration of Medication by the Child Care Personnel form, signed by a parent/guardian (and doctor if applicable). The Ohio Department of Job and Family Services provide and enforce very specific rules for the administration, storage, and documentation of medication. For this reason, families are asked to

cooperate in the process by doing the following:

- a. When a child has a chronic condition that may require medical treatment, a “medical care plan” is completed by the family with assistance from staff. All staff that may care for the child shall be trained by the family (when needed) and sign the medical care plan to indicate that they are trained (is appropriate) and that they are aware of the plan.
- b. When a child has to be given medication at the Center, families will:
Provide the medication in the original container with the original label. Complete the form required to give medication, including instructions for administration of medication that are consistent with the instructions printed on the prescription label, and have a trained staff person accept the medication and review the form.

If the following conditions exist, the medication will not be accepted at the Center.

- a. Over the counter medication (unless accompanied by a doctor’s order)
- b. Medication that is expired, for which the prescription is greater than one year old, or when the instructions don’t match the label
- c. The center does not have the tools to administer the medication such as a special measuring spoon

Topical medication such as sunscreen or diaper cream must also be accompanied by an Administration of Medication by the Child Care Personnel form.

Inhalers and Other Emergency Medication

All inhalers and other emergency medications are readily accessible to program staff members who are working with children that may need such items. Participants with asthma that require medication such as an inhaler must have this indicated on their health form, complete a medical care plan, and provide the medication at all times.

Allergies

Information about allergies is provided at the time of enrollment or at the time of later diagnosis. A medical care plan is completed. All staff will sign off on the medical care plan. Emergency treatment for severe allergies will be provided by the family (such as an EpiPen) and will be present at all times when a child is present in the facility.

Arrival and Departure

1. As the children arrive for the program, the staff takes attendance immediately and signs in the child on the appropriate form. When leaving the program, parents must notify staff that they are removing their child from the program and sign their child out on the appropriate form. Any parent who arrives after the center is scheduled to close could be charged a late fee of \$1 per minute past

6:00pm.

2. The YMCA staff is unable to deny a parent access to their child unless legal documentation is on file at the center, which may include a custody agreement.
3. If the closing staff have not heard from the parent or has not been able to reach the parent or an emergency contact and has waited a reasonable amount of time after closing, he/she will call 241-KIDS (Hamilton County Job and Family Services) to arrange emergency care for the child until the parents can be located.
4. No child will be released from the program to anyone other than the parents, legal guardians, or other persons specifically indicated on the child's enrollment documents. Any person who is picking up a child enrolled at the program must be able to identify themselves with a photo ID. Since many staff work at the Program, it is always possible that children's escorts will need to show ID with a photo as all staff may not have met all parents, guardians, or other escorts. Also if there is a custody agreement the Director will need to have a copy of those papers at time of enrollment and we follow the court documents.
5. Please let us know if a child is not attending the program, and if a child may have a communicable condition.
6. Please call or verbally tell your child's teacher if your child is going to absent due to illness or vacation.

Drop Off/Pick Up Locations

Arrival will take place in the Cafeteria and departure may happen in each classroom or in an alternative classroom during the day. Family members or escorts will enter the school through the back entrance near the playground and sign their child (ren) out in the Media Center and then pick their child up in their classroom or alternative classroom depending on the daily schedule.

Outdoor Activities

The program shall provide outdoor play each day for students. In the event of inclement weather conditions, such as severe storms, winds, or extreme high or low temperature, the program will provide alternative indoor activities.

The staff will monitor local weather conditions, including storm watch and weather emergencies.

When outdoor play is not possible due to a heat emergency, significant precipitation, very cold conditions, or issues with the outdoor environment, staff will lead alternative indoor activities.

Safety/Supervision

1. All efforts to ensure safety are made at all times.
2. Emergencies and accidents will be handled as requested by the parent(s) on the emergency forms. Minor accidents (cuts, bruises, etc.) are treated by a staff member who has completed the required first aid course. If a child is injured at the program or in the event of the transportation of a child to the source of an emergency medical/dental care, the staff will complete an incident/accident report. One copy will be given to the parent and one copy will be retained in the child's file.
3. All children will be supervised at all times by staff.
4. Programs have a telephone available for emergencies as well as for communication with parents.
5. Fire drills, Emergency, and Lockdown drills are held to ensure readiness should one of these emergencies occur. The staff will follow the plan by the YMCA of Greater Cincinnati Association for the action to be taken in case of fire emergency, weather alerts, or other emergency situations.
6. The program will protect the children from abuse or neglect. The Director and each employee of the program are required by law to report any suspicion of child abuse or neglect.
7. Spray aerosols and pesticides are prohibited when children are in attendance at the program.

Insurance

The YMCA of Greater Cincinnati has a Certificate of Insurance which may be provided upon request.

Food Information

The center will provide a dinner program each evening and a snack each afternoon. Dinner will include 2oz of meat or meat alternative, 3oz vegetable, 3oz Fruit, 1 grain and 8oz of liquid milk. Each snack served will contain at least one food from two of the four food groups. A menu is posted. During meals and snacks, staff and children spend time together in a relaxed atmosphere. Center staff will develop a plan with the parents of those children who have special dietary needs.

Emergency Transportation Authorization

We are unable to accept enrollment for families who refuse to grant permission for their child (ren) to be transported for emergency medical treatment.

In the event of an emergency where a child needs to be transported to an emergency facility, the Emergency Squad will transport the injured child after a call to 911. Staff will never transport a child in their personal vehicles but will ride the squad with the child.

Staff to Participant Ratios

Age	YMCA staff to child ratio	ODJFS staff to child ratio	Maximum Group Size
Preschool: 3- 5 years	1:10	1:12	20
School Age: 5-12 years	1:12	1:18	36

At no time does the YMCA exceed the ODJFS required ratios.

Licensing

1. The Y Early Learning Center has been issued a license to operate legally by the Ohio Department of Job and Family Services. The laws and rules that govern this license are available at the center for review.
2. The center's licensing records, including but not limited to compliance report forms and evaluation forms from the Health and Fire Departments that inspected the center, are located at the center.

YMCA Membership

The YMCA is a membership-based organization dedicated to the development of spirit, mind and body. The goal encourages a lifelong commitment to physical health, supportive family relationships, and personal development. Participants in childcare are considered members. For information regarding membership in other YMCA programs and scholarship information, see the Director of the center.

Annual Support Campaign

The Y program receives support from the generosity of the people in the community, including parents and staff. Each year we ask families to help support the program in a variety of ways, including fund-raisers, special events, donations, and by asking for the support of others. Your support enables us to continue serving this community and our center.

Enrollment

When parents are ready to enroll their child, we will make arrangements for the family to:

- Meet the child and parents, tour the Program, including explaining the program, policies, etc., and answering questions.
- Schedule a child's beginning date, after the parents have completed the mandatory parent child visit
- Explain and assist with necessary paperwork: demographic information, Child Enrollment and Health information (JFS 01234)-parent must give permission to transport in case of emergency, Child Medical statement (JFS 01305) including immunizations-children not immunized will be excluded when there is a notice of communicable disease, Family Information form for Step Up to Quality (JFS 01511), YMCA Family Agreement, and Parent Permissions form.

Non-Discrimination

The Program does not discriminate in the enrollment of children, the hiring of staff, or any other procedure based upon the race, religion, gender, national origin, special needs, or economic status of any individual.

Special Services

It is our policy and practice to include children of diverse backgrounds including children with disabilities. We work with the schools, your physician, and a variety of community services to provide high quality services to all children. These services may include health and developmental screenings, classroom observation, and child assessment. At enrollment you will give written permission for health and developmental screenings, and will be informed privately of anything of concern that we learn from these services. If the family and/or the staff observe concerns in child development and seek additional services, you will be asked for written permission for any special services requested. If there is any service at all you would like to seek or learn more about, please let us know.

Parent/Staff Communication

The YMCA believes that activities to involve parents/guardians in their child's development should be included in our program. Activities and monthly lesson plans will be posted on the parent bulletin board for everyone's information.

Any problems your child may be having at home may affect the child's behavior at the YMCA program. Please keep us informed so that we can be sensitive to your child's needs. We would like to work as a team with the school and family to provide the best environment for your child's growth and development. It is very important that parents' talk with the staff and the staff will keep parents informed as well.

Any parent/guardian must provide legal documents upon any custody agreements/arrangements made within the court system regarding who can pick up the child/children. The staff will ask for the proper identification of the person picking up the child that is listed on the authorization form.

Grievances

Complaints and problems should be discussed with the Lead Teacher and Y Early Learning Center Director. We want to know right away if anything we say or do causes you concern or worry. We will do our best to resolve any problems that arise. If any problem that you have discussed with the Teacher, Director, and Supervisor is not resolved to your satisfaction, or if you wish to appeal your child being asked to leave the program, you may file a written grievance within 10 days to:

Trish Kitchell
Vice President of Youth Development
YMCA OF Greater Cincinnati
Association Offices
1105 Elm St., Cincinnati, OH 45202
(P) 513 632 2006 (F) 513 651 3540
(E) tkitchell@myy.org (W) Myy.org
(O) Face book/Twitter/You Tube/Blog

The Ohio Department of Job & Family Services provides a toll-free number for persons to report suspected violation by the Center. The number is 1-866-635-3748.

Emergency Closing

In the event of an emergency, the YMCA of Greater Cincinnati may deem it necessary to close the YMCA program. If at any time the YMCA is closed, all programs will be closed. This information is available on local radio and television stations and parents will be notified by a staff member of the closure.

Code of Conduct

The YMCA of Greater Cincinnati has a clear responsibility to protect the children in the programs and to promote the YMCA mission that includes practicing programs based on Christian principles that build healthy spirit, mind, and body. We therefore teach children to resolve conflicts by peaceful and non-violent means. In support of this responsibility, this Code of Conduct governs the behavior of all adults at the YMCA programs. Staff, parents, and visitors are to treat each other professionally, with respect, and act as role models for the children.

The Code of Conduct identifies unacceptable behaviors by any adult while in any space designated as YMCA program areas. Misconduct includes, but is not limited to, the following:

- Profanity
- Threats, intimidation, or harassment
- Mental or bodily harm
- Disruption or obstruction
- Disturbing the peace
- Dishonesty or misrepresentation
- Violation of criminal law
- Possession of weapons
- Dressing Inappropriately
- Possessing Illegal Substances (including alcohol, tobacco and other drugs)
- Engaging in Sexual Activity, Harassment or other display or conduct
- Misusing photographic devices

Anyone found in violation of the YMCA Code of Conduct is subject to termination of services, dismissal, or criminal charges.

Attendance

Regular attendance at the Center is important so that children receive the full benefit of the program. Children who do not attend regularly often do not feel comfortable and/or are unable to fully adjust to and trust the staff, other children and the environment. If you are participating in a special program the funder may limit payment for absenteeism. Please be aware that absenteeism over the cap set by your funder may not be reimbursed and you are responsible for the full tuition payment for any absence beyond the limits of the agency providing financial assistance.

Personal Items

Please identify personal items, including coats, hats, etc. with the child's name. Please dress your child for school in comfortable, washable play clothes that he/she can manage in the bathroom. Soiled clothes will be put in your child's cubby in a plastic bag for you to take home at the end of the day.

Please do not allow your child to bring toys from home except for planned toy sharing activities. If your child needs to bring something to ease the transition between home and school we will work as a team so that the child and his classmates recognize this item as personal and not to be shared. Please recognize the challenges we face monitoring each child's belongings. We will make every effort to keep track of your child's personal belongings, but cannot be responsible for losses. We do not allow guns, knives, or other violent toys into the Center. Please do not send or allow your child to bring jewelry, money, candy or chewing gum.

Parent Satisfaction

Your satisfaction with your child's care and education and with the way you are welcomed and how we communicate with you is very important to us. We expect that you will always be greeted warmly, treated with respect, listened to, and fully informed about the center and your child's health, safety, and progress. At least once a year, we will conduct an anonymous parent survey to learn about the level of your satisfaction. We use this information when we make the performance goals for staff and for the Director and for the center's annual plan.

Communication and Problem Solving

Although we strive to communicate effectively and listen carefully, sometimes there are issues that arise where a parent or staff person has a concern. It is best to discuss concerns of any kind with the individual involved. If this is not appropriate or if the concern is not resolved, the Lead Teacher is the person responsible for your child's care and education, and the Director is responsible for all aspects of the center's operation. Parents and staff can go to the Lead Teacher and then Director with any concerns or unresolved problems. We want to know right away if anything we say or do causes you concern or worry. We will do our best to resolve any problems that arise.

Discipline

In youth programs, we strive to meet the needs of all children without ignoring the demands of any one individual. It becomes necessary in organizing and maintaining a large group to set limits or guidelines. When that set boundary becomes broken, it is also essential to provide some form of understanding. The YMCA policy follows these steps:

1. Each child is treated with respect and concern for his/her developmental needs. Guidance and discipline are positive, non-punitive, and appropriate to the situation and to each child's individual development. Verbalization of feelings for children, redirection, and problem-solving techniques are the methods used by the staff to guide children's behavior.
2. No cruel, harsh or unusual punishment, and no corporal punishment including but not limited to punching, pinching, shaking, spanking, or biting is ever permitted.
3. No child is ever isolated from the program, placed in a locked room, or confined in an enclosed area as a form of discipline.
4. In case of physical fighting among children, restraint by the staff may be used for the safety of the children involved but no form of physical punishment or physical restraint is ever used.
5. Discipline is never imposed for failure to eat or toileting accidents nor is food, rest, or toilet use ever withheld as a means of discipline.
6. No child is ever humiliated, subjected to profane language or other verbal abuse, or abused or neglected while in the care of the center.
7. No child is ever shamed, humiliated, or frightened by any form of discipline.
8. No discipline technique is ever delegated to another child.
9. "No" is used only if followed by an explanation.
10. The entire group will not be disciplined due to the unacceptable behavior of a few.

Additional Discipline Policy

Unfortunately, there are times when usual guidance techniques are not effective and despite working with parents, the inappropriate behavior may continue. When this happens, YMCA supervisors can exercise the option to suspend a child from the program. If problems continue despite the suspension and no progress is demonstrated, the child will be subject to expulsion from the program.

Serious behavior problems may include:

- Verbal or physical aggression toward staff or other adults
- Repeated incidents of physical and verbal aggression
- Exhibiting behavior that endangers the safety of the children
- Attempting to leave the program or premises without staff permission
- Consistently disregarding the rules and authority of the staff
- Possession of weapons
- Racism

When a child's behavior meets the criteria listed, the family will be notified of any action taken by the staff. As we state in our program goals, our program promotes "opportunities to develop personal discipline including taking responsibility for one's own actions, setting and accepting limits, respecting the rights and property of others".

We strive to help each child reach his or her full potential as a productive, responsible human being. All employees of our programs are held accountable to the Child Guidance and Management specifications of Rule 5101:2-12-22 of the State of Ohio Child Care licensing rules as a minimum standard and are provide with specialized training to protect children from danger of harm.

Enrollment Policy and Information

The YMCA does not discriminate in the enrollment of children based on race, religion, gender or national origin. The YMCA may consider factors such as age in assignment of children to classrooms.

Before attending the YMCA program, all children must be registered. A registration fee \$30 per child is non-refundable and paid upon enrollment. Classrooms have a limited enrollment and registration is on a first come, first served basis.

A waiting list will be maintained that includes all children. People who are expecting or planning to be expecting are welcome to submit a registration application.

When spaces are filled, applicants are put on a waiting list.

- Once a family is contacted to enroll their wait listed child, the family has one week to return the enrollment packet and first week's tuition.
- If a family declines the opening offered, they may stay on the waiting list and the next child's family will be contacted.
- The child must begin the later of two weeks from the date of contact or the first date the opening is available.

Fees

After School Only: \$70/week

Registration Fee: \$30 per child, \$50 per family, not refundable.

Payment Procedures

Program tuition fees are due on the first day of each week. Families are welcome to pay in advance. A receipt will be provided for each payment.

There is no refund of tuition for any reason at any time. Tuition is not adjusted for holidays when the center is closed or for any other reason.

When tuition is not paid, the family may be asked to leave the program. Payment must be paid by check, money order or credit card to the YMCA. Checks can be made out to YMCA at Pleasant Ridge Montessori. There is a \$25 charge for returned checks. The YMCA does not provide bills; payments are made by the family without a bill.

Termination of Services

The Center reserves the right to deny enrollment or discontinue service to any child at its discretion. A child's enrollment may be terminated in response to his/her behavior.

Financial Assistance

The YMCA welcomes everyone. Financial assistance is available through the Ohio Department of Job and Family Services or via YMCA Scholarships. Please see the Director for more information on the YMCA scholarship programs.

Tax Information

The center will provide a payment history upon request and end of the year. All requests should be directed to the Director and should be made with ample time for completion. Tax Identification number is furnished upon request.

Parent Handbook

All parents shall sign and date a statement verifying the review and receipt of these written policies and procedures. This statement shall be placed in the child's file folder.