



DISASTER CARE

PARENT HANDBOOK

YMCA OF GREATER MICHIANA

WELCOME TO THE YMCA CHILD CARE NETWORK OF GREATER MICHIANA!



We are honored that you have chosen to partner with us in the healthy development of your child.

We take this role very seriously and commit to providing your child with opportunities to explore and learn through developmentally appropriate activities in a safe, nurturing environment.

Please use this handbook as a resource regarding YMCA Child Care Network policies and procedures.

This handbook provides important information about the program structure, policies and practices. Parents/Guardians who have questions or concerns regarding their child's participation or any other aspect of our programs are encouraged to visit our campus and talk to our friendly, knowledgeable child development staff.

PARENT NOTIFICATION OF THE LICENSING NOTEBOOK

Child Care Organization Act, 1973 Public Act 116
Michigan Department of Human Services

All child care centers must maintain a licensing notebook which includes all licensing inspection reports, special investigation reports and all related corrective action plans (CAP). The notebook must include all reports issued and CAPs developed on and after May 27, 2010 until the license is closed.

- This center maintains a licensing notebook of all licensing inspection reports, special investigation reports and all related corrective action plans.
- The notebook will be available to parents for review during regular business hours.
- Licensing inspection and special investigation reports from at least the past two years are available on the Bureau of Children and Adult Licensing website at www.michigan.gov/michildcare.

ORDER GOVERNING DISASTER RELIEF CHILDCARE

On March 18, 2020, Governor Whitmer issued Executive Order 2020-16 expanding child care access during the COVID-19 emergency. The order provides, 'To respond effectively to the urgent and steep demands created by this emergency, providers of health care, emergency medical services, law enforcement, and other essential services required child care services for their children, particularly when schools are closed.

YMCA MISSION + VISION

Our Y is committed to supporting families and children in the Greater Michiana area; the Child Care Network provides a nurturing environment where children feel safe and supported while learning, growing, making friends and preparing for the world. Our core values, caring, honesty, respect, and responsibility, are implemented daily in everything we do. The Y is committed to youth development, healthy living and social responsibility. We have educated, well-trained employees committed to our cause. In fact, if you have a love for children we would be honored to have you join our team!

Our vision is to provide high quality, affordable early education so all children and families can learn, grow and thrive.

GENERAL NETWORK INFO

OUR LOCATIONS

Benton Harbor-St. Joseph YMCA
3665 Hollywood Road
St. Joseph, MI 49085
269.428.9622 ext. 103

CONTACT

Dr. Zechariah Hoyt
Executive Director of Youth Programs
zhoyt@ymcagm.org

Nicole Mireles
Director of Youth Development
nmireles@ymcagm.org

Stephanie McNeil
Spectrum Health Lakeland
smcneil@lakelandhealth.org

Ryan Kitron
Director of Youth Development
rkitron@ymcagm.org



COMMUNICATION & CONTACTS

- Phone: 269-425-9622 ext. 103
- Email: zhoyt@ymcagm.org, nmireles@ymcagm.org, rkitron@ymcagm.org, smcneil@lakelandhealth.org
- Weekly Parent Emails will be sent
- Family Engagement Bulletin: Y @ Home

ENROLLMENT PROCESS AND EXPECTATIONS

This information will help you understand the enrollment and payment processes.

Must be essential service personal.

Paperwork Needed:

- ✓ Enrollment Form
- ✓ Child Information Record
- ✓ Medication Form (if applicable)
- ✓ Handbook Acknowledgment/Waiver
- ✓ Electronic Funds Transfer Agreement (if applicable)

FINANCIAL ASSISTANCE

Spectrum Health Lakeland employee fees are determined by pay grade.

We ask that families apply to DHS at (231) 941-3900 or visit <http://bit.ly/ChildCareAssistance>.

PAYMENT INFORMATION AND POLICIES

Due Dates

- All DHS child care state assistance 50% co-pays are due on the first day of each week, prior to attendance.
- Children will not be allowed to attend program without advance payment. If a parent has an unpaid balance, the child may be disenrolled from the program.
- Payments are non-transferable and non-refundable (unless there are unforeseen circumstances and to be determined by administration staff ONLY).
- A \$20 non-sufficient funds (NSF) will be applied each returned credit card transaction
- Tuition is owed even if a child does not attend due to illness.
- Payment will be drafted the day of service.

Payment Options

Payment options are:

- Credit card
- Money order
- Check
- Bank or credit card draft

Note: we do NOT accept cash payments

AGE RANGE

We serve children ages 3 weeks through 12 years from all counties. Children are grouped collectively meeting the Michigan Licensing standards (LARA) and the guidance from the Center of Disease Control (CDC).

TUITION RATES

1. Subsidy for Spectrum Health Lakeland
2. \$30/day for non-qualified

SPECIAL NEEDS

If a child has special needs, please contact the Y so that we can set up a time to talk before the child begins attending our program. We welcome all children at the Y, however, we do not have the capacity to provide one-on-one staffing support and attention. This meeting is designed to exchange information to make sure we can accommodate your child's needs within our staffing capabilities. We want to see that the family's needs and expectations are met. We encourage open dialogue about what works, and what doesn't, for your child.

WHAT TO EXPECT IN THE YMCA PROGRAM

We want you and your children to be comfortable knowing what to expect right from the first day.



DAILY SCHEDULE

5:45–8:00 AM	Check-in; Staff receive children and wash hands
8:00–9:00 AM	Breakfast/Morning Snack/Clean Up
9:00–10:00 AM	Gym Time/Music Time
10:00–11:30 AM	Free Choice Time (In Childwatch)/Daily Activity
11:30 AM–12:30 PM	Wash Hands/Lunch
12:30–2:00 PM	Nap Time/Quiet Time
2:00–3:00 PM	Gym Time
3:00–4:30 PM	Quiet Time/TV Time/Reading Time
4:30–6:00 PM	Preparing some kids to leave/Dinner Prep (if needed)/Free Choice Time
6:00–7:30 PM	Relaxation/Coloring/Board Games/LEGOS
7:30–8:00 PM	Everyone brought into Front Lobby for pickup

PICK UP TIME

Upon departure at the Center, the following guidelines will be followed:

- Pick up at the door outside of learning space.
- Parents/guardians picking up children are required to **sign out each child**.
- Older siblings may pick up younger siblings, but they **must be at least 18 years of age**.
- Children will be released **only to those persons listed on the Child Information Record** as authorized to pick up identified by the parent/guardian. If you are picking your child up, please be prepared to show ID.
- If the parent/guardian wants to change the pick up person over the phone, **the new person must show proof of identification**. The parent/guardian **must sign a written permission** for the new person at the first available time.
- If a parent/guardian or person authorized to pick up a child is intoxicated or substance impaired when they come to the Center, staff will offer to call another person to transport them. If the person insists on leaving, they will be informed that the police will be called about an intoxicated or substance impaired driver leaving our premises. Additionally, Child Protective Services will be called.

WEEKLY ACTIVITIES

Children participate in many activities during a typical day including outdoor play/nature walks (weather permitting), literacy and language, science, health and wellness, and character development.

TOYS FROM HOME

We ask that personal toys be kept at home. The Y does not assume responsibility for personal toys at our facilities.

EQUIPMENT USE AND SUPPLIES

The Y will make numerous types of equipment and supplies available to children for use during free play and group activities. Normal wear and tear is expected. We simply ask that the equipment and supplies be treated with respect. If a child willfully destroys Y property, the parent will assume financial responsibility for that property.

EXTRA CLOTHING

It may be a good idea to bring **two extra set of clothes**. If your child has an accident and does not have an extra set of clothes, parents or emergency contacts will be called and asked for extra clothes or pick up within 30 minutes.

CONFIDENTIALITY STATEMENT

All employees or parents are not to discuss internal matters of which they become aware in front of children or outside parties. Staff is trained not to speak with parents about confidential matters unless instructed to do so by the Director. Disclosure, provision and/or reproduction of employees' or children's files to unauthorized persons are against YMCA of Greater Michiana policy. Personal information about a child or his or her parents will not be discussed with anyone, unless it directly affects the well-being of the child.

EMERGENCY EVACUATION PLAN

In the event the center is evacuated, please refer to information provided at your site.

POSITIVE REDIRECTION

Policies and procedures of disciplinary methods used by the YMCA staff:

- 1. Children will be assisted in understanding the consequences of their own behavior.** Whenever possible, they will be encouraged to utilize language and social skills to express their feelings, rather than through aggressive behavior.
- 2. No form of exclusion will be allowed.**
- 3. Children will be provided with the rationale for existing rules** and the specific reason for any disciplinary action taken. Rules will be posted, in positive language, so that children and adults can view them daily.

- 4. Most disciplinary problems will be prevented through kind, consistent treatment and effective intervention.** Parents will be kept continually aware of their child's behavior in order to assure that the family and the YMCA program are working toward common behavioral goals.
- 5. Generally, if an act of severe aggression or disruptive behavior occurs** outside of developmentally appropriate context, parents will be contacted via phone and expected to pick the child up in a reasonable timeframe. Documentation of the behavioral incident will also be kept on file.
- 6. DAP (Developmentally Appropriate Practices) vary for each classroom and age group.** For example: It may be developmentally appropriate for a Toddler to bite as means to express frustration, whereas with a Preschool aged student, it would not. For more information regarding Developmentally Appropriate Practices please contact the Center Director.

Prohibited practices:

1. Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
2. Restricting a child's movement by binding or tying him or her.
3. Inflicting mental or emotional punishment, such as humiliating, shaming, or threatening a child.
4. Depriving a child of meals, snacks, rest, or necessary toilet use.
5. Excluding a child from outdoor play or other gross motor activities.
6. Excluding a child from daily learning experiences.
7. Confining a child in an enclosed area, such as a closet, locked room, box, or similar cubicle.
8. Non-severe and developmentally appropriate discipline or restraint may be used when reasonably necessary, based on a child's development, to prevent a child from harming himself or herself or to prevent a child from harming other persons or property, excluding those forms of punishment prohibited by sub rule (2) of this rule.

If a pattern of aggressive or inappropriate behavior emerges in a particular child, the teacher, in consultation with their supervisor, will schedule a conference with the parents to discern how the Y and the parent can best improve the situation.

PROHIBITED



Physical
or verbal
punishment



Withdrawal
of food, rest
or bathroom



Abusive
or profane
language



Humiliation
or isolation

WHAT TO EXPECT IN YOUR CHILD'S DAY

DAILY FOOD SUPPLY

- All bottles must be covered and labeled with child's first name, last name, and intended date of use.
- All formula must come premixed.
- All extra food that is not consumed by the child will go home at the end of the day.
- All extra food served from a dish that was not eaten by the child will be discarded, per licensing regulations.

MULTI-DAY FOOD SUPPLY

*Multi-day is considered up to 7 days

- Must be in an unopened commercial storage container
- Must be labeled with child's first and last name and date opened
- Food will be returned to the parent or discarded 7 days after opening

REST TIME

Licensing requires children under school age that are in care for more than five hours to have a quiet time to rest. During rest time, soft lighting and soft music will be played.

If children fall asleep, that means their bodies need that rest. The Child Network staff will not shorten, disturb or otherwise interfere with the child's sleep, even at the request of a parent or guardian.

Children under 3 years are provided space to rest at any time. Licensing requires children birth to 18 months to sleep on demand. Quiet activities will be provided for children ages 18 months and older who are not asleep after 30 minutes of resting.

At the end of nap time, soft lighting is turned on and students who are still sleeping will be gently woken to finish the day.

Your child's bedding will be washed daily.

NUTRITION

Snacks will be served family style in seating that is appropriate for small children.

ALLERGIES

If your child has dietary needs or allergies, it must be indicated on the emergency contact form, submitted prior to enrollment. A meal modification form must be signed by a doctor for food allergies or intolerances. All known allergens for each classroom will be posted on the classroom door and in the kitchen.

SAFETY IS OUR NUMBER 1 PRIORITY

Below are the guidelines we enforce to ensure that your child is safe throughout the day.

WEAPONS ARE PROHIBITED

No firearms, knives or other items deemed as weapons may be brought on YMCA sites. Anyone who observes such items must report to the leader (teacher) immediately. Anyone who violates this rule will not be permitted in any YMCA program or in any facility. The Police Department will be informed on the same day for reporting purposes.

STAFF

Staff are certified in the following: First Aid, CPR, Blood Borne Pathogens, Child Abuse Prevention, Safe Sleep, and Health & Safety and are required to take 16 hours of professional development training every year. They also undergo a comprehensive background check.

All of our staff are mandated reporters by law. If any form of child abuse or neglect is suspected, by law our staff are required to report it verbally to Child Protective Services (855-444-3911) immediately. The staff who reports the incident must also submit a written report to CPS within 72 hours. We are fortunate to employ mature and caring staff, eager to make your family's experience as fun, educational, safe, and memorable as possible.

STAFF STANDARDS

Certified in First Aid



Certified in CPR



Certified in Blood Borne Pathogens



Certified in Child Abuse Prevention



16+ hours of professional development required each year



Nationwide background check



ICHAT Michigan background check

STAFF RELATIONSHIPS WITH CHILDREN OUTSIDE OF PROGRAM

We understand that good quality childcare is hard to find, and some parents may be interested in having staff members provide child care services outside of business hours. While we do not restrict our employees from providing outside services, each staff member and family is required to sign a waiver, **prior to outside services being rendered**, acknowledging YMCA employees are not affiliated with the YMCA outside of business hours.

***MANDATORY* SIGNING IN AND OUT**

SIGNING YOUR CHILD IN AND OUT OF THE CENTER IS REQUIRED BY CHILD CARE LICENSING, AND IS ALSO REQUIRED FOR THE PURPOSES OF FINANCIAL ASSISTANCE.

All children must be signed in and out of program daily by a responsible adult (18 years or older). The individual signing the child out of program must be listed on registration information and be prepared to show identification. The child will not be released without written permission from the parent/guardian.

It is a good idea for the family to acknowledge a member of the YMCA Child Development staff, whether they are inside or out, so we can fully acknowledge your presence. This is helpful for our staff to physically see that the children are present as well as taking note from the attendance sheet.

AUTHORIZED CHILD PICKUP

For safety reasons, the Y will never release a child to a person not authorized on the Family Information form. Parents are able to add people to this list at any time via written authorization. It is helpful if you inform the adult picking the child up for the first time a picture ID will be required.

In the case of an emergency change of an authorized pickup, please call the YMCA Child Development Center directly. When calling, you will be asked to verify the 4-digit door code you were provided upon enrollment. For the safety of your child, this policy will be strictly enforced. Your child's safety is our number one priority.

PARENTS WHO ARE SEPARATED

By law, the Y must release a child to anyone on the authorized pickup list. We encourage divorced parents to coordinate these issues together so that there is a clear understanding and agreement between the two about who is authorized to pick up the child(ren) on a particular day.

Parents who are separated and have court ordered specific arrangements must have a copy of the court order on file at the Center. The Y cannot enforce court orders without these documents on file at the YMCA Child Development Center.

KEEPING INFORMATION CURRENT

For the safety of the child, it is critical that parents update any and all changes in telephone numbers, emergency numbers, addresses, authorized pickups and other important information. Please notify the Y as soon as possible if changes occur. Changes must be made in writing.

ACCIDENT, INJURY AND ILLNESS REPORTS

INCIDENTS

Any time there is an incident involving your child, whether it be a behavioral incident or physical incident, all occurrences will be documented. These documents are confidential, and are not to be discussed with other families. Our job is to protect all parties involved.

Incidents must be reported to licensing within 24 hours of the occurrence, such as a lost child or incident involving an allegation, death of a child in care, fire on the Center premises, Center evacuation for any reason, or child hospitalized due to an injury that occurred at the Center.

Incidents, accidents and illnesses all require an accident report to be completed. Illnesses will also be tracked with a sickness form.

MAJOR INJURIES include: a head injury, a broken bone, severe lacerations or any other injury that requires a doctor's visit.

MINOR INJURIES include: scratches, bruises, bumps - parents will receive a report upon pickup at the end of the day for any minor injury.

When the Center observes changes in a child's health, a child experiences accidents, major injuries or incidents, or is too ill to remain in the group, parents will be notified immediately via phone.

STAYING HEALTHY IS VITAL TO SUCCESS

Keeping the children healthy is important, and we ask for your cooperation in accomplishing this.

HEALTH IMMUNIZATIONS

All children are required to have updated immunizations.

MEDICATION

ONLY prescription medicine will be administered to children, no over-the-counter medication is administered unless you can provide a doctor's note with permission and dosage amounts. All medication must be in the original container with a medical form completed and on file. Staff must document the date, time and dosage as well as sign their name on a medication administration form every time the medication is given.

COVID-19 SCREENING

Do you have a fever of 100.4*?	YES	NO
Have you experienced a persistent cough?	YES	NO
Do you have shortness of breath or difficulty breathing?	YES	NO
Have you had contact with anyone known to have a lab-confirmed case of COVID-19?	YES	NO

If you responded "YES" to any of these questions, please know the child will not be permitted to be in care until you are symptom free for an appropriate amount of time.

When can I return to Y Care (Questions 1-3)?

If you had a fever, cough, or shortness of breath but have not been exposed to someone with COVID-19 and have not tested positive for COVID-19, you should stay home and are not allowed in Y Care until you are fever free (100.4°F [37.8°C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 72 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants).

When can I return to Y Care (Question 4)?

You may return to Y Care 14 days from last contact.

IF CHILD IS NOT ATTENDING

Please email zhoyt@ymcagm.org or call 269-428-9622 ext 103 to give advanced notice.

A CHILD SHOULD STAY HOME IF EXPERIENCING:

1. Are feverish or have had a fever in the last 24 hours
2. Have a hacking cough or a sore throat
3. Have vomited or had diarrhea in the last 24 hours
4. Have pink eye or symptoms which might be pink eye
5. Have been on antibiotics for strep or other contagious infections less than 24 hours
6. Are too "out of sorts" to participate in class activities
7. Unexplained rash

*These standards apply for staff and volunteers as well



GUIDELINES FOR RETURNING TO CARE

CONDITION FOR EXCLUSION	CONDITION FOR RETURNING
Axillary or ear temperature 100 degrees or greater	Fever free for 24 hours (without the use of fever-reducing medication)
Symptoms and signs of possible severe illness (such as unusual lethargy, uncontrolled coughing, irritability, persistent crying, difficult breathing, wheezing, or other unusual signs).	Until medical evaluation allows inclusion (doctor's written approval for return)
Abnormally loose, uncontrolled diarrhea, that is - increased number of stools, increased stool water, and/or decreased form that is not contained by the diaper	Diarrhea free for 24 hours
Vomiting	Vomit free for 24 hours and able to eat solid foods or until a health care provider determines the illness to be noncommunicable, and the child is not in danger of dehydration
Red or blue in the face, or makes high-pitched croupy or whooping sounds after coughing	Until health care provider or health official determines the condition is noninfectious.
Unusual spots or rash with fever or behavior change	Until health care provider determines that these symptoms do not indicate a communicable disease.
Purulent conjunctivitis (defined as pink or red conjunctiva with white or yellow eye discharge)	Until 24 hours after treatment has been initiated
Untreated scabies, head lice, or other infestation	After treatment and free of infestation, such as lice and nits
Known contagious diseases while still in the communicable stages	Until health care provider determines the condition is noncommunicable

HAND WASHING

Children are to wash their hands upon entering a classroom, before and after meals, after toileting, before and after the use of sand, water or play-doh, and after wiping a nose, touching mouth, etc.

THE STOP DISEASE METHOD OF WASHING HANDS:

1. Turn on water and wet hands
2. Soap for at least 20 seconds outside the stream of water (scrub backs of hands, wrists, between fingers and under fingernails)
3. Rinse
4. Towel dry (or place hands under electric hands-free dryer)
5. Turn off faucet with paper towel (if faucet is not hands-free)

HOW TO PROPERLY WASH HANDS



STEP 1

Wet hands



STEP 2

Dispense soap



STEP 3

Lather hands for 20 seconds



STEP 4

Rinse hands



STEP 5

Towel dry



STEP 6

Turn water off with paper towel

OUR LOCATIONS

Benton Harbor–St. Joseph YMCA

3665 Hollywood Road
St. Joseph, MI 49085
269.428.9622

Niles–Buchanan YMCA

905 N. Front Street
Niles, MI 49120
269.683.1552

South Bend–Mishawaka YMCA

1201 Northside Blvd.
South Bend, IN 46615
574.287.9622

YMCA Camp Eberhart

10481 Camp Eberhart Road
Three Rivers, MI 49093
269.244.5125

CHILD CARE NETWORK LOCATIONS

Michiana Christian Embassy

1922 East Main Street
Niles, MI 49120