



FOR YOUTH DEVELOPMENT  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# YMCA Center for Child Development-Westborough

## Parent Handbook

YMCA of Central Massachusetts  
Centers for Child Development Parent Handbook  
**Table of Contents**

	Page
Parent Handbook.....	4
Program Philosophy and Purpose.....	5
Program Locations and Hours of Operation.....	7
Registration and Admission.....	9
Face Sheet.....	
First Aid and Emergency Medical Care Consent.....	
Parent Agreement Form.....	
On-Site Permission.....	
Small Group and Large Group Transportation Plan and Authorization	
Developmental History.....	
Medical Form and Immunization.....	
Individual Health Care Plan.....	
Pesticide Application Notification.....	
Communication by E-mail.....	
Health Consent Release.....	
Inclement Weather Notification.....	
Parental Involvement.....	12
Building Security & Center Access.....	
Keeping Communication Open.....	13
Health Care Policies and Procedure.....	14
Administration of Medications.....	
Emergency Procedures.....	
Emergency Evacuation Procedures.....	
No Child Left Behind (transitioning procedures).....	17
YMCA Child Abuse and Prevention Policy.....	19
Code of Conduct.....	20
Behavior Management.....	23
Some Do's and Don'ts.....	
Recommended Sources for Educators and Parents.....	
Tuition Policy.....	25
Payments.....	
Late Payments - Returned Checks.....	
Holidays.....	
Vacations.....	
Field Trips.....	
Financial Assistance.....	
Sick Child Policy and Plan for Managing Infectious Diseases.....	27

What You Need to Bring .....	32
Lunches and Snacks .....	34
Lunch Box Suggestions	
Arrivals and Departures.....	37
Written Transportation Plan .....	39
Bringing Things from Home.....	41
Placement in Groups.....	
Toilet Training.....	
Your Child's Day .....	
Babysitting Policy.....	42
Referrals.....	
Termination/Suspension & Withdrawal .....	
Snow Days.....	
Swimming/Summer Camp.....	44
Educators.....	
Income Tax Credit & Tax ID number.....	
Parental Rights.....	
Family Involvement Information	45
Diapering and Toileting Policy.....	49
Policies and Expectation.....	
Hand washing Policy.....	
Diapering Procedures.....	
Toilet Training.....	
Preschool Toileting.....	
Children, Parents and the YMCA.....	53
Mission Statement of the YMCA of Central Massachusetts.....	
Vision Statement.....	
Diversity and Inclusion Statement.....	
Organizational Charts of the YMCA of Central Massachusetts.....	54
Boroughs Family Branch YMCA Center for Child Development- Westborough	

## PARENT HANDBOOK

Welcome to the YMCA Center for Child Development- Westborough, a program of the YMCA of Central Massachusetts. We are pleased that you have become a member of our YMCA family and look forward to many years of growing and learning.

This handbook is designed to help you become familiar with our program and to explain our policies and procedures.

- Covid-19 Addendum Policies to this handbook will be highlighted in red and subject to change at any time based on recommendations from the Department of Early Education and Care and The Department of Public Health.

## **PROGRAM PHILOSOPHY AND PURPOSE**

The YMCA offers year-round child care for infants, toddlers, pre-school and school-age children. All YMCA child care is family centered, involving parents and other family members as partners in the child care experience.

The major objective of the YMCA is to strengthen and support family life. Our center is an ideal way to accomplish this objective. All those involved play a role in the process of care and development. The YMCA does not intend to become a substitute parent. Parents, caregivers, children and other family members all play an important and vital role in caring for and facilitating the development of your child and in strengthening and supporting your family.

The YMCA Centers for Child Development are committed to serving a wide variety of families without regard to race, creed, religion, cultural heritage, political beliefs, national origin, family lifestyle, sexual orientation, sex, disability, marital status or financial ability. Children are provided with an environment and personal relationships that foster each child's optimum growth and development. Since we are aware that all children develop and grow at varying rates, we strive to make our program broad enough to meet the needs of the individual child. Since "total development" involves cognitive, social, emotional, physical and moral development, our program has been designed to foster each child's development in these five areas. We are committed to nurturing individual differences and the growth of the whole child.

Our philosophy is a developmental one. In order to meet individual needs and to give equal emphasis to all aspects of development, our program is structured to provide access to materials, which help each child develop to his/her highest potential. Opportunities are presented which encourage the child to make decisions and to take responsibility.

In order to develop each child's physical capabilities, we have set aside a time each day for gross motor activities. The use of outdoor time not only provides a good physical outlet, but also a good emotional outlet for children.

Peer interaction, development of self-respect, self-control, and friendships based on mutual love and respect are some of our main goals for each child's social development.

Each child's emotional needs are of great concern to us. Our educators realize the importance of consistency, security, warmth and love and try to foster this kind of atmosphere in order for each child to develop his/her emotional capabilities.

We know that children learn best by exploring their environment, by being exposed to a variety of "hands on" experiences, and by being allowed to figure out their world through trial and error. Our educators understand their responsibility to set limits, to maintain safety and to act as role models who generate love, respect, understanding and generosity. Educators also communicate to the children their expectations regarding values, acceptable social behaviors and respect for the environment.

## **BUILDING CHARACTER...ONE CHILD AT A TIME**

The YMCA is committed to incorporating character development as the foundation of everything we do. By instilling in our children the importance of values such as *Caring, Honesty, Respect and Responsibility*, we are providing them with the tools and self-esteem necessary to make healthy decisions in life.

## **PROGRAM LOCATIONS AND HOURS OF OPERATION**

The YMCA operates child care programs at the following locations. Each program is based on the same YMCA philosophy but has its own unique characteristics and atmosphere.

\*YMCA Center for Child Development - Wee Wuns Nursery School  
75 Shore Drive  
Worcester, MA 01605  
Telephone: (508) 852-6694  
Wee Wuns Nursery School - 9:00 a.m. – 1:00 p.m.  
Pre- K / Kindergarten 7:30 a.m. - 5:30 p.m.  
Serving children 2.9 yrs. to 6 years  
Located in the Main Building of the Greendale Family YMCA  
Wee Wuns Coordinator: Maureen Blanchard

YMCA Center for Child Development - Westborough  
4 Valente Dr., Westborough, MA 01581  
Telephone: (508) 870-1320 x 8243  
Open 7:00 a.m. to 6:00 p.m.  
Serving children 6 weeks to 7 years  
Located conveniently off Route 20  
Director: Erin Demand

YMCA Center for Child Development-Montachusett  
55 Wallace Avenue  
Fitchburg, Ma 0142  
Telephone (978)-343-4847  
Open 7:30 a.m. - 5:30 p.m.  
Servicing children 2.9-7 years  
Located in the Main Building of the Montachusett Community Branch  
Director: Pamela Christian-Ridings

YMCA Central Community Branch Preschool Program  
766 Main Street  
Worcester, Ma 01610  
Open 8:00am-6:00pm  
Servicing children 2.9-5 years  
Located in the Main Building of the Central Community Branch  
Director: Diana Rolashevich

Tri-Community YMCA's Child Development Center  
111 Marcy Street  
Southbridge, Ma 01550  
508-765-0222  
Open 6:45am-5:30pm  
Servicing 6 weeks to 5 years  
Director: Paula Perrier



## **REGISTRATION AND ADMISSION**

To assure the best possible experience for children and parents, we require a pre-enrollment meeting. At this time, you will have a tour of the facility, and an opportunity to meet the teaching educators. The Director will review the enrollment packet and center policies and procedures with you. An initial application form can be submitted at that time and must be accompanied by a registration fee of \$75.00. Appointments may be made by calling the center director. We also recommend a pre-enrollment visit with your child in order for him/her to become familiar with the program and environment. All forms must be completed before your child can attend the center.

The following forms are included in the registration packet. It is very important that they be completed in detail for they provide the educators with valuable information about your child. These forms must be updated annually or whenever circumstances change. Please remember to let us know whenever there are changes.

### **Face Sheet**

Identifies the child by the following information: name, date of admission, date of birth, age at admission, family's primary language, names of parent(s), home address, telephone #, business address, business telephone #. Also included on the form is the name address and telephone number of the person to contact in an emergency if the parent is not available, a physical description of the child (or current photo can be provided,) the name address and phone number of the child's physician or other source of health care and any known allergies that the child may have.

### **First Aid and Emergency Medical Care Consent Form**

Authorizes staff in the childcare program who are trained in the basics of first aid/CPR to give your child First Aid/CPR when appropriate.

### **Parent Agreement Form:**

This is an authorization and consent form. Please read and initial each area of consent. The form provides your consent to enroll your child in the program and your agreement to follow all rules and regulations. It provides your permission for photographs/videos, participation in fundraisers, authorization for first aid, CPR and emergency transportation. It is also an acknowledgement that you have received a Parent Handbook, Health Care Policy and been notified of observers in the program.

### **On-site permission:**

Allows your child to participate in activities in the Borough's Gym, Fitness on Demand, Nature Adventure Zone, Lower Studio, Splash Park and on-site swimming pool.

### **Small Group and Large Group Transportation Plan and Authorization:**

Please list on this form the method of your child's transportation to and from the center and the people allowed to pick up your child from the center. The educator will ask for photo identification of anyone coming to pick up your child until they are familiar with their identity. Please be sure to keep these names current.

If a situation arises when someone not listed on the authorization forms must pick up your child, you must call the center. When you call the center saying someone not listed will be coming for your child, the educator will call you back at the telephone number in our files to verify this and to ask for a physical description of the person. A photo identification will be required.

We do not resolve issues of custody, or other family challenges that may affect who can pick up or drop off your child. We rely on court documents and written agreements from parents.

### **Developmental History:**

These questions are asked so that we may gain a greater understanding of your child's development and his/her daily needs.

### **Medical Form and Immunization:**

Your child is required to have a physical examination to enter the child care program. The examination must have occurred within 12 months of enrollment and the form must be signed by the physician and submitted within **30 days** of enrollment. Documentation of proper immunization must be submitted at the time of enrollment. Your child will not be able to attend unless this is submitted. All children by the age of ten months must have lead screening. Lead screening must be updated annually. The Medication Consent Form should be completed by your child's doctor if your child should need medication while he/she is at the center.

### **Individual Health Care Plan:**

Children with a chronic medical condition (asthma, allergy) which has been diagnosed by a licensed health care professional will have an individual health care plan on file with the center. The plan will describe the chronic condition, its symptoms, any medical treatment that may be necessary while the child is in care, potential side effects of that treatment and the potential consequences to the child's health if that treatment is not administered. The written plan will be authorized by the parent and the child's health care provider and shall be valid for one year (unless withdrawn from the program sooner.)

**Pesticide Application Notification Form**

Gives you the option to be notified if a pesticide application will be applied to the outdoor exterior of the childcare center.

**Communication by E-mail**

Allows you to receive information about the center and your child's classroom by e-mail.

**Health Consent Release**

Authorizes staff in the program to have access to your child's health information on file in the event of an emergency.

**Inclement Weather Notification:**

Allows you the option to be notified in the event that the center closes due to inclement weather by email or text.

## **PARENTAL INVOLVEMENT**

You are welcome to visit the center any time your child is in attendance. We encourage you to participate in your child's day, have lunch with him/her and join us on any of our field trips.

Each of the YMCA Centers for Child Development has a Parent Advisory Committee (PAC). This group of interested parents meets regularly and assists the director and educators in creating a quality program for all families at the center. Parent education and training topics are discussed at these meetings. The Parent Advisory Committee contributes a great deal to the center through organized fundraisers with the profits going toward equipment and toys for the children, as well as defraying costs of special events. If you are interested in participating, please feel free to attend. Your input will be greatly welcomed.

Suggestions for improving the program and adding services for families are solicited throughout the year. If you have questions about any aspect of the center, please feel comfortable to ask the educators or contact the director. Formal evaluations are given to each family on a yearly basis and can be submitted anonymously to our Central offices at 766 Main St., Worcester, MA 01610. We look forward to receiving feedback on how we are doing and ways to improve our program.

All YMCA Centers for Child Development are licensed through the Massachusetts Department of Early Education and Care and can be contacted for the programs regulatory compliance history at #508-798-5180, 10 Austin Street. Worcester, MA 01609. Parents may contact EEC for information regarding the program's regulatory compliance history.

Periodically, evening programs with guest speakers are arranged by the YMCA, which address family and child rearing issues. All families are invited. Special family gatherings are planned throughout the year which all of your family members are invited to.

### **Building Security and Center Access**

Parents and staff can open our front door using a code on the access panel. Once your child is enrolled in the program, we will give your family a code so that you can come and go during normal center hours. Please be discreet in sharing your code with others. We would also ask you to be mindful of holding the door open for others. While this gesture is courteous, we do ask you to consider the safety of the children. If the person is unknown to you, please direct him/her to the office. Our staff can also assist you in identifying any person entering the program.

## **KEEPING COMMUNICATION OPEN**

The YMCA Centers for Child Development are committed to nurturing each child and are concerned about his/her individual needs. We make every effort to keep you informed about what happens at the center concerning your child and appreciate receiving information about your child's activities and progress while at home. The stronger the communication between home and center, the better the experience for both you and your child.

If you have an infant or toddler in the center, you will receive daily notes describing your child's day. Parents with preschool age children should check the calendar of activities and feel free to ask the teacher in what activities your child has been participating.

Periodically, but at least every six months, your child's educator prepares a written progress report. You are encouraged to meet with her/him at that time and discuss your child's participation in the center. For infants and children with special needs, a written report is prepared at least every three months. You are welcome to make an appointment at any time whenever you have concerns. Educators are available for teacher conferences upon request.

The center will make every effort to keep you up-to-date on all the child care happenings through daily verbal interaction, posted notices, conferences, notes home and letters.

All information contained in your child's record is privileged and confidential. This information is not distributed or released to anyone not directly related to implementing the program plan for the child without your written consent. Please see the enclosed Department of Early Education and Care regulations pertaining to Parental Rights (see page 43).

## HEALTH CARE POLICIES AND PROCEDURES

### Administration of Medications

In order for the staff to give your child prescription medication, the medicine must be up to date and in the original pharmacy container with the child's name, dosage and physician's name on the label. You must complete and sign an "authorization for medication" form stating the above information, duration which the medication is to be given, and the time of day to be given.

Oral non-prescription medication must be in original container with original label with the child's name affixed. It must be accompanied by an "authorization for medication" form completed and signed by the physician and yourself and include brand name, dosage, frequency and criteria for administration, including when and under what circumstances the medication is to be administered. This authorization must be updated weekly with dosage, times, days and purpose.

Unanticipated non-prescription medications for mild symptoms (e.g., acetaminophen, ibuprofen, antihistamines) require written authorization from the physician and the parent and must be in original container with original label with the child's name affixed. This authorization must be renewed annually.

In order for us to apply any topical ointments or creams (sunscreen, Vaseline, Desitin, etc.), we must have a signed authorization from you instructing us as to when and under what circumstances these are to be applied, including the brand name. This authorization must be renewed annually. Please label product with your child's name.

Please give all medications directly to the staff member. Do not leave them in a diaper bag, lunch box or cubby. Any unused medications will be returned to the parent.

### Individual Health Care Plan:

Children with a chronic medical condition (asthma, allergy) which has been diagnosed by a licensed health care professional will have an individual health care plan on file with the center. The plan will describe the chronic condition, symptoms, any medical treatment that may be necessary while the child is in care, potential side effects of that treatment and the potential consequences to the child's health if that treatment is not administered. The written plan will be authorized by the parent and the child's health care provider and will be valid for one year (unless withdrawn from the program sooner.)

## **Emergency Procedures**

All educators are trained in emergency first aid, CPR epi-pen administration and Medication Administration. In the case of an emergency, every attempt will be made to contact you. If you cannot be reached, the person(s) listed as the emergency contact will be notified. If no one can be reached, we will call the child's doctor. In a life threatening situation, a designated educator will accompany your child to the nearest hospital in an ambulance, taking along your child's medical records. The director or designee will continue to try to reach you. The educator will stay with your child until you arrive.

Contingency plans and procedures have been developed to deal with fire and natural disasters with the Westborough Emergency Team. In case of the loss of power, heat or water the center will remain open for one hour or until it was deemed necessary by the director or acting director to close the facility. During the hour the center will be evaluated for health and safety concerns and to further investigate the cause of the problem. All parents will be telephoned and asked to pick up their children soon as possible. The facility has access to cellular telephones. If a parent was unable to pick up their child the emergency contact person would be notified.

## **Emergency/Evacuation Procedures**

Contingency plans and procedures have been developed to deal with fear, natural disasters, severe weather, and loss of power, heat or water.

**Fire:** In the case of fire, the center would be evacuated and the fire department would be called by the center director or a designated person. The educator and children would walk to the soccer field.

**Emergency or Natural Disaster:** The center is registered with the Town of Westborough's Fire Department Evacuation Team. The YMCA Center for Child Development- Westborough would be evacuated and transported to the Westborough Town Hall, or otherwise determined by the town's emergency management team. If it was safe to do so, educators and children would walk to the "Old Shrewsbury Village" shopping center.

**Lost Child Procedures:** If a child is lost or missing, the YMCA Boroughs Family Branch Lost Child Procedures would be followed.

### **YMCA Boroughs Family Branch Lost Child Procedure/Amber Alert:**

1. Staff or parent reports the missing child to the Welcome Center. Welcome Center staff member uses the phone paging system to call all available staff “Amber Alert”. Welcome Center staff takes the designated white board located under the counter to the right of the screening station and writes the child’s information on the white board.
2. As the first Director / Staff member arrives at the desk, the Welcome Center Staff member who has obtained the white board passes the board with the attached PA key to the 1<sup>st</sup> Director / Staff responding (now referred to as the lead person) briefing them on what we know about the missing child. All available staff is directed to the main entrance for search duties.
3. The lead person opens the PA box and calls an “Amber Alert” and pages the missing child to report to the “Front Desk”. The lead person or an assistant now uses the clipboard found inside the PA box to assign staff to search areas. Staff is now reading the white board describing what we know about the child.
4. Staff reporting to the main entrance will be given designated areas to search for the missing child from the lead person or assistant.
5. The staff assigned to the pool must alert the aquatics staff of the “Amber Alert.” The lifeguard will have all swimmers sit up on the pool wall. After the bottom of the pool is checked, attendance will be taken for programs and free swim children will be asked for their names.
6. All staff checking a program area will report back to the main entrance to clear that area off the list and potentially receive a new area to check. Staff assigned to a door will remain at their designated exit door until child is found and a “child found; Amber Alert over” is issued.
7. Notification to Westborough Police by lead staff person after the search is complete and deemed appropriate.



**Security Threats:** Educators will remain calm and bring the children to a secure location. The location may be another classroom, another part of the building or outside depending upon the situation.

**Severe Weather:** In the event of severe storms such as tornadoes, hurricanes or high winds the educators will move the children away from the windows. All children and educators will meet in downstairs lobby of the YMCA Boroughs Family Branch.

**Loss of Power, heat or hot water:** The center would remain open until it is deemed necessary to close the center due to unsafe conditions. The decision would be made by the center director or designated person. The building is equipped with emergency lighting. Flashlights as well as bottled water are on hand.

**No Child Left Behind:** A means to assure that no child is left in the home or facility after evacuation

Information during an emergency can be obtained by calling the YMCA Central Office at (508) 755-6101.

Additional contact numbers: Westborough Fire Department- #508-366-3040  
Westborough Police Department- #508-366-3060

## **Safe Sleep Policy for Infants (Sudden Infant Death Syndrome)**

The YMCA Center for Child Development- Westborough follows the SIDS Policy listed below.

- Infants under 12 months in age must be placed on their backs for sleeping, unless the child's healthcare professional orders otherwise, in writing.
- Each child must nap in an individual crib, port-a-crib, playpen or bassinet; with a firm, properly fitted mattresses and a clean fitted sheet with no potential head entrapment areas. Always use a firm sleep surface. Car seats and other sitting devices are not allowed for routine sleep. Cribs and toddler beds must meet CPSC and ASTM safety standards. Slats on cribs must be no more than 2- 3/8 inches apart.
- Blankets, comforters, pillows, stuffed animals, wedges, positioners, bumper pads or other soft padded materials or toys must not be placed in the crib with the baby. Sleepers and sleep sacks are good alternatives to blankets.
- Bottles must never be propped and babies should not sleep sucking on a bottle of milk. Propping the bottle increases the risk of choking and of ear infections. Falling asleep with milk pooled in the mouth leads to serious dental caries in developing teeth.<sup>1</sup>
- Home monitors or commercial devices marketed to reduce the risk of SIDS must not be relied upon for the supervision of sleeping babies.
- Supervised awake tummy time is required daily to facilitate development and minimize the occurrence of positional plagiocephaly (flat head).
- Children who are younger than six months of age at the time of enrollment must be under direct visual supervision at all times, including while napping. In family child care, direct visual supervision is required specifically during the first six weeks they are in care.
- Group child care programs must include in their written health care policy “a plan to ensure that all children twelve months of age or younger are placed on their backs for sleeping, unless the child’s health care professional orders otherwise in writing”

We encourage all parents to view EEC’s training [Reducing the Risk of SIDS in Child Care](http://www.mass.gov/edu/birth-grade-12/early-education-and-care/licensing/licensing-resources-for-family-child-care-providers/professional-development-and-online-trainings.html), which is available in multiple languages at: <http://www.mass.gov/edu/birth-grade-12/early-education-and-care/licensing/licensing-resources-for-family-child-care-providers/professional-development-and-online-trainings.html>

## YMCA CHILD ABUSE PREVENTION POLICY

The YMCA of Central Massachusetts has a written child abuse prevention policy, which is available to anyone upon request. All personnel are required to sign a statement saying that they have not only read the policy but will abide by it. Two professional and one personal telephone reference must be received before employment. All educators hired to work at the YMCA have a criminal records check completed by the Criminal History Systems Board. Applicants must undergo:

- a Criminal Offender Record Information ("CORI") check;
- a Department of Children and Families ("DCF") background check;
- a Sex Offender Registry Information ("SORI") check; and
- a Fingerprint-based check of the national and state criminal history databases.

Additionally, All childcare educators are required to attend trainings annually on issues relating to child safety, discipline and abuse.

All childcare educators are required to attend a Child Abuse Prevention training within three months of hire, which is renewable yearly. In addition, parents are invited to trainings on these topics. Literature will be provided to parents as it becomes available. All children in the YMCA Centers for Child Development participate in various safety procedures, including how to protect themselves from harm. Parents will be notified in advance of videos, guest speakers or field trips related to this topic.

All childcare educators are mandated reporters in the Commonwealth of Massachusetts. As mandated reporters, educators must file a 51A report with the Department of Children and Family Services if he/she has reasonable cause to believe that a child is being abused or neglected.

The Center Director is responsible for notifying the Department of Early Education and Care immediately after filing a 51A or learning that a 51A report has been filed alleging abuse or neglect of a child while in the care of the center or during a program related activity.

In the event the reported incident or suspicion involves an employed educator or volunteer, the educator (or volunteer) would be removed from direct care of the children until all allegations have been cleared.

**YMCA of Central MA**  
**Staff**  
**CODE OF CONDUCT**

1. In order to protect YMCA Educators, volunteers and program participants, the YMCA recommends at no time during a YMCA program may an educator be alone with a single child where they cannot be observed by others. As educators supervise children, they should space themselves in a way that other educators can see them.
2. Staff shall never leave a child unsupervised.
3. Restroom supervision: Educators will make sure the restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities. Educators will stand in the doorway while children are using the restroom. This policy allows privacy for the children and protection for the educator (not being alone with a child). If educators are assisting younger children, doors to the facility must remain open. No child, regardless of age, should ever enter a bathroom alone on a field trip. We always send children in pairs, and whenever possible, with educators.
4. Educators should conduct or supervise private activities in pairs--diapering, putting on bathing suits, taking showers, etc. When this is not feasible, staff should be positioned so that they are visible to others.
5. Educators shall not abuse children including:
  - physical abuse--strike, spank, shake, slap;
  - verbal abuse--humiliate, degrade, threaten;
  - sexual abuse--inappropriate touch or verbal exchange;
  - mental abuse--shaming, withholding love, cruelty;
  - neglect--withholding food, water, basic care, etc.any type of abuse will not be tolerated and is cause for immediate dismissal.

Educators must use positive techniques of guidance, including redirection, positive reinforcement and encouragement rather than competition, comparison and criticism.

6. Educators will have age appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only in pre-determined situations (necessary to protect the child or other children from harm), is only used in a prescribed manner and must be documented in writing.

7. Educators will conduct a health check to monitor the health of each child, each day, as they enter the program, noting any fever, bumps, bruises, etc. Questions or comments will be addressed to the parent or child in a non-threatening way. Any questionable marks or responses will be documented and reported to the appropriate authority.
8. Educators are required to read and sign all policies related to identifying, documenting and reporting child abuse and attend trainings on the subject, as instructed by a supervisor.
9. Educators respond to children with respect and consideration and treat all children equally regardless of sex, race, religion or culture.
10. Educators will respect children's rights to not be touched in ways that make them feel uncomfortable and their right to say no. Other than diapering, children are not to be touched on areas of their bodies that would be covered by a bathing suit.
11. Educators will refrain from intimate displays of affection towards others in the presence of children, parents, staff, members and participants.
12. Educators must be free of physical and psychological conditions that might adversely affect children's physical or mental health. If in doubt, an expert should be consulted.
13. Educators will serve as positive role models for youth by performing duties with respect, loyalty, patience, courtesy, tact and maturity.
14. Educators may not be alone with children they meet in YMCA programs outside of the YMCA. This includes babysitting, sleepover and inviting children to your home. Any exceptions require a written explanation before the fact and are subject to administrator approval.
15. Educators may not transport anyone under the age of 18 in their own vehicles. (Any exceptions require supervisor approval.)
16. Educators may not date program participants under the age of 18 or staff who report directly to them.
17. Under no circumstances should educators release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file with the YMCA).
18. Educators will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, tact and maturity.

19. The YMCA is a smoke-free environment. Smoking or use of tobacco in the presence of children, parents, staff or members during working hours is prohibited.
20. Profanity, inappropriate jokes, sharing intimate details of one's personal life and any kind of harassment in the presence of children or parents is prohibited.
21. Educators who observe or have knowledge of any violation against this policy should immediately report it to his/her supervisor.
22. All educators will be aware of the YMCA character development values of caring, honesty, respect and responsibility. All educators will work toward demonstrating and implementing the values in their program or area of work.
23. All educators will take care to maintain the highest level of confidentiality in regards to the children and families they serve.
24. Educators are not allowed to give gifts to individual children in their programs.

## CHILD BEHAVIOR GUIDANCE POLICY

Discipline and guidance will be consistent, reasonable and based on an understanding of the individual needs and the level of development of each child. The goal of all discipline is to maximize the growth and development of self-discipline, while insuring the safety of the group and the individuals within it.

Where appropriate and feasible, children will participate in the establishment of classroom rules. Care will be taken that all rules and limits are clearly explained to the children frequently so that the children understand them. Children need to feel secure that the adults in charge care enough to keep them safe and in control.

Developmentally and individually appropriate methods of behavioral management will be used in dealing with the behavior. These methods include use of some of the following techniques: setting reasonable and positive expectations, offering choices, providing children the opportunity to express their feelings, distraction, redirection, gentle reminders, natural consequences, and, when absolutely necessary, "renewal time. Renewal time is time away from the situation to relax and renew self-control. During "renewal time" the child is offered a choice of quiet activities and is allowed to return to play when self-control is regained. Behaviors, which might call for "renewal time", include:

1. Repeated behavior, which threatens the physical and/or emotional safety of the child or the other children (i.e. biting, hitting, kicking, throwing objects, pushing, temper tantrums.)
2. Repeated defiance of rules set down for the children's safety (only after said rules are thoroughly established, however).

### Some Do's and Don'ts of Behavioral Management

1. Spanking or other corporal punishment is prohibited.
2. No child is ever to be subjected to cruel or severe punishment such as humiliation, verbal or physical abuse, neglect or abusive treatment.
3. No child is to be denied meals or snacks as a form of punishment.
4. No child is to be force fed.
5. No child is to be disciplined for wetting, soiling or for not using the toilet. Forcing a child to remain in soiled clothing, to remain on the toilet or any other unusual or excessive toileting practice is prohibited.
6. Labels or name calling such as "bad boy" - "naughty girl" are never to be used. Care is taken to remember that it is ALWAYS the BEHAVIOR that is unacceptable, NOT THE CHILD. It is fine to say, "hitting is not allowed in school." It is not acceptable to say, "You are naughty to hit."

7. Confining a child to a swing, highchair, playpen, or other piece of equipment for an extended period of time in lieu of supervision is prohibited.
8. Use of “renewal time” may not exceed one minute for each year of a child’s age and must take place within an educator’s view.



## TUITION POLICY

### **Payments**

Tuition payments are made a week in advance and are due at the center on Friday for the following week.

### **Payment Increase**

Please be aware that to provide a high quality childcare and due to a changing economy we have a 3-5% rate increase annually in September.

### **Late Payments - Returned Checks**

There will be a \$25.00 charge for returned checks. Payment by check will not be accepted after three (3) returned checks. Payment must be made by money order or monthly credit card payment.

There is no reduction in tuition for sick time, one-day holiday closings and emergency, and/or inclement weather closings or if you choose to keep your child home. Checks should be made payable to the YMCA. Arrangements can be made to pay tuition on a monthly or bi-weekly basis. If you wish to use a credit card to charge your tuition payments, please contact the center director.

### **Holidays:**

**The YMCA Centers for Child Development are closed on the following days:**

Memorial Day, July 4th, Labor Day, Columbus Day, Patriots Day  
Thanksgiving Day & the day after, Veterans Day, Noon closure on Christmas Eve,  
Christmas Day, New Year's Day

### **Vacations**

Parents who have a child attending five full days per week have the option of taking two weeks at half rate as vacation time annually. The child must be enrolled in the center for a minimum of six months and cannot be in attendance during the two weeks of reduced rates. A vacation week must be used for five consecutive days and may not be split up. Fees are payable on the Friday before the scheduled vacation. There is no reduction in payment for part-time enrollment.

### **Field Trips**

Occasionally the center takes field trips and parents may be responsible for the cost of admission and/or transportation. If circumstances arise and a family needs assistance please contact the center director for a confidential request for assistance.

**Financial Assistance:**

Financial assistance may be available through the YMCA Scholarship program and through Community Partnership for Children. You should contact the center director for more information.

## **SICK CHILD POLICY AND PLAN FOR MANAGING INFECTIOUS DISEASES**

The YMCA Centers for Child Development does not provide care for sick children. This sick child policy sets our guidelines for exclusion from the centers. When a child is brought to the center, it is expected that the child will be able to participate with reasonable comfort in the day's activities.

Children who are overly tired, upset or feel ill during the day will be given a chance to rest in a quiet area away from other children and will be under frequent observation. The educator will monitor the child's temperature and give the child water to drink. The child will be allowed to sleep or read books during this quiet period. If the child feels better, he/she will be encouraged to return to the group.

If symptoms persist, parents will be notified and asked to make arrangements to have the child picked up within an hour. The parent will be responsible for letting the center know who will be picking up their child. It is expected that, if a child is well enough to be at the child care center, he is also well enough to go outside with the rest of the group. Educator ratios do not allow for an educator to stay inside with a child while the rest of the group is outside.

These guidelines have been established for the comfort and well-being of your child and that of other children in the center.

Children who do not feel well should be at home. If children begin to show signs of sickness while at school, parents will be notified to pick up their child. Until the parent's arrival, the child will be asked to lie quietly on a cot and covered with a blanket. Children will not be permitted to come to the center if:

- They pose a significant health risk to other children.
- They are feeling so poorly that they are unable to participate in classroom activities.
- They are feeling so poorly that they need comfort from their own parents.
- Their mucus secretions are a green color, indicating an infection, which may be a risk to other children.

In the event that a communicable disease has been introduced into the center, parents will be notified in writing or by a telephone call from the director or lead teacher.

## **COVID POLICY \*Subject to change based on recommendations from the Department of Early Education and Care and the Department of Public Health.**

- Masks must be worn at all times indoors while in program by staff, parents and children over the age of two that can safely wear a mask.
- Children must wear a mask and have a back-up mask in a Ziploc bag labeled with their name on the bag and the mask.
- Parents are not permitted to enter the childcare classrooms and will pick-up at the classroom door or playground gate.
- Children will social distance 3ft while playing indoors (social distancing is not required while outdoors).
- Children will social distance 6ft while eating or napping.
- Staff will actively monitor children throughout the day for symptoms. Children who appear ill or are exhibiting signs of illness must be separated from the group and isolated until picked up by a parent. A staff person will use a non-contact thermometer if a child is suspected of having a fever.
- If a child appears to have severe symptoms, we will call 911 immediately then call a parent/guardian
- The isolated child will be made comfortable and properly supervised by staff (wearing PPE) until pick up.
- COVID-19 Exposure of staff or children
- If you are vaccinated (fully) you do not have to quarantine/ you can return to program immediately
- If you are not fully vaccinated there are 3 choices of quarantine:
  - 7 day quarantine: you must be symptom free and you test on day 5, 6, or 7 and if negative, you return to program on day 8
  - 10 day quarantine: you don't take a test, but you remain symptom free; you return to program on day 11
  - 14 day quarantine: you don't take a test but you exhibit ANY symptom (even one) - then you stay out of program for 14 days and return on day 15.
    - If you develop multiple, classic COVID symptoms your 10 day isolation begins on THAT day (even if it's day 13 of the initial quarantine) and you are strongly encouraged to get tested.
- In the event we are informed of a COVID-19 positive individual in our program, or a COVID-19 positive individual shares a home with an individual in the program we will:
  - **REPORT** the positive case to the Department of Public Health using the COVID-19 Positive Reporting Form from the Department of Early Education and Care and notify the Department of Early Education and Care.

- **CONNECT** with an Epidemiologist from the Department of Public Health to discuss next steps.
- **IMPLEMENT** our communication plan
  - The Program Director will notify the branch Executive Director and the Senior Executive Director of Youth Development.
  - The Program Director will notify families, while maintaining confidentiality.
  - The Branch Executive Director will notify the Senior Director of Human Resources and the YMCA Regional Vice President.

## **Covid Addendum to Sick Child Policy:**

If the following symptoms have been observed in the child within the past 24 hours they may not attend program:

Fever 100.0 degrees or higher

Cough

Sore Throat

Difficulty breathing

Gastrointestinal distress (nausea, vomiting, or diarrhea)

New loss of taste or smell

Fatigue \*must be in combination with other symptoms to be cause for exclusion\*

Headache \*must be in combination with other symptoms to be cause for exclusion\*

Runny nose or congestion \*must be in combination with other symptoms to be cause for exclusion\*

Any other signs of illness \*must be in combination with other symptoms to be cause for exclusion\*

If your child has had close contact with a COVID-19 positive individual.

Child who experience any of the above symptoms must be symptom free for 24 hours prior to returning without medication.

Listed are the specific illnesses and YMCA guidelines for treatment. These are based on Department of Public Health Guidelines for Infectious Diseases.

### **Fever:**

No child with a temperature of 101 or higher will be accepted at the center. If a child develops a temperature, parents will be notified to pick up their child and he/she must be kept home for 24 hours. Temperatures taken at the center will be taken axillary (under the arm). Please note axillary temperatures are generally 1.0°F lower than oral readings. The center will automatically add 1.0°F to the thermometer reading.

### **Diarrhea:**

An increase in the number of loose stools (more than 3 in 8 hours) over what is normal for the child is considered diarrhea. If the child has diarrhea, parents will be notified to pick up their child and he/she must be kept at home until the diarrhea has subsided and he/she is acting well.

**Vomiting:**

If vomiting has occurred the evening before, the child must remain home the next day. If the child becomes ill at school, the parents will be notified to pick up the child. Once the vomiting has subsided and the child is acting well, he/she may return to school.

**Rashes:**

Since our educators do not have a medical background, we are unable to diagnose or decide treatment for rashes. If your child develops an unexplained rash, we will ask you to pick up your child and consult with your child's doctor. Your child may return to the center with a note from his/her physician stating that he/she is not contagious.

**Eye Infections, Bacterial and Viral:**

Conjunctivitis (pink eye), infection of the eye, is identified by crustiness or yellow oozing from the eye along with a pinkish tint to the whites of the eye. These conditions are very contagious and should be treated by a physician. Your child may return to the center once treatment has begun.

**Impetigo:**

Bacterial skin infection, which appears as a rash that is oozing, red and round and may have a flat honey-colored crust. This infection is easily spread and should be treated by a physician. The child needs to remain home for 24 hours after medication has begun.

**Head Lice:**

Head lice are tiny insects that live only on people's scalps and hair. Symptoms include itching of head and redness of neck. If the child has active head lice, the parents will be notified to pick up the child and will be asked to take all of the child's bedding home to be washed. The child may return to school as soon as the proper shampoo treatment has been given and the nits have been

removed from the scalp.

**Strep Throat:**

Streptococci bacteria causing a sore throat. This tends to be accompanied by fever, tender, swollen neck glands, headache and stomachache. If a child has a positive culture or test for strep, he should stay home and receive 24 hours of medication before returning.

**Chicken Pox:**

Very contagious disease caused by the varicella zoster virus. It begins with a mild fever and an itchy rash usually starting on the back and stomach. Chicken Pox is contagious from two days before the rash appears until the last blister has developed crusts. It takes 10-21 days from exposure to development of symptoms. Children will be excluded from the center until all blisters are crusted over and dry.

**Meningitis:**

Meningitis is a serious infection involving the lining of the brain. Usual symptoms include fever, headache, neck pain, lethargy and/or rash. If your child is diagnosed with meningitis, it is imperative that the Center Director be notified immediately.

**Pertussis/Whooping Cough:**

This is a serious infection of the respiratory tract in infants and children. Initial symptoms include fever, coughing and/or choking. If your child is diagnosed with pertussis, the Center Director must be contacted as soon as possible.

**Hemophilus Influenza:**

(H Flu or HIB) This is an extremely serious disease though uncommon. It is the most common cause of meningitis and other illnesses that would be diagnosed by your physician. Treatment includes antibiotic therapy usually in a hospital setting. Should a child come down with an H Flu disease, it is imperative that the center director be informed as soon as possible.

**Coughs and Colds:**

Judgment by parent and educator are the best guide in dealing with these illnesses. In general, children do not need to stay home. However, if the child is

so uncomfortable or coughing so frequently that he is unable to participate with reasonable comfort, then he should not be in the center and the parents will be called to pick up the child.

**Thrush and Yeast Infections:**

This is a contagious condition but children need not be excluded from the center. Proper hand washing and care will be used.

**Fifth Disease:**

This disease is highly contagious and of concern to pregnant women. Patients are most infectious before the onset of a rash, 4 to 14 days. Children with Fifth Disease should be seen by a physician and may return to the center after the rash appears, when they are no longer contagious.

These guidelines, in conjunction with other health practices, will provide all of the children in the center with a healthier environment. Other health practices required of all staff include:

- \*\* Proper toileting and diapering procedures as described in our policies,
- \*\* Use of gloves to change diapers and to deal with any body fluids, blood, mucous, etc.
  
- \*\* Proper handling of all body fluids in compliance with OSHA standards and universal precautions,
- \*\* Daily washing of all toys mouthed by infants and toddlers,
- \*\* Blankets and cots cleaned weekly,
- \*\* Daily scrubbing of toilets and sinks used by children.



## WHAT YOU NEED TO BRING

### Infants:

If your child will be in our infant room, you will need to bring the following items:

- \*\* Box of disposable diapers or cloth diapers. If using cloth diapers, you will need to bring a plastic covered diaper pail labeled with your child's name
- \*\* Daily prepared formula in labeled, plastic bottles
- \*\* Three changes of clothing
- \*\* Two pack & play sized crib sheets
- \*\* Infant Sleep Sack (blankets prohibited in the cribs)
- \*\* Two blankets (for floor time)
- \*\* Two receiving blankets to use as shoulder cloths (to minimize the spread of germs)
- \*\* One box of wipes
- \*\* Burp cloths
- \*\* Two bibs
- \*\* Food for the week, (baby food jars) if applicable. Day's food in labeled plastic container
- \*\* Feeding dish, cup and spoon
- \*\* Favorite toy, or something familiar from home such as a stuffed animal

**\*\*\*Please label each item including, baby bottles, with your child's name.\*\*\***

### Toddlers:

If your child will be in our toddler program, please bring the following:

- \*\* If your child is not toilet trained, bring at least a days supply of disposable diapers or cloth diapers. If using cloth diapers, please provide a plastic covered diaper pail labeled with the child's name
- \*\* One box of wipes
- \*\* Two complete changes of clothing (socks, underwear, shirt and pants)
- \*\* Lunch in a labeled lunch box with utensils and an ice pack
- \*\* Blanket and sheet for nap time
- \*\* Pillow and pillow case are optional
- \*\* Sneakers should be worn. No black soled shoes, sandals or thongs. These may cause injuries.

- \*\* A familiar item from home, such as a stuffed animal.
- \*\*\*\*Please remember to label each item with your child's name. \*\*\*\***

### **Preschool:**

If your child will be in our preschool area, please send the following:

- \*\* If your child is not toilet trained, bring at least a days supply of disposable diapers or cloth diapers. If using cloth diapers, please provide a plastic covered diaper pail labeled with the child's name
- \*\* Change of clothing (socks, underwear, shirt and pants)
- \*\* Blanket and sheet for nap time
- \*\* Pillow and pillow case are optional
- \*\* Lunch in a labeled lunch box or bag with utensils and an ice pack
- \*\* Sneakers should be worn. No black soled shoes, sandals or thongs. These may cause injuries.
- \*\* A familiar item from home, such as a stuffed animal.

**\*\*\*\*Please remember to label each item with your child's name.\*\*\*\***

Since we go outside daily, your child should always be dressed appropriately for the weather. Raincoats should be worn on rainy days. On snow days, please be sure your child has snow pants, boots, hats, 2 pair of mittens, coat and sweater.

Each Friday your child's bedding needs to be taken home to be washed. Please remember to return it on Monday! All soiled and dirty clothing must be taken home on the day that they become soiled. An emergency supply of clothing is available at the center--if used, returning them clean is appreciated. Remember, your child may outgrow the clothing that you have left at the center for emergencies. Please replace these items with clothing that fit and are appropriate for the current season.

## **LUNCHES AND SNACKS**

Snacks are provided in the morning and afternoon and consist of crackers, fruit, cheese, vegetables or other nutritious foods. If your child has an allergy to any foods, it is imperative that you notify the educator so that alternate snacks can be provided. Some centers have milk programs. Please check with your center director for more information.

Lunch is brought from home. It is an important meal for your child. The

amount of food you pack should depend on how active he/she is, how fast he/she is growing and how hungry he/she gets. Please **NO** soda, candy or gum, as we will not serve it to your child at school. Additionally we are a **peanut and tree nut free** environment. The educator can assist you with lunch box suggestions (see attached list). There is a microwave available at our center so prepared foods from home can be heated. Please make sure all foods are prepared, cut and ready to be served.

Please note: if you send in any of the following foods please prepare them as follows:

Hot dogs, Meat, and Grapes need to be cut into quarters.

Peas and carrots need to be cooked.

Popcorn, Pretzels, and nuts should not be sent in for lunch.

We have stopped serving them for snack.

Breakfast is not generally provided at the centers. However, those centers that open prior to 7:30 a.m. allow you to bring breakfast if your child is there early.

The parents must supply infant food and prepared formulas. Please put all foods in marked containers and inform educators of any special requirements you wish followed at feeding times.

Food that comes from home for sharing among the children must be either whole fruits or commercially prepared packaged foods in factory-sealed containers. If you would like to provide a special snack for your child's classroom (for a birthday or special occasion) we ask that you first consult with the educators.

The center follows the Department of Early Education and Care's regulation on tooth brushing. Children in our care brush their teeth once during the day, usually after the lunch time meal. We will provide a toothbrush for each child and will store toothbrushes at the center. We will replace toothbrushes every 3 months or following an illness. All children will begin tooth brushing as soon as they get their first tooth. (Infants who do not yet have teeth will have their gums wiped gently with a damp, wet cloth after each feeding).

## **Healthy Eating and Physical Activity (HEPA)**

The YMCA of Central Massachusetts is committed to providing children healthy snack options and an opportunity for daily physical activity. Through this commitment the YMCA of Central Massachusetts Child Development Centers follow the Healthy Eating and Physical Activity (HEPA) Standards set forth by the YMCA of the USA. As part of our commitment we promise to only offer healthy options at Y-provided snacks and meals, provide a fruit and/or vegetable at all meals and snacks, only provide milk and water as beverages, set limits on

screen time for duration and purpose, provide daily physical activity offerings (outdoors when possible), provide family-style meals and snacks, promote and support exclusive breastfeeding for infants and have staff model healthy food and beverage choices and active play.

## **Lunch Box Suggestions**

Milk  
Eggs  
Lettuce and Tomato  
Whole Grain Bread and Butter  
Apricots

Milk  
Egg Salad on Rye  
Tomato Wedge  
Orange

Milk  
Cottage Cheese on Lettuce  
Fruit Salad  
Crackers

Milk  
Cheese Sandwich  
Cucumber slices  
Apple  
Milk  
Tuna Salad on Whole Wheat  
Pear  
Tomato Wedge

Milk  
Soy Butter on Celery Sticks  
Apple  
Crackers

Milk  
Ham Sandwich  
Cucumber Slices  
Strawberries

Cheese on Bagel  
Juice - Tomato  
Apple  
Lettuce

Grapefruit Juice  
Muffin with Cream Cheese  
Orange  
Cucumber Slices

Milk  
Cheddar Cheese on Rye  
Cucumber slices  
Banana

Milk  
Soy Butter on Cracked Wheat  
Cucumber Slices  
Pear  
Apple Juice  
Cottage Cheese and Banana  
Crackers  
Celery

Milk  
Sliced Bananas and Toasted  
Sunflower Seeds on Oatmeal  
Bread

Tomato Juice  
Sliced Turkey on Rye  
Celery Sticks  
Nectarines

Milk  
Fruit and Cheese slices  
Whole Grain Bread and Butter  
Apple Slices

Pineapple Juice  
Plain Yogurt  
Sunflower Seeds and Raisins

## ARRIVALS AND DEPARTURES

Parents are responsible for transporting their child to and from the child care. If a child uses public transportation a release form must be signed in advance, that states the YMCA is not responsible for the child until their arrival at the center.

Upon arrival at the center, **please sign in your child**; you are responsible for your child until they are signed into the classroom. Check with your centers educators as to the specific location of the sign-in sheet. Children **MUST** be brought into the center by an adult and given to an attending educator. If you are going to be later in arriving than normally scheduled, please call the center so that the educator can adjust the activities to include your child when you arrive. If your child will not be attending, be sure to notify the center as soon as possible in the morning. Please let us know if your child is absent due to sickness.

Upon arrival to the center we ask that all parents and children wash their hands.

When you come to pick up your child at the end of the day, please allow your child adequate time to pack and depart by the closing time (at least 10 minutes). At the end of the day, you will need to **sign your child out** with the time that you are picking him/her up; at this point you are the responsible party for your child. Anytime you come to the center to take your child out for a period of time, such as a doctor's appointment, you must sign him/her out and sign him/her back in when you return. Remember that it takes longer to leave in the winter months when there are snow pants and boots to get on your child, so allow extra time.

Educators and volunteers of the child care center are not allowed to provide transportation services at the beginning or the end of the day for children enrolled in the child care programs.

### **Late Pick-Up:**

Our educators work a full and often tiring day, just as you do, and in many cases they must go home and take care of a family too. Therefore, we ask that you respect our closing time. We have no arrangements for care after the center closes. Educators expect to leave at that time. Please arrange to have an authorized person pick up your child on time in the event you are unable to do so. **A late fee of \$1.00 per minute is payable when children are left at the center past the closing time.** Within 24 hours, parents are responsible for paying the late fee to the Center Director. In the event that the YMCA DOES NOT receive a phone call from you, the following policies will be implemented immediately after closing:

1. YMCA educators will contact the parent for instructions.
2. If no response, YMCA educators will call the emergency contact list to arrange pick-up. Parent will be charged \$1.00 for each minute the emergency contact is late.
3. If by 7:00 p.m. no contact has been made to either parent or emergency contact, a call will be placed to the Department of Children and Families (DCF) Emergency Unit to report an abandoned child. Educators will then follow the instructions of the DCF staff member as to where to bring the child.
4. Parents will be informed upon contact as to what arrangements have been made.

## Written Transportation Plan

The YMCA Center for Child Development-Westborough has provided a written transportation plan for children. The policies and procedures that are listed below are intended to keep children safe during transport.

Children are transported to and from the YMCA Center for Child Development Westborough by their parent or guardian. In the exception where a child receives services from the Westborough Public Schools, the child will be brought to the YMCA by their parent/guardian and an outside bus company determined by the Westborough Public Schools will pick the child up at the YMCA, transport the child to Westborough Public Schools, pick the child up at Westborough Public School and transport the child back to the YMCA where the child will be picked up by the parent/guardian.

In the event of an emergency (Fire, Natural Disaster/Emergency, Security Threat, Severe Weather, Loss of Power, heat, or hot water) parents will be notified to pick up their child as soon as possible at the appropriate location. In the event a parent is unable to be reached or is unable to pick up the child, the emergency contact person will be notified. \*Please See the Emergency Procedures for more detailed information.\*

In the event of a field trip, children will be transported by YMCA Van or a subcontracted school bus company. This company is, **First Student Bus Company** (#508-870-0211) or **AA Transportation** (#508-791-9100). *Erin Demand, Child Care Director*(#508-870-1320 ext. 8243, will contact First Student Bus Company to arrange a date and time of pick up and drop off for transportation. Contact persons during the time of transportation are *Jeff Laliberte, Executive Director* (#508-870-1320 ext.8340) and *Glenn Juchno, Association Vice President* (#508-870-1320 ext. 8230) and additionally educators will have parent/guardian emergency contact information on their person during time of transport.

Supervision of children prior to their arrival at the YMCA Center for Child Development- Westborough is the responsibility of the parent/guardian. Supervision of all children during transportation to and from a field trip is the sole responsibility of the YMCA educators.

In the event where a child is displaying disruptive behavior, including children unbuckling seat belts, refusing to remain seated or having a medical emergency a YMCA educator will notify the bus driver and ask them to pull the bus over to the side of the road, where an educator can safely handle the situation with the child.

The driver will have access to a bus radio and at least one YMCA educators will have a cell phone.

The bus driver and/or monitor must take the action of notifying the YMCA at #508-870-1320 or the parent/guardian directly if the child is not present at the pick- up location, if the parent or approved adult is not present to receive the child at drop off or if the vehicle becomes disabled.

In the event of a moving violation or accident that occurs while children are being transported this must be reported to the YMCA Center for Child Development-Westborough's *Center Director, Erin Demand*. Erin Demand will notify Jeff Laliberte *Branch Director, Jeff Laliberte* will then notify *Glenn Juchno, Association Vice President* and phone calls will be made to the parent/guardian of any and all children involved.



## **BRINGING THINGS FROM HOME**

Please do not bring toys or other personal items to the center. They can be lost, broken, or swallowed. Your child's educator will notify you of any special sharing days. At no time are toy weapons allowed in the center. Please help us enforce this policy. The toys and equipment at the center have been specifically selected to be stimulating, educational, fun and safe for children. It can help if you explain this to your child.

## **PLACEMENT IN GROUPS**

Each child progresses at his or her own rate. Transitions throughout the center are based on the child's development as well as chronological age. Movement of children throughout the different groups in the center is also determined by group make-up and availability of space. Collaboration and information will be shared between educators in each classroom or program with written parental permission. Each transition will be individual and will be based upon the child's ability to participate in the classroom that he or she is transitioning to. Opportunities to visit will be made available so that the child has an opportunity to build trust and comfort in the new setting. Educators will communicate with parents regarding the transition and seek parent input throughout the process.

## **TOILET TRAINING**

When a child is physically and emotionally ready and has had some success at home with training, the educator will continue to reinforce training at the center. It is important that children wear appropriate clothing that is easy to pull down and fasten. The process should be a nonstressful and relaxed time. (See attached toileting policy.) Toilet training status is not an eligibility requirement for enrollment.

## **YOUR CHILD'S DAY**

Your child's day at the center will include a variety of activities based on the abilities of the children in the group, their interests and developmentally appropriate guidelines. In the infant program, the day's schedule is based on the individual babies needs for sleep, feeding, active time and outdoor walks. The toddler and preschool programs have basic schedules for lunch/snack times, rest/nap times, activities time, and 60 minutes or more of physical activity outdoors or indoors every day. Quiet time generally occurs daily from 1:00 p.m. to 3:00 p.m. for full day programs. This time provides a rest from stimulation and other children. Older children are not required to sleep but need to relax and rest quietly. Each room is arranged into learning centers, such as block, dramatic play, art, science and others. Please feel free to visit your child's room and discuss the plans for your child's day. When possible, each group goes outdoors daily and makes use of the playground and the local community.

## **BABYSITTING POLICY**

YMCA educators are **not allowed** to baby sit for members and programs participants outside of the YMCA.

## **REFERRALS**

There are often times in our lives when we need help dealing with family and other issues relating to raising children. The center director and child care educators are available to help you when you need information and/or referrals at any time. Occasionally, the YMCA educators may feel that your child would benefit from additional services, such as medical, social, mental health and we will contact you to discuss our referral procedures. We may request that your child be screened for dental, vision or hearing problems. The YMCA currently has consultants available to assist you in making contact with other agencies for assistance. Should your child be referred, a written record of the referral and the results will be maintained in your child's file. When your child leaves the program, we will be happy to provide you with information and/or other services if you so request.

## **TERMINATION/SUSPENSION**

The YMCA Center for Child Development reserves the right to suspend and /or terminate a child from the program with a one week notice to the family. When the health, welfare, and safety of other children and educators are at risk, the YMCA reserves the right to terminate services immediately.

A child may be suspended and or terminated for the following:

1. Child's inappropriate behavior at the program (see Behavior Termination Policy)
2. Chronic tardiness when picking up a child from the program
3. Overdue fees
4. Chronic failure of parents to return necessary authorizations and physical examinations required by the state for licensing
5. Other, as determined by the Child Care Director
6. Unacceptable behavior by parent (inappropriate language, yelling, physical assault, etc.)
7. Ongoing or severe inappropriate behavior by a child

## **BEHAVIOR TERMINATION POLICY**

The YMCA reserves the right to suspend and or terminate child care services when the health, welfare, or safety of other children and/or are at stake. Children in the YMCA Center for Child Development will be terminated/suspended due to on-going or severe inappropriate behavior. Whenever possible, the following steps will be taken by the YMCA staff:

1. Informal verbal warning
2. Written warning and meeting with parent to offer referral for evaluation, diagnostic or therapeutic services
3. Written warning and suspension until a conference is held with the parent and the Child Care Director
4. Termination

The YMCA will thoroughly evaluate all options to providing services and will make reasonable accommodations to provide care. The parent will be given written documentation of the reasons for the termination/suspension and will have an opportunity to meet with the center director. A copy of the reasons for termination or suspension will be kept in the child's permanent record.

## **PROGRAM WITHDRAWAL**

If for any reason you should decide to withdraw your child from the center, we require a two week notice. This enables us to prepare the child for leaving the center in a manner that is consistent with your child's ability to understand. Children develop relationships with teachers and other children and need to be helped in saying good-bye.

## **SNOW DAYS**

The YMCA Center for Child Development- Westborough will open even when public schools are closed for inclement weather. The Center will delay opening one hour when the schools in the area, where the center is located, are delayed or closed. Listen for public school announcements on WXLO 104.5 FM/WTAG 580 AM/WSRS 96.1 FM. Listen to the radio stations for additional YMCA Centers for Child Development announcements due to severe weather. Should weather conditions become increasingly hazardous during the day, the center may call and ask you to pick-up your child early. Please make appropriate arrangements so that the educators responsible for closing can get home safely. The YMCA childcare and facilities reserves the right to close during to an emergency or inclement weather. If you have signed up for the Inclement Weather Notification you will be emailed or text in the event of a closure. You will not receive a phone call.

## **SWIMMING/SUMMER CAMP**

Swimming lessons and Summer Camp Programs are available through the branch. Please ask your center educators for more information.

## **STAFF/EDUCATORS**

The staff at the child care centers comprises both professional and paraprofessional caregivers. Educators for the center meet the licensing requirements related to age, educational background, continuing education and caregiver-child ratio. Educators are selected on the basis of their qualifications, skills and concern for the health, safety and development of young children. Regular ongoing training is provided for all staff members in child development and child care techniques.

## **INCOME TAX CREDIT**

If you use child care in order to work, you may qualify for a federal income tax credit of up to 20% of your child care expenses. Check with the IRS office for current information. **Be sure to save your tuition receipts to verify these expenses. The YMCA does not issue yearly tuition payment totals. The YMCA's tax number is # 042105885.**

## **PARENTAL RIGHTS**

Chapter 28A, Section 10 of the General Laws of the Commonwealth of Massachusetts mandates to the Office of Child Care Services the legal responsibility of promulgating rules and regulations governing the operation of day care centers (including nursery schools).

In accordance with this law, the Office of Child Care Services published the requirements now in effect on March 31, 1977. These regulations must be complied with by the licensee in order to ensure a minimum level of care for the children serviced by the day care center and/or nursery school.

The licensee (day care center owner) is required to inform all parents of "the rights of parents" as stated in the regulations at the time of admission of their child to the center.

These rights are as follows:

## **YMCA Center for Child Development**

### **FAMILY INVOLVEMENT INFORMATION**

The General Laws of the Commonwealth of Massachusetts mandates to the Department of Early Education and Care the legal responsibility of promulgating and enforcing rules and regulations governing the operation of family child care, small group and school age and large group and school age child care.

These regulations, 606 CMR 7.00, establish standards for operation of family child care, small group and school age and large group and school age child care programs in the Commonwealth. The regulations require certain things of licensees (program owner) in regard to their work with families. A summary of the required parent information, rights, and responsibilities are identified below.

Family Involvement. The following requirements apply to all large group childcare programs. The YMCA Center for Child Development supports and encourages a partnership and involvement of parents in the early education and care of their children.

Parent Communication. The licensee must develop a mechanism for and encourage ongoing communication with parents, and must be able to communicate effectively with families whose primary language is not English or who require alternative communication methods.

Parent Visits. The licensee shall permit and encourage parents to visit the center and their child's room while their child is present.

Parent Input. The licensee must have a procedure for allowing parental input in the development of program policies, which may include, but need not be limited to a suggestion box and individual or group parent meetings. Parent Visits. The licensee must permit and encourage unannounced visits by parents to the program and/or to their child's room at any time while their child is present.

Reports to Parents. The licensee shall, periodically but at least every six (6) months, prepare a written progress report of the participation of each child in the center's records. The licensee shall provide a copy of each report to the parent(s) or meet with them at least every six (6) months to discuss their child's activities and participation in the center. In addition:

- a. For infants under fifteen months of age, the licensee shall complete a written progress report of the child's development every 3 months and provide it to the parent(s).
- b. The licensee shall bring special problems or significant developments particularly as they regard infants, to the parent's attention as soon as they arise.

Parent Conferences. The licensee shall make the educators available for individual conferences with parents at parental request.

Confidentiality and Distribution of Records. Information contained in a child's record shall be privileged and confidential. The licensee shall not distribute or release information in a child's record to anyone not directly related to implementing the program plan for the child without written consent of the child's parent(s). The licensee shall notify the parent(s) if a child's record is subpoenaed.

The child's parent(s) shall, upon request, have access to his child's record at reasonable times. In no event shall such access be delayed more than two (2) business days after the initial request without the consent of the child's parent(s). Upon such request for access, the child's entire record regardless of the physical location of its parts, shall be made available. The licensee shall establish procedures governing access to, duplication of, and dissemination of such information and shall maintain a permanent, written log in each child's record indicating any persons to whom information contained in a child's record has been released. Each person disseminating or releasing information contained in a child's record, in whole or in part, shall upon each instance of dissemination or release, enter into the log the following: his name, signature, position, the date, the portions of the record which were disseminated or released, the purpose of the record which were disseminated or released, the purpose of such dissemination or release, and the signature of the person to whom the information is disseminated or released. Such log shall be available only to the child's parent(s) and center personnel responsible for record maintenance.

Charge for Copies. The licensee shall not charge an unreasonable fee for copies of any information contained in the child's record.

Amending the Child's Record:

- a. A child's parent(s) shall have the right to add information, comments, data or any other relevant materials to the child's record;
- b. A child's parent(s) shall have the right to request deletion or amendment of any information contained in the child's record. Such request shall be made in accordance with the procedures described below:
  1. If such parent(s) is of the opinion that adding information is not sufficient to explain, clarify or correct objectionable material in the child's record, he shall have the right to have a conference with the licensee to make their objections known;

2. The licensee shall, within one (1) week after the conference, render to such parent(s) a decision in writing stating the reason or reasons for the decision. If the decision is in favor of the parent(s), he/she shall immediately take steps as may be necessary to put the decision into effects

Transfer of Records. Upon written request of the parent(s), the licensee shall transfer the child's record to the parent(s), or any other person the parent(s) identifies, when the child is no longer in care.

Notification to Parents. The licensee shall notify the parent(s) in writing of the regulations related to Family Involvement at the time of the child's admission to the center and thereafter, in writing, at least once a year.

Availability of Information to EEC. Upon request of an employee, authorized by the Director and involved in the regulatory process, the licensee shall make available to EEC any information required to be kept and maintained under these regulations and any other information reasonably related to the requirements of these regulations. Authorized employees of EEC shall not remove identifying case material from the center's premises and shall maintain the confidentiality of individual records.

Enrollment Meeting. The licensee must provide an opportunity for and encourage parents to meet with the program administrator or his/her designee prior to admitting a child to the program.

- The licensee must offer children and parents an orientation to the program.
  - The licensee must provide an opportunity for parent(s) and children to visit the program and meet educators before the child is enrolled.
  - The licensee must seek information about each child and family's interests and needs.
  - To support transitions and coordinate with services offered by other providers, the educators must request that parents share with them information about other therapeutic, educational, social and support services received by the child.
  - Educators must discuss each child's developmental history with his or her parents at the time of enrollment. The developmental history must be updated annually and maintained in the child's record.
- In addition, all licensees are required to have a copy of the regulations on the premises of the center and the regulations shall be made available to any person upon request.

Controversial Issues and Grievances:

In the event that a situation arises that is unable to be resolved between the parent and the child's educator, parents and children are encouraged to file their grievances with the Child Care Director Erin Demand **(508) 870-1320 x 8243**, Branch Director Jeff Laliberte **(508) 870-1320 x8340**. If the matter cannot be settled, the parent can discuss the grievance with the Association Vice President, **Glenn Juchno (508 ) 870-1320 x8230**. If necessary the Association Vice President will set up a conference, within 10 working days, of all concerned parties and attempt to settle the grievance. If the parent is not satisfied with the settlement, he/she may contact the VP of Operations.

In addition all YMCA Centers for Child Development are licensed through the Department of Early Education and Care, 340 Main St., Suite 400, Worcester, MA 01608, telephone number (508) 798-5180.



## **DIAPERING AND TOILETING POLICY**

### **1. Policies and Expectations**

- a. No child shall be punished, verbally abused, or humiliated for soiling, wetting or not using the toilet.
- b. Toilet training shall not be coerced.
- c. The Written Plan for Toileting and Diapering must be posted in all toileting and diapering areas.
- d. All policies and procedures must be followed consistently and reviewed periodically.

### **2. Hand washing Policy**

- a. Hand washing is the first line of defense against the spread of infections. Strict hand washing must be practiced by children and educators including, but not limited to, the following times:
  - upon arrival at the program
  - before eating or handling food
  - after going to the bathroom
  - after assisting in toileting or diapering
  - after contact with body fluids (blood, mucous, feces, vomitus, etc.)
  - after cleaning areas contaminated with body fluids
  - after handling pets or their equipment
  - before water play
- b. Hands should be washed with running water and liquid soap, using friction for 15-30 seconds.
- c. Hands shall be dried with disposable towels or a labeled personal towel, which is not used by anyone else.
- d. The faucet shall be turned off with a disposable towel so that clean hands are not dirtied.

### **3. Diapering Procedures**

- a. An adequate supply of clean and dry cloth or disposable diapers shall be maintained for each child.
- b. Each child's diaper shall be changed when wet or soiled.

- c. Each child shall be washed and dried with individual washing materials during each diaper change. After changing, the child's hands shall be washed with liquid soap and running water. Hands shall be dried with individual or disposable towels.
- d. A disposable covering shall be used on the changing surface:
  - the covering shall be large enough to adequately cover the surface and prevent the child from coming in contact with the changing surface;
  - The disposable covering shall be changed and disposed of in a closed container after each child has been diapered.
- e. The changing surface shall be washed with soap and water and sprayed with a bleach solution after each child has been diapered. (See Plan for Infection Control.) The bleach solution shall be prepared daily according to EEC guidelines.
- f. The changing surface shall be cushioned.
- g. Clothing or cloth diapers soiled by feces, urine, vomit or blood shall be "double-bagged" in sealed plastic bags and stored apart from other items. Plastic containers for cloth diapers shall be labeled with the child's name and returned to the parents at the end of the day.
- h. Soiled disposable diapers shall be placed in a waterproof container with a tight-fitting cover and a disposable leak proof plastic liner. These diapers shall be removed from the center daily or more frequently if necessary.
- i. Diaper pails must be emptied, washed and sanitized at least daily.
- j. Educators shall use disposable gloves when diapering a child.
- k. After diapering a child, educators shall wash their hands with liquid soap and running water using friction. Their hands shall be dried with individual or disposable towels.
- l. Common changing tables shall not be used for any other purpose.
- m. The changing surface shall be smooth, intact, impervious to water and easily cleaned.

- n. A change of clothing shall be available for each child. Extra, center-owned clothing shall be available for changing purposes in addition to clothing brought from home.
- o. Center-owned clothing must be laundered after being worn by a child.
- p. Running water shall be adjacent to the diapering area for hand washing.
- q. Diapering areas and hand washing facilities shall be separate from facilities and areas used for food preparation and food service.

4. Toilet Training

- a. Toilet training shall be done as requested by parents and in a manner that is consistent with the child's physical and emotional abilities.
- b. No child shall be punished for soiling, wetting or not using the toilet. Toilet training shall not be coerced.
- c. Educators shall stay with the child during toileting.
- d. Educators and child shall wash hands upon completion in running water with liquid soap using friction for 15-30 seconds (see Hand washing Policy).
- e. Educators shall wash their hands with soap and running water after assisting children with toileting or toileting themselves.
- f. Soiled items (i.e. clothing, linens, blankets, cloth diapers) shall be placed in a sealed plastic container or double-bagged, labeled with the child's name and returned to the child's parents at the end of the day.
- g. Potty chairs shall be emptied immediately after being used by a child. Potty chairs must be sanitized after each use. The potty chair shall be washed with soap and water and sprayed with a bleach solution and allowed to air dry. Educators shall wash their hands with liquid soap and running water using friction.
- h. Sinks and faucets used for hand washing must be sanitized after the sink is used for rinsing a potty chair.

- i. A change of clothing shall be available for each child. Extra, center-owned clothing shall be available for changing purposes in addition to clothing brought from home. Center-owned clothing must be laundered after being worn by a child.

#### 5. Preschool Toileting

- a. Children shall wash their hands after toileting using liquid soap and running water using friction for 15-30 seconds.
- b. Children shall dry their hands using individual or disposable towels.
- c. Children shall wash their hands before eating or handling foods.
- d. Children shall be monitored during the toileting procedure to insure their safety.
- e. A change of clothing shall be available for each child in the event of accidents. Extra, center-owned clothing shall be available for changing purposes in addition to clothing brought from home. Center-owned clothing must be laundered after being worn by a child.
- f. Clothing soiled by feces, urine, vomitus or blood shall be double bagged in sealed plastic bags and stored apart from other items, labeled with the child's name and returned to the parents at the end of the day.

## **CHILDREN, PARENTS AND THE YMCA**

Thank you for taking the time to review the policies and procedures contained in this handbook. We hope the book is helpful and clarifies our guidelines. If there are areas that are still unclear or you feel should be included, please let us know.

Remember, we are partners in this together! The YMCA Centers for Child Development educators are here to work with your child at a very important stage of life and to work with you toward making your roles of parent, wage earner, spouse and individual as satisfying as possible. YMCA child care supports the health and well-being of both you and your child. Together we can strengthen and support families and make a better future for all.

For more information regarding the YMCA of Central Massachusetts facilities, programs and membership opportunities, contact:

Central Branch YMCA - (508) 755-6101  
Greendale Family Branch YMCA - (508) 852-6694  
Boroughs - (508) 870-1320  
Montachusett-(978)-343-4847  
Tri-Community-(508)- 765-0222

### **Mission Statement**

The YMCA of Central Massachusetts is a fellowship of persons of all ages, creeds and classes united, regardless of means, in a common effort to develop mind, body and spirit for our families, our community and ourselves through activities guided by and based upon Judeo-Christian principles.

### **Vision Statement**

The YMCA builds strong kids, strong families, and strong communities with a diverse group of thousands of volunteers, staff and members who champion value-based programs and services that support and enrich healthy lifestyles for all people in our community.

### **Diversity Inclusion Vision Statement**

The YMCA of Central Massachusetts appreciates and supports the dignity and worth of all members of our community. We will nurture an environment that reflects, respects and celebrates our differences and embraces the richness of our diversity.

## YMCA Center for Child Development– Westborough Organizational Chart

