



LEARN. GROW. THRIVE.

CHILD DEVELOPMENT FAMILY HANDBOOK

River Crossing YMCA

ymcarivercrossing.org | Association Call Center: 215-999-9622

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PROGRAM OVERVIEW

Programs

River Crossing YMCA Child Development (RCYMCA) programs consist of Early Learning Centers and Before and After School Programs. This handbook outlines policies for childcare programs within our YMCA, which are written in compliance with state and local regulations, high quality initiatives, grant guidelines, and using the most up to date standards created for health and safety as outlined in Caring for Our Children, 4th Edition. Families are expected to comply with these policies to ensure the smooth delivery of services. In addition to compliance with required state regulations, our programs participate in the state Quality Rating systems PA Keystone STARS and Grow NJ Kids.

The YMCA offers experienced, professional and caring team members who are here to support your family's need for care. Program activities and procedures are always provided in a safe environment. RCYMCA team members are trained in First Aid/CPR/AED, Emergency Preparedness, Fire Safety, Water Safety, Mandated Reporting and Child Abuse Prevention, and Health & Safety and have current state mandated background checks. Each team member receives at least 12 hours of Child Development training annually.

YMCA Mission

River Crossing YMCA is a charitable, nonprofit organization committed to strengthening our communities through membership and programs that foster youth development, healthy living and social responsibility for all.

The Y is **For Youth Development**, because we believe that all youth deserve the opportunity to discover who they are and what they can achieve. That's why, through the Y, millions of youth today are cultivating the values, skills and relationships that lead to positive behaviors, better health and educational achievement.

The Y is **For Healthy Living**, improving the nation's health and well-being. The Y brings families closer together, encourages good health and fosters connections through fitness, sports, fun and shared interests. As a result, millions of youth, adults and families are receiving support, guidance and resources needed to achieve greater health and well-being for their spirit, mind and body.

The Y is **For Social Responsibility**, giving back and providing support to our neighbors. The Y has been listening and responding to our communities' most critical needs for 160 years. Whether developing skills or emotional well-being, Early Learning Center and connecting diverse populations or advocating for healthier communities, the Y fosters the care and respect all people need and deserve. Through the Y, thousands of volunteers, donors, leaders and partners are empowering millions of people, and the communities in which they live, to be healthy, confident, connected and secure.

Philosophy

The philosophy of RCYMCA programs is to provide each child with a safe, warm and supportive environment in which to play and grow spiritually, mentally, and physically. With so many demands on today's families and the increased focus on early brain development, families need all the support they can get to nurture the potential of youth. That's why our Early Learning Centers and Before and After School Programs at RCYMCA focus on holistically nurturing child development by providing a safe and healthy place to learn foundational skills, develop healthy, trusting relationships and build self-reliance through the Y values of caring, honesty, respect and responsibility.

We believe that children learn best through multiple sources involving play and teacher initiated activities. The teacher's primary objective is to meet the needs of each child with experiences that foster physical

and social growth and development of a positive sense of self. In RCYMCA programs children strengthen more than muscles.

Together, families and RCYMCA Team Members have one mutual interest: YOUR CHILD!

POLICIES & PROCEDURES

Confidentiality

Confidentiality of each child's records, family, medical or other personal information is extremely important. Our policies are intended to demonstrate our respect for every family that places their children with us.

All records and information concerning a child and his/her family are kept confidential. Information can only be released upon written consent from the enrolling family member. Please contact the Program Director with any questions regarding the confidentiality policy or to access records for your child or family.

Enrollment Paperwork

Fully completed enrollment forms and tuition fee agreements are required before a child can be served in our programs. The forms must be reviewed by the Program Director to confirm completion prior to attending. A Health Assessment on an approved form, along with immunization records signed by a pediatrician, must be submitted as part of the completed enrollment packet. Emergency contact forms and tuition fee agreements must be updated every 6 months. If changes occur, updates should be made immediately, including changes of address, phone numbers, any of the emergency contact persons or those to whom your child may be released.

Daily Attendance

Attendance is taken on a daily basis upon the child's arrival to the program. Please contact the program if your child will not be attending for the day, or a series of days. RCY will work with families to overcome barriers that prevent children from attending school consistently.

TUITION & FEES

Tuition & Due Dates for Early Learning Centers & Before and After School Programs

River Crossing YMCA is committed to providing a high quality child care program for every child entrusted in our care. Your clear understanding of our financial policies is important to our relationship. The tuition rates for River Crossing YMCA programs vary by location. Current rates can be found on your fee agreement (PA) or by contacting the program. Tuition rates are updated annually to stay in line with increased costs of providing care.

Tuition is due on the first of the month in the form of a draft method of payment. All families are required to be set up on an automatic draft therefore a credit card or bank draft is required to remain on file while

your child is in our care. It is your responsibility to notify River Crossing YMCA of any changes to bank draft information

An administration fee is assessed at the time of enrollment and annually for each child. This fee is non-refundable. This fee is waived for children who are receiving subsidies through ELRC (Early Learning Resource Center), NORWESCAP or Financial Assistance. Children who dis-enroll and re-enroll after a six month time lapse will have to pay the registration fee again. This fee is due at the time of enrollment.

Financial terms and conditions agreement must be signed

Tuition is considered the responsibility of the parent enrolling the child. **It is not the responsibility of the Y to collect split payments from different parent/family members**

Failure to make timely, routine payments will result in suspension of care and financial assistance when applicable. **If there are extenuating circumstances regarding payments, please contact childcarefinance@ymcarivercrossing.org before the expected draft to discuss payment options.**

Funded Families:

- If your child is part of a funded program, regular, daily attendance is a **MANDATORY REQUIREMENT** in order to receive this funding. We are required to regularly report attendance for children. **You will be charged for any days outside of the allotted absences.** Please make every effort to have your child at the center on time every day.
- If your funding has been revoked or is suspended for any reason you will be responsible for the tuition in full.
- You will be charged full price for days you bring your child which are not approved. For example, you were approved for Monday, Wednesday, Thursday and you sent your child on Tuesday. You will be charged for Tuesday. ***Approval must be obtained in advance by a Director for schedule changes.**

For grant funded programs, your Program Director will provide a supplemental attendance policy documentation form.

If you have any questions about our fees, financial policies or your financial responsibility please contact childcarefinance@ymcarivercrossing.org

Tuition & Due Dates for Early Learning Summer Camp Programs

This program is offered at select child care centers where enrollment allows. Tuition is due weekly in the form of a draft method of payment. All families are required to be set up on an automatic draft therefore a credit card or bank draft is required to remain on file while your child is in our care. It is your responsibility to notify River Crossing YMCA of any changes to bank draft information.

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Vacations and Holidays

River Crossing YMCA does not reduce or waive tuition for vacations or holidays. Program closures for the **2025/2026** program year are as follows:

- Labor Day - September 1, 2025
- Columbus Day - October 13, 2025
- Thanksgiving Day - November 27, 2025
- Day after Thanksgiving - November 28, 2025
- Holiday Break- 12/24/24-1/1/25- * **care will be provided at select Lehigh Valley locations**
- Presidents' Day - February 16, 2026
- Memorial Day - May 25, 2026
- Fourth of July - July 4, 2026

We reserve the right to add additional closed days and early dismissal dates for professional development or days we are not able to be at our location due to school/community events. In addition, there may not be care provided on days when school/center is closed due to inclement weather. These days will be communicated to you by your center director.

As our standard operating expenses such as staff wage/salary, medical benefits, utility costs, rent, supplies, etc. do not fluctuate, nor can our collection of payments. **Therefore, the Y does not waive nor credit fees for absences; including vacations, illnesses, inclement weather, holidays, or for unforeseen circumstances, etc.**

We understand rare, life changing occurrences will happen. The Y is here for you. Please speak with your Director if you or your family is experiencing an extended illness, family emergency, sudden family change such as job loss, and/or financial hardship.

Emergency Closings

In the case of poor weather or other emergencies, the Child Development programs may need to open late, close early, or not open. Upon enrollment, a Director will share specific methods of communication for your child's program.

Withdrawal from Program

Requests to terminate services must be submitted at least 30 days prior to the next billing date for our Early Learning Centers and Before and After School Programs, and two weeks written notice for our Early Childhood Summer program.

- For the Early Learning Centers and Before and After School Programs, termination requests mid-month will not be processed until the end of the following month. For example, if you request in Mid-April to terminate services, you will be billed for the full month of May and may utilize services until the end of May.

After one full week of a "no call no show" absence, the Y will terminate care, release the "spot" and cease all billing.

If you receive third party funding, you are required to have all of your co-pays paid to date to avoid being reported for delinquency, which may impact a transfer to another provider.

If you wish to have your child's records forwarded to another facility, please request this in writing at least two weeks prior to departure.

Financial Assistance

At River Crossing YMCA, we believe in making a positive impact on individuals and families in need. As a charitable nonprofit organization, we offer financial assistance to provide a helping hand, making our programs and services accessible to all.

If you are interested in applying for financial assistance, you may complete an online, confidential application by visiting <https://ymcarivercrossing.org/membership/financial-assistance>.

If you have any questions about Financial Assistance please contact financialassistance@ymcarivercrossing.org.

HEALTH & SAFETY

Injuries & Accidents

In the case of a non-life threatening injury that occurs while in care first aid procedures will be followed. Families may be notified of the situation via courtesy phone call, especially if the injury involves the head. At pick up time parents/guardians may be given an incident report to keep and asked to sign one that remains at the facility. Parents may be asked to pick up the child depending on the nature of the injury and the child's reaction to being injured.

If your child is severely injured while attending a RCYMCA program, the teacher will take whatever steps are necessary to obtain emergency medical care. We will make every attempt to contact you or your designated emergency contact first. If we cannot reach a contact, we will have the child transported to an emergency room in the company of a team member and will provide the hospital with the parent's health insurance information (from your Emergency Contact Form). We use the nearest hospital, however if you prefer a specific hospital, we will do our best to honor this request. Please note the ultimate decision will be made by the emergency medical personnel.

Illness Policy

The health of all children attending RCYMCA programs is very important to us. By monitoring each child's health status, teachers are able to maintain a healthy environment for the entire program. Any child who is unable to participate in daily activities due to illness should not be in attendance. If the team member feels that your child is too ill to remain in the program, you will be called. We will expect you, or someone you designate, to pick the child up within 2 hours of receiving a phone call. If we are unable to reach a parent/guardian, another person listed on the child's emergency contact form will be called. Please be sure to establish a back-up person upon whom you can depend on in an emergency. Illness guidelines established by RCYMCA will help you decide whether or not to send your child to our program.

Your child should not be sent to care and may be sent home if any of the following conditions are apparent, and we may require a physician's note for admittance:

- A temperature of 100.4° or more
- Conjunctivitis (pink eye) until treated
- Contagious illness and diseases including, but not limited to, COVID, flu, measles, chicken pox, mumps, roseola, 5ths disease
- Hand/foot/mouth only if child has a high fever, blisters in mouth that prevent eating/drinking
- Inability for child to participate in the daily schedule at an acceptable level
- Vomiting regardless of the cause
- Abdominal pain that continues for more than two hours
- Mouth sores with drooling
- rash with fever or behavioral change
- strep throat or other strep infection until receives 2 doses of medication
- Diarrhea regardless of the cause
- Impetigo, ringworm, scabies, or Lice - until treated
- Severe cold, excessive coughing, sneezing, and/or excessive nose drainage causing inability to participate in the daily routine
- Bronchitis, croup or other throat infections, until treated for at least 24 hours

The child must remain free of symptoms for 24 hours before he/she can be readmitted to the program; such as fever (without medication), nausea, vomiting, etc. Children sent home ill may not return the next day as they will not have been **symptom free** for 24 hours. Children with signs of communicable or contagious disease will be readmitted only with a signed note from a physician stating they are no longer contagious.

We try very hard to minimize infections and control the spread of disease with the following measures (as applicable by program):

1. Disinfecting the sleeping surfaces daily.
2. Cleaning and sanitizing the eating areas thoroughly after each meal or snack.
3. Disinfecting the changing area after each child.
4. Washing hands after every diaper/pull-up change and before handling food. Vinyl gloves are used as necessary.
5. Supervising hand washing before meals, after toileting and upon entry to the classroom.
6. Disinfecting toys and play mats

Notification of Infectious & Communicable Diseases

RCYMCA is required to file a report with the Department of Health within 24 hours for certain communicable diseases so that control measures may be taken. Parents and team members are reminded to notify their child's program within 24 hours if a child or family member has developed a known or suspected communicable disease.

The Program Director is responsible for reporting such to the appropriate authorities. Parents of children enrolled in the program where an infected child attended will be provided with information regarding possible exposure to a communicable disease.

If a child has not been fully immunized for some of these diseases (due to age, medical condition, or religious reason) he/she will be excluded from the school during an outbreak of a vaccine preventable disease as directed by the State Health Department. Examples of "reportable diseases" include, but are not limited to:

Respiratory Illnesses

Chicken Pox*
German Measles
Haemophilus Influenzae*
Measles
Meningococcus
Mumps
Tuberculosis
Whooping Cough
Strep Throat (not required to report to state)

Gastrointestinal Illnesses

Campylobacter
Escherichia coli
Giardia Lamblia
Hepatitis A
Salmonella
Shigella

Contact Illnesses

Impetigo
Lice
Scabies

*Chicken Pox – a note from the doctor is not required to re-admit. A note from the parent is required stating that at least 6 days have elapsed since the onset of the rash, and that all sores have dried and crusted.

*A flu vaccine is part of the required immunization yearly for all children.

All parents will be notified in writing if a communicable disease has been reported. RCYMCA follows the reporting guidelines established by the American Academy of Pediatrics. *A copy of these guidelines is available for you to review in the Program Director's office.*

Medication Administration

Parents/guardians must complete and sign a medication log before any medication will be given. We will give your child medication only if the medication is in the original labeled package (bottle/box/container) (prescription or over-the-counter), is handed directly to a Teacher, with a completed medication log and is accompanied by a doctor's note.

Please do not alter any foods or liquids with medication without a doctor's note and informing the child's primary teacher. A medication log must be completed. IT IS VERY IMPORTANT THAT MEDICATIONS NOT BE LEFT WITHIN THE REACH OF ANY CHILD. We will not administer any medications in more frequent or larger dosing than per instructions on the container or per the prescription.

Over-the-counter medications will not be administered for more than two consecutive days without a doctor's note and specific instructions. **The YMCA requires a doctor's note for the administration of any medications whether they be prescription or over-the-counter.**

River Crossing YMCA Early Learning Centers and Before and After School Programs' teachers will only administer medication to children according to the DHS policy listed in 055 Pa. Code 3370.133. Child Medication and Special Diets, listed as follows:

The operator shall make reasonable accommodations in accordance with applicable Federal and State laws to facilitate administration of medication or a special diet that is prescribed by a physician, physician's assistant or CRNP as treatment related to the child's special needs. Facility persons are not required to administer medication or special diets which are requested or required by a parent, a physician, a physician's assistant or a CRNP but are not treatment related to the child's special needs. When medication or special diets are administered, the following requirements apply:

1. A prescription or nonprescription medication may be accepted only in an original container. The medication must remain in the container in which it was received.
2. A team member person shall administer a prescription medication only if written instructions are provided from the individual who prescribed the medicine. Instructions for administration contained on a prescription label are acceptable.
 - Administration of nebulized medications shall be done by the family, in a separate location. The space will be fogged at the end of the session. When a family member cannot administer the nebulized medication the child shall be kept home
3. The label of a medication container must identify the name of the medication and the name of the child for whom the medication is intended. Medication shall be administered to only the child whose name appears on the container.
4. Medication shall be stored in a locked area of the facility or in an area that is out of the reach of children.
5. Medication shall be stored in accordance with the manufacturer's or health professional's instructions on the original label.
6. A parent shall provide written consent for administration.
7. An operator is responsible to establish and maintain a medication log if prescription or nonprescription medication is administered. A log must include the following minimum information:
 - The name of the medication.
 - The name of the child receiving the medication.
 - A requirement for refrigeration.
 - The amount of medication administered.

- The date of administration.
 - The time of administration.
 - The initials of the team member person who administered the medication.
 - Special notes related to problems of administration.
8. Families are encouraged to communicate any concerns or questions regarding their child's special care or medical needs throughout the year. If a child's condition or care plan requires significant changes, the center will reach out to the family for a meeting to discuss how best to support the child's well-being in our care. By maintaining up-to-date special care and medical plans, we can ensure that each child receives the appropriate support and care, fostering a safe and healthy environment for all children.

Severe Allergy Treatment Policy

Children with severe allergies, such as allergies to bee stings, peanut products, etc., may be at risk of a serious allergic reaction due to contact with ingestion of the allergen. Contact with these allergens may result in anaphylaxis - a severe allergic reaction with symptoms that may include swelling of the face and lips, hives, vomiting, diarrhea, shortness of breath, and difficulty breathing. Ultimately, anaphylaxis may cause a fall in blood pressure, unconsciousness, or death. River Crossing YMCA is concerned for the health and safety of all children in our care. Accordingly, when an enrolling/enrolled child is known to have a severe, life-threatening allergy, parents/guardians must complete and/or provide the following:

1. A signed copy of River Crossing YMCA's "Authorization for Emergency Care for Child with Severe Allergies" authorization form.

This form must be updated every six months. The authorization form is designed to provide RCYMCA with the information necessary to ensure proper preventative measures and an effective response to a serious allergic reaction. In addition, the parents/ guardians shall provide a copy of any other physician's orders and procedural guidelines relating to the prevention and treatment of the child's allergy.

2. A signed copy of River Crossing YMCA's "Release and Waiver of Liability for Administering Emergency Treatment to Children with Severe Allergies ("waiver").

The waiver releases RCYMCA and its employees from liability for administering treatment to children with severe allergies (including the administration of epinephrine) and taking any other necessary actions set forth in the Authorization Form, provided that the YMCA exercises reasonable care in taking such actions.

3. All equipment and medications needed by RCYMCA to comply with the instructions set forth in the Authorization Form (including, but not limited to, a device such as the EpiPen).

The parents/guardians are responsible for ensuring that all medication is properly labeled and in the original container by a pharmacist and replaced prior to the expiration date.

Nutrition Policy

The YMCA of the USA has adopted the "My Plate" guidelines to help combat childhood health issues. It is the goal of RCYMCA to encourage healthy habits. Please visit www.myplate.gov for ways you may adopt these guidelines at home.

In programs where meals are provided, all meals and snacks meet the nutritional guidelines established by the United States Department of Agriculture and are served free of charge to all enrolled children regardless of race, color, religious creed, disability, ancestry, national origin, limited English proficiency, age or sex, or income.

If your child is not participating in any of our offered meals, you are required to complete the medical form stating the reason your child cannot have our food or milk (religious, medical, personal-vegetarian/vegan). This form must be completed and signed by one of the following: Physician, Physician Assistant, Certified Registered Nurse Practitioner or Dentist. Milk substitute must be comparable to cow's milk (No nut milks).

When meals are provided from home it is recommended that meals are well balanced and meet good health guidelines:

Breakfast – 3 components	Lunch – all 5 components	Snack – 2 components
Protein, grain, dairy, 1 fruit or vegetable Milk - whole or skim dependent on age	Protein, grain, dairy 2 fruit and/or vegetable Milk whole or skim dependent on age	Protein, grain, dairy, fruit, vegetable, milk - whole or skim dependent on age

- Milk or water shall be provided at meals. If a child has milk allergy/intolerance please provide medical verification.
- Milk is the preferred dairy but solid cheese and low sugar yogurt, are also acceptable
- Serve a rainbow of foods – the more color the more well-rounded the meal and nutrients
- Please limit sugar, salt and caffeine (chocolate in all forms), packaged or fast foods
- Do not send in treats without prior approval from the child's teacher or Program Leader

HEPA (Healthy Eating and Physical Activity) Standards (New Jersey locations)

The New Jersey Department of Children and Families Office of Licensing has implemented HEPA Standards that foster the best possible nutrition and physical activity outcomes for children in early child care programs, as well as children in grades K-12 attending Out-of-School-Time programs. These new requirements mirror the Y's commitment to healthier living as they provide for daily physical activity and the limiting of sedentary activities to 30 minutes increments. The Department of Children and Families requires use of television, computers and other forms of technology to be used only as an enhancement to educational lessons.

Hand Washing Policy

All children and staff are to wash hands upon arrival each day. This is an important step in helping to reduce the spread of germs and illness within the center. We teach children the proper way to wash hands by having them sing their ABC's and washing inside, outside, and all around ensuring that the backs of their hands and in between fingers are washed.

Diaper Changing & Toilet Training Policies

When changing diapers, the teacher shall ensure that they follow the applicable state child care regulations. When toilet training the teacher shall discuss and agree upon toilet training methods with the parent(s) of each child being toilet trained.

The Early Learning Center will begin toilet training a child when the parent, the center and/or the child's doctor all agree that the child shows signs and is physically and emotionally ready. We ask that you provide us with an adequate supply of diapers and clothing changes to make this a positive experience for your child. Communication with your child's teacher is very important during this period. RCYMCA staff will make every effort to partner with parents to accomplish this sensitive task.

Environmental Sanitation Policy

The programs shall disinfect with a solution that shall either be a commercially prepared disinfectant that indicates it kills bacteria, viruses, and parasites or a self-made solution consisting of one-quarter cup of household bleach to each gallon of water (one tablespoon per quart), which shall be prepared daily and placed in a labeled, sealed container.

Breastfeeding & Infant Feeding Policy

The Early Learning Centers encourages and supports infant breastfeeding according to your family's plans and practices. Please inquire in the office or the infant classroom for more information about how we can make you and your child's breastfeeding routine and needs comfortable and achievable.

Facility Site Safety

All programs have a site specific Emergency Response Plan that all team members receive training in upon hire and annually thereafter. The plan is to be reviewed monthly by all team members on site. The plan is updated annually by a Director and a copy is sent to the local Emergency Management Association. Parents are provided with a letter regarding the ER Plan at the time of enrollment. This plan is to be posted in a conspicuous location in the facility.

Facilities shall be locked and use a doorbell or buzzer system to alert team members to the fact that someone is attempting to gain access to the facility. For off-site locations, facilities are made as secure as possible, preventing unwanted intruders, in agreement with our facility hosts.

Other safety policies:

Team members do not allow any unknown persons to enter the facility and have contact with children without proper identification (Children and Youth Services are permissible once identity has been established through appropriate agency photo ID)

- Team members do not allow persons to enter through alternate doors
- Monthly Health & Safety Checklists/Facility Checklists are conducted by a Director. A corrective action plan shall follow. It is the responsibility of a Director to ensure the safety of their site by following up on the necessary corrections. Hazardous conditions shall be reported to appropriate personnel to arrange for correction. Written reports of the inspections and corrections shall be kept in the program files.
- No guns or lethal weapons are allowed in a facility
- Smoking or vaping is prohibited on all RCYMCA properties
- RCYMCA team members are always identifiable by a RCYMCA issued name tag

The opening teachers conduct a daily safety check to assess the areas where the children might potentially come in contact with strangers or check for any signs of damage, wear, filth, or unstableness. If there is a repair that cannot be done right away a corrective plan will be created and children will not be allowed access to the area in question. Any areas that are deemed unsafe will cause the need for the Emergency Plan to be put into effect.

Team Member Trainings & Clearances

All team members working directly with children have all required clearances and training on file as required by River Crossing YMCA as well as the licensing agency of the state they work in.

DROP-OFF & PICK-UP

Sign-In/Sign-Out & Release of Child

All children must be accompanied into the program by an adult and be placed under direct supervision of a RCYMCA team member. Your child is considered in our care when they arrive in the classroom and our staff acknowledges their arrival. Children are no longer in our care when the teacher has released them from their class to a parent or an alternate pick-up person. For sign out/pick up, children will only be released to an approved pick up person listed as an authorized person. Any person picking up a child needs to have ID with them at all times. RCYMCA team members are required to ID any individual that they do not recognize and make sure that person is an authorized pick up before releasing a child. On your child's Emergency Contact Form, provide the full names of ALL people to whom we may release your child. Pick up and drop off persons must be age 18 or older. Children will not be released to anyone whose name does not appear on the Emergency Contact Form without written notice by the parent and/or to anyone who cannot produce proper identification. This is for the safety of your child/children. Please make sure to notify the Director immediately if there will be a change in the people who are authorized to pick up your child. **Please note: all vehicles must be equipped with appropriate child safety seats according to the child's age and weight.**

Intoxicated Or Impaired Individual

If a person, authorized or not, who arrives to pick up a child appears to be under the influence of medications, alcohol or otherwise impaired, the RCYMCA team member will make every attempt to discourage that person from picking up the child. A team member will be directed to take the following steps:

Delay the individual

- Every attempt should be made to contact another parent/emergency contact person to come pick up the child
- Explain to the individual that arrangements have been made for "alternate contact" to pick up today and that the child shall remain in our care until that time
- If the individual becomes threatening or violent ask them to leave and contact the police if they do not leave
- A team member cannot legally deny release to a parent (without a court order), but we need to consider the safety of the children without putting others in harm's way
- If the individual leaves with the the child, contact the police and notify them that an intoxicated/impaired individual is leaving the center with a child
- Also let them know that attempts were made to delay until other arrangements for pick up could be made but we were unsuccessful

Custody Agreements & Court Orders

If there is a court-ordered custody agreement (or any updates to prior orders), it is in your and your child's best interest to provide **the most recent copy** to the center to be placed in the child's file. This is especially important if there is an action or an order against a natural parent that denies him or her right to see or obtain the child in whole, or as per a set schedule. Any situations that are disclosed to the Director will remain confidential and will be discussed only with those parties in a need-to-know situation. We are required to follow the court order once it has been received and will involve local authorities as necessary.

Late Pick-Ups

Children must be picked up by closing every day. A late fee as outlined in your fee agreement will be assessed at the rate of \$1 per minute. This fee will be charged to your billing method on file the following business day. *These fees cannot be covered by ELRC or NORWESCAP.*

- ***Consistent lateness in picking up your child may result in the child's dismissal from the program at leadership discretion.***

If you are running late for any reason please make every effort to call the program and provide an estimated time of arrival. The team member will attempt to contact the parent to alert them that the child is still at the center if no call has been received. If unable to reach a parent, the other people listed on the emergency contact list will be contacted. If the team member is unable to reach anyone and the child is still at the center an hour after close, the police will be contacted to pick up the child.

Babysitting Policy

River Crossing YMCA prohibits its employees from providing babysitting or other services to members or program participants outside of the workplace. Employees are also prohibited to transport children enrolled in RCYMCA programs in non-RCYMCA owned or leased vehicles during and outside program hours. Team members are not permitted to contact children via the internet or telephone and should not be receiving emails, text messages or calls from children.

Your cooperation with this policy is appreciated. This includes not soliciting our team members to care for your children outside of the center. Please respect the fact that our team members enjoy working for RCYMCA and have pride in the services that they provide.

GUARDIAN/CHILD CONDUCT POLICIES

Conduct Policy

Please make certain that you and your child are completely familiar with these policies. The following policies pertain to actions by a child to another child or to an adult or parent towards any child or team member. Leadership, upon notification to the parent, may suspend or terminate a child or family from all activities and participation in the program for the following types of misconduct by you or your child:

- Injuring another person
- Use of foul language or rudeness
- Verbal or physical threats
- Bringing in or using illegal substances
- Engaging in fighting
- Failure to consistently follow program rules and caregiver directions
- Stealing or vandalizing another person's property
- Leaving the facility without permission or going into posted unauthorized areas
- Running from the group/classroom space or running from group during outings
- Not following check-in and out procedures
- Defacing RCYMCA or school property or field trip facilities

Discipline Policy

RCYMCA expects that each individual will be or will learn to be responsible for his or her behavior, will be respectful towards others and will act in a caring and honest manner. From time to time, all individuals need help and direction in learning, developing, and maintaining appropriate behavior.

If an individual exhibits frequent disruptive and/or aggressive behavior, a family conference will be scheduled. Continued disruptive and/or aggressive behavior may result in temporary suspension or permanent dismissal from the program. All families need a safe, stable and enjoyable environment while at RCYMCA programs and disruptive individuals can quickly destroy the cooperative atmosphere of a class/site. This policy has been adopted with the safety of all of the families in RCYMCA child care in mind. All RCYMCA child care team members will acknowledge the discipline policy through handbook sign-off.

We recognize that children go through different developmental stages throughout their time with us. Therefore, each case will be addressed on an individual basis. Together we will try to work out a program to manage the behavior and a Director will offer parents referral information pertaining to social, mental, health, education and medical services as appropriate.

Pause in Service/Termination of Service

River Crossing YMCA Child Care programs will make every effort to prevent a pause or termination of care. Team members will take proactive steps to prevent pause or termination of care.

- Team member will try to redirect child from negative behavior
- Team members will reassess classroom environment, activity appropriateness, and supervision
- Team members will always use positive methods of language while disciplining children
- Team members will praise appropriate behaviors
- Team members will consistently apply consequences for rules
- Child will be given verbal warnings
- Brief breaks from activity will be given so child can regain control
- Child may lose certain privileges
- Parent/guardian will be notified verbally
- Child's disruptive behavior will be documented and maintained in confidentiality
- Parent/guardian will be given written copies of the disruptive behavior that might lead to pause/termination of care.
- A Director, team member and parent/guardian will have a conference(s) to discuss how to promote positive behaviors

When challenges arise that prevent us from providing a safe and appropriate environment for children and teachers we will follow the steps and actions as outlined below:

1. Record behaviors / incidents on appropriate documents and implement modification strategies.
2. If behaviors or incidents increase in severity or frequency teachers will notify Program Leader and meet with legal guardians to discuss strategies used to modify behaviors and identify changes needed to support success.
3. If behaviors persist a Director meets with a legal guardian to obtain consent to confer with external supports including: County specific intermediate unit, STARs technical support, contracted consultant, behavior specialist and or existing team supporting the child / family.

4. If behaviors continue a Director will meet with a legal guardian to discuss whether pause in care is required to maintain safety while external supports are put in place. An action plan is at this point required and must be shared with legal guardians, teachers, Directors and other school supports.
5. Implement proposed action plan with use of external support. Evaluate ongoing effectiveness in and conference with parents to share resources to alternate providers as well as progress and challenges for the child.
6. Post implementation of action plans a reevaluation should take place and a decision to pause or terminate care, if necessary, or to modify the action plan will be made. All observations, and leadership support must be in place prior to the pause or termination of care for any child. Meetings should include the teacher and a Director.

Reason for Immediate Termination of Care

We will make every effort to work with families in the event that termination of care from the program is necessary. However, if the child or parent/guardian presents a direct threat to their own or the safety of other participants and team members, RCYMCA may call for an immediate termination of care from the program. These threats can include, but are not limited to, physical violence and verbal or implied threats.

Unfortunately, there are some reasons we have to terminate a child from our program either on a short term or permanent basis. We will do everything possible to work with the family of the child(ren) in order to prevent this policy from being enforced. The following are reasons we may have to terminate or pause a child from the program.

RCYMCA reserves the right to immediately pause and/or terminate care for any family whose child displays the following:

- **Harm to self**
- **Harm to other children including, physical, verbal & emotional harm**
- **Inability to thrive within the standard teacher/classroom ratio**

Parental Actions for Child's Suspension/Expulsion

- Failure to pay/habitual lateness in payments
- Failure to complete required forms
- Habitual tardiness when picking up your child
- Physical or verbal abuse to participants or team members

EDUCATIONAL COMPONENTS

Curriculum Statement

Quality programs reflect children's developmental needs, interests and experiences. Providing a variety of learning experiences helps children learn and grow in numerous ways. Teachers who are aware of children's interests have a basis for building a relationship and motivating each child to learn.

This curriculum is aligned and cross walked with the Early Learning Standards (infant – 2nd grade) and State Academic Standards. The framework for learning is developed with the Learning Standards. They provide the foundation of information for what children should know and be able to do. The Learning Standards build on information that children have previously learned, creating a continuum of learning that assures consistent and linked learning that begins in infancy and extends through high school. The Learning Standards are kept in each classroom, so that teachers can refer to them in their planning.

We are committed to providing a nurturing and enriching environment that fosters the growth and development of each child in our care. Our curriculum is designed to support the holistic development of children, focusing on their social, emotional, cognitive, physical, and creative growth. We believe that every child is a unique individual and that learning should be child-centered, hands-on, and engaging.

Our approach to early learning is grounded in the following key areas:

1. **Social and Emotional Development:** We emphasize the importance of building strong relationships with peers and caregivers. Children are encouraged to express their feelings, develop empathy, and practice conflict resolution skills. Our goal is to help children build self-confidence, resilience, and positive relationships with others. The Sanford-Harmony SEL curriculum is used at our New Jersey locations.
2. **Cognitive Development:** Our curriculum provides opportunities for children to explore, problem-solve, and engage in critical thinking. Through hands-on activities, structured play, and guided learning experiences, children develop foundational skills in literacy, numeracy, and reasoning. We aim to inspire curiosity and a love of learning that will last a lifetime.
3. **Physical Development:** Physical activity is an essential part of our curriculum. We promote both fine and gross motor skills through a variety of activities, such as drawing, building, dancing, and outdoor play. Children are encouraged to engage in activities that improve their coordination, strength, and overall health.
4. **Language and Communication:** Language is at the core of all learning. We support language development through reading, storytelling, singing, and engaging in meaningful conversations with children. By fostering communication skills, we help children become confident speakers, active listeners, and early readers and writers. This is done with children of all language backgrounds including those that are culturally and linguistically diverse. English is primarily spoken however when English is not the first language learned by a child the home language, gestures, sign language, communication devices, and translation assistance are used when needed.
5. **Creative Expression:** Creativity is nurtured through art, music, imaginative play, and other forms of self-expression. Our curriculum offers opportunities for children to explore different mediums, experiment with new ideas, and develop their imagination. This encourages children to think outside the box and express their unique thoughts and feelings.
6. **Cultural Awareness and Diversity:** We embrace and celebrate the diverse backgrounds and experiences of all children and families. Our curriculum includes activities that promote an understanding of different cultures, traditions, and perspectives. We aim to create an inclusive environment where all children feel respected and valued.

Our curriculum is flexible, allowing for individualized learning paths that meet the needs and interests of each child. We believe in partnering with families to create a collaborative and supportive learning experience. Together, we are committed to helping every child reach their full potential and develop a lifelong love of learning.

Screen Time Policy

River Crossing YMCA follows the National Association for the Education of Young Children (NAEYC) guidelines on screen time for children aged birth to eight. Technology use should not harm children and must be age-appropriate, individually tailored, and culturally sensitive. Selection of classroom materials, including technology, should be guided by developmentally appropriate practices. Effective use of technology should be active, engaging, and empowering, supporting children's learning with hands-on experiences. When used properly, it can enhance cognitive and social skills, encourage creativity, and promote active and pretend play. Screen time is limited per day, per child, based on their age group.

Request for IEP

In the event that your child has an IEP/IFSP/504 Plan, to better care for your child, we ask that you provide us with a copy. We will work with you to develop specific goals to be worked on while your child is in our care. These documents are referred to regularly, used in lesson planning, and reviewed at a minimum annually. Creators of these documents and the implementation team, including the child's teacher, family members, early intervention specialists, and administration, will participate in IFSP/IEP meetings to give well rounded input. The YMCA is here to service your family's needs as we collaborate to create a positive learning environment for your child. Together we can build a firm foundation for future success.

Developmental Screenings

Developmental screenings are essential in early childhood education to identify potential delays or challenges, ensuring timely support and promoting optimal growth and learning. These screenings will help the teachers to be able to effectively plan activities that will assist the children to strengthen their skills and challenge them to reach their full potential.

- **Pennsylvania programs** - Children enrolled will be observed during their first 45 days of enrollment. Infants, Toddlers and Preschoolers will be evaluated using the Ages and Stages Questionnaire or other similar tool and School Age Children will be assessed using a Developmental Checklist.
- **New Jersey programs** - Children enrolled in ECE programs will be evaluated annually using Ages and Stages. See a Director for additional details.

Assessments/Family Conferences

Children enrolled in all programs will be assessed several times per year using age-appropriate assessment tools. Infants and toddlers will be assessed using Teaching Strategies Gold or Work Sampling/Ounce Tools. School-Age children will be assessed using the DESSA (Devereux Student Strengths Assessment) or the Desired-Results Developmental Profile.

A family conference will be offered within 45 days of enrollment to discuss the results of the developmental screening and your child's adjustment to the program. This can be done in person or over the phone. During these important conferences, family members and RCYMCA teachers review the child's portfolio, observations and/or assessments and work together to develop goals and strategies for the child. Conferences are documented and a copy of the conference notes is placed in the child's file for future reference. In-person conferences are encouraged, however we will make exceptions for virtual meetings to ensure timely communication and connection.

- **Pennsylvania programs** - Based upon Keystone Stars level, conferences are offered at a minimum on 2 times/year or as needed based upon parent request
- **New Jersey programs** - Conferences are offered a minimum of 1 time per year or as needed based upon parent request.

Personal Items

Your child will need to have some personal items on hand when he or she begins attendance at an Early Learning Center. PLEASE BE SURE TO LABEL ALL ITEMS WITH YOUR CHILD'S NAME! Some of the things your child will need are:

- Sunscreen; expired sunscreen will be discarded and new sunscreen will be requested as needed - all sunscreen will be kept in a locked space.
- Bedding: crib sheet, small blanket and/or small pillow (toddlers and above). Bedding will be sent home to be washed at the end of every week
- Diapers, wipes, diaper cream, etc. for children in diapers. Reminders will be sent home when these supplies need to be replenished
- Swimming supplies (as applicable): swimsuit, swim diaper (if needed), towel, and plastic bag for wet clothing, packed in a small, easy-to-carry bag for swim days.
- Weather-appropriate outdoor clothing for winter and rain: hats, gloves, boots, rain jackets, etc. so that children are prepared to play outside EVERY DAY.
- Comfortable, appropriate footwear: closed-toes shoes/sneakers only. No flip-flops, sandals, dress shoes, etc.

Extra clothing, at least one full set, including footwear - Children who are in the process of potty training should have more than one set. Be sure to check your child's extra clothes supply often and replace any items that were used and be sure that the clothing is seasonally appropriate.

Toys from Home/Show & Share

We know how special it is to share items from home. Each of our Early Learning Center classes individually designates special days for children to share. RCYMCA's programs carefully select equipment and play materials to give your child optimum learning experiences. **We request that toys from home NOT be brought to the Y, except on Show and Share Days for the following reasons:**

Teachers cannot monitor toys at the expense of supervising children.

- Young children do not yet fully understand the concept of possession.
- They may hurt or injure other children

Toy guns and other toys that promote aggressive behavior do not promote the type of learning and cooperative play that we strive for and therefore are strongly discouraged. Children may bring in books to share at any time. When bringing any materials from home, please be sure that the materials are labeled with the child's name and are given to the caregiver upon arrival at the program. River Crossing YMCA is not responsible for items that are lost, stolen, or damaged.

Field Trips/Walks

Occasionally, field trips may be scheduled for children in our programs. Written parental consent must be obtained for all excursions outside of the facility, other than walks. All information will be kept in the child's file.

Children will be divided into groups and assigned to specific teachers. The teacher is responsible for the supervision of these children throughout the trip. A copy of the list of assigned groups of teachers and children will remain at the facility. A point person will be responsible for overseeing all teachers and children. A Director will decide this person.

Before leaving the center all rules and regulations regarding safety and rules to be observed on the trip will be reviewed. Teachers will take emergency contact books and a portable first aid kit. Teachers will know how many children are in their group and count heads often.

When taking walks, the children follow safety rules of the road and sidewalk. Children under age 5 must, and children up to 4th grade are encouraged to, hold hands or be linked by the hand/wrist to a walking rope. Teachers will spread out along the group so that someone is in the front, in the back, and if available, in the middle.

Nap/Rest Time

A nap/rest period is provided in all Early Learning Center full-day programs. Each child will have his or her own cot/mat that is provided to him/her by RCYMCA. Each cot/mat is labeled and used exclusively for one child for the duration of that child's enrollment in a classroom. Cots are disinfected at least on a weekly basis. All bedding will be stored separately and **MUST** be taken home to be washed at the end of every week.

Children are encouraged to rest for a period of time. If a child does not nap, he or she will be given quiet activities to do while the other children are resting, often after a specified period of quiet time.

Indoor/Outdoor Play Policy

Indoor/Outdoor Play

Early Learning Centers and Before and After School Programs strongly believe that giving children ample time to play outside and explore nature is a critical piece in their development. Therefore, children will go outside for at least a short period of time every day, as long as the temperature/wind chill is above 25 degrees, the temperature/heat index is less than 90 degrees and there is no precipitation falling and no air quality alert. Please always dress your child appropriately for outside play and have extra weather-appropriate clothing available at all times in case the weather changes throughout the day. All children should wear sneakers or other closed-toed shoes to school to prevent injuries. Sandals, flip-flops and dress shoes can cause injury while children are running and climbing and therefore are not appropriate for children to wear to school.

Children attending RCYMCA Early Learning Centers and Before and After School Programs shall engage in active play according to the following recommendations:

Teachers will promote developmentally appropriate physical activity to help children (and themselves) prevent overweight/obesity and practice lifetime healthful habits.

- Teachers will lead structured activities or games that promote moderate to vigorous physical activity over the course of the day, indoors or outdoors
- Active play will not be withheld from children.
- Children will play outdoors except when weather or air quality poses a significant health risk

Infants (birth to 12 months)

Babies who are not yet crawling spend 3 to 5 minutes (and more as the infant enjoys the activity) on their tummies interacting with their teachers/caregivers each half day while awake.

Infants are not seated for more than 15 minutes at a time, except during meals while eating.

All infants play outdoors daily. Outdoor play for infants may include riding in a carriage or stroller in addition to, but not as a substitute for gross motor play outdoors.

Toddlers (12 months to 3 years old) and Preschoolers and School Age (3 to 13 years old)

Toddlers shall participate in 60-90 minutes per day of moderate to vigorous physical activity, (prorated for children who attend the program for only part of the day – 30 minutes of active play per 2 to 3 hours in the program).

Preschoolers and School Agers shall participate in 90 – 120 minutes per day of moderate to vigorous physical activity.

COMMUNICATION & SOCIAL MEDIA

Family Notification Methods

- **Email:** A form is included in your registration packet to provide us with your email address for primary communication. We will utilize email to obtain payment information, send receipts, and relay any non-emergency information.
- **Phone:** Please provide us with the phone number you would like us to contact you in case of accidents/incidents involving your child, emergency closings and other information we deem important.
- **Personal meetings:** If there is an issue you would like to discuss with a Director or one of the teachers we will arrange meeting times with the necessary parties. We may also request a personal meeting with you if necessary.
- Upon enrollment, a Director will communicate any other digital communication used.

Team members are required to follow all policies and procedures including but not limited to what is stated in the RCYMCA Employee Handbook and the RCYMCA Code of Conduct.

RCYMCA team members are not allowed to contact any youth members or program participants for non-related RCYMCA communication via personal contacts, including, but not limited to email, instant messaging, text messaging, cellular/regular phone, social networking pages or other communication vehicles. RCYMCA team members will not share their personal contact information with any children participating in RCYMCA programs. Any and all contact made by RCYMCA shall be directed to a responsible adult and made ONLY via approved RCYMCA issued communication accounts, such as, but not limited to, phone/cell phone, RCYMCA email account, RCYMCA approved/sanctioned social networking page or web site.

SUPERVISION

Supervision Policy

Supervision is one of the key requirements in the prevention of accidents, injuries and/or any harm occurring to a child within our RCYMCA child care programs. Teachers must have the ability and skills to assess potential risks during supervision and be able to implement changes to supervision to avoid accidents, injuries or harm. For this reason, all RCYMCA team members are to be diligent, adhere to and implement the components of River Crossing YMCA Supervision Policy at all times for infants, toddlers, preschoolers and school-age children within care.

The purpose of this supervision policy is to ensure that team members are able to **SEE, HEAR, and DIRECT** children at all times. Supervision is managed by state required ratios for the age of the children and primary care groups. Each classroom or site is required to follow primary care groups, and each teacher **MUST** be able to identify the children in their primary care group.

Children in the Early Learning Centers and Before and After School Program shall be supervised at all times according to state mandated ratios for each particular age group. Ratios change for nap and swimming and for mixed age groupings. The phrase “supervised at all times” means that each team member shall be assigned the responsibility of supervising specific children.

TEACHERS WILL

Institute the use of the six strategies for supervision: set up the environment, position team members, scan and count, listen, anticipate children’s behavior, engage and redirect.

- Never leave a child unattended on any occasion for any reason.
- Upon arrival and departure, all children must be marked in or out on the daily attendance sheet, indicating the time of arrival or departure. This must be done at the time when the child is released from the parent/guardian to the receiving teacher upon arrival or from the supervising teacher to the parent/guardian upon departure. Attendance clipboards are to be kept with each group of children at all times.
- When beginning a shift, teachers must confirm verbally with the supervising teacher on duty, the number of children in attendance and check this against the attendance clipboard. This same procedure must be completed when leaving or returning from breaks, lunches, etc.
- Utilize primary care groups to assign care of each child in a group to a specific teacher.
- Always follow the Rule of Three – at least three students with one team member or at least two team members with one child. Example: if one child needs to use the restroom at least two other children must accompany the child and team member to the restroom. During open and closing times, at least 2 team members must be present.
- Head counts of children are to be completed on a frequent basis throughout the day. Head counts are to be checked against the attendance. Head counts must be completed before and after a transition with a group of children from one activity area to another (e.g. Playroom to Playground). In addition to headcount, when a group of children are in transition from one activity area to another, teachers must retain close visual supervision of the children at all times during the transition (e.g. Children should not run ahead of the group).
- Ensure infants are securely buckled into highchairs or other appropriate infant equipment.
- Cell phone use is strictly prohibited while providing care for children.
- Never leave a child unattended to eat or drink, including from bottles.
- Ensure that a child can be directed, is in sight and can be heard at all times.
- Station themselves in such a way that all areas can be viewed during transitions or when children are in larger groups, such as on a playground – teachers will not stand together.
- Arrange equipment, furniture and activities appropriately to ensure children can be observed behind shelves or cubbies. Also be observant of columns, walls, corners or other obstructions that limit the monitoring of children from a particular angle of the space.
- Follow state regulations regarding the release of children and properly identify anyone to whom a child is released.
- Complete regular face-to-name counts of children in their care while in the classroom, before leaving the classroom, upon entering a new space, at least every few minutes while on the playground. If School-age, ‘kid counts’ must be done at crucial times of the program, ex: at arrival, after homework help, before lining up for snack, after snack, moving to another area in the school, and last hour of program. During Field trips, and before getting on to a bus and before getting off the bus.

- Be aware of where every child is at all times. Children should not be behind a teacher at any time. If school-age and children are moving around the room, a teacher should be positioned at the entrance to the hallway/doorway to ensure that children are not leaving. Make sure all possible exits are monitored by teachers.
- Discuss best position points of supervision when allowing children to utilize school bathroom facilities. Children are never to be sent to the bathrooms alone. Teachers must check bathroom before sending children in. If necessary, stand in doorway with door half open. If adult approaches, politely ask them to wait until your group is finished.
- Supervision is to be active and interacting with the children (not just standing and watching)
- Ensure teacher to child ratios are correct at all times to assist supervision efficiently. If necessary, when leaving childcare space, the team member must take a small group of children with them in order to stay within ratios.
- Notify a Director immediately if a lapse in supervision has occurred.

Child/Teacher Ratios

Child/Teacher ratios followed by River Crossing YMCA will always comply with the following requirements in accordance with the PA Department of Human Services and NJ Department of Children and Families:

*When children are grouped in mixed age levels, the age of the youngest child in the group determines the team member/child ratio. Ratios may be fewer than below, but never greater.

Pennsylvania Department of Human Services Requirements

Ages	Team member	Children
Infant (birth to 1 year)	1	4
Young Toddler (1 to 2 years)	1	5
Older Toddler (2 to 3 years)	1	6
Preschool (3 years until Child enters kindergarten)	1	10
Young school age (kindergarten to 4th grade)	1	12
Older school age (4th grade to 15 years old)	1	15

New Jersey Department of Children and Families Requirements

Ages	Team member	Children
Infant (birth to 18 month)	1	4
Young Toddler (18 month to 2.5 years)	1	6
Older Toddler (2.5 to 3 years)	1	10
Preschool (3 years until Child enters kindergarten)	1	10
PreK (4 years)	1	12
Older school age (5 years to 13 years old)	1	15

TRANSITIONING

Transition Policy

As children transition out of one group to another it is important to keep the transition as smooth as possible. Parents, teachers and administrators must work together to facilitate an easy and successful transition. Parents of children transitioning to a new classroom shall be offered a group meeting to discuss the transfer and be provided with written information about the new classroom and expectations. Parents shall be provided with resources regarding the transition. Teachers will share information with each other regarding developmental progress, observations and other pertinent information about the transitioning children.

Children shall be prepared for the transition by spending some time in their new setting prior to the transfer or by participating in activities designed to ease the transition. When children are transitioning and/or transferring to another educational facility, parents must provide a written request for records 30 days prior to their departure from the program.

Children and families transitioning to kindergarten from the Early Learning Center will participate in activities coordinated between local elementary schools and our program. These activities may include, but are not limited to, field trips to visit local kindergarten classrooms, visits to the Early Learning Center by kindergarten children and/or teachers, open houses at elementary schools, kindergarten transition meetings facilitated by the Early Learning Center with participation of kindergarten teachers and administrators, reading books about kindergarten, and community resources provided to parents regarding transition, kindergarten readiness and enrollment procedures.

Children in elementary and middle school are prepared to transition to self-care in our school age programs on a regular basis. Children are taught basic fundamental skills on how to care for themselves and handle emergency situations. Please work with your classroom teachers to assure a smooth transition before leaving any child alone in the home.

Transition from an after school program into self-care at home can be a time of uncertainty for parents. Our goal is to provide families with resources to assist with aiding this transition to self-care at home. In addition to an opportunity for a family conference with a school-age teacher, resources are also provided to the family. A SACC transition out letter is provided to families, as well as the following resources:

- Penn State Better Kid Care Resource: [Transition support for school-age children to self-care: Prepared and ready](#)
- Child Care Aware: [Is Your Child Ready to Stay Home Alone?](#)
- American Academy of Pediatrics: [Determining when your child is ready to stay home alone | AAP News | American Academy of Pediatrics](#)

FAMILY COMMUNICATION & INVOLVEMENT

Family Involvement

Partnering with families and making sure they have a role in their children's education is an important part of the learning experience. Families are offered a variety of ways to be involved. Through partnerships with families, teachers develop the best strategies for most effectively teaching the children in their care. Children thrive in environments where there is a cooperative relationship between families and teachers.

Please make every attempt to read the information that is posted in classrooms and that gets sent home to you with your children or via email. Your understanding of and cooperation with all policies is basic to meeting your child's needs and the smooth operation of the program. Please feel free to discuss your child's experience with the team member as soon as a question or a problem arises.

We will periodically ask you to evaluate the quality and effectiveness of the program through surveys. Your feedback is essential in helping us to provide programs and services that meet your expectations and needs.

Families are always welcome to share their time, talents, culture, and interests with the program. Please let us know if you ever want to volunteer to help with a project or participate in our program in any way.

Family/Teacher Communication

Authorized family members of Early Learning Centers are able to access the program at any time during the regular hours of operation for brief observations or interactions. Due to safety reasons, we may not permit visitors to stay for prolonged periods of time. If you are ever concerned about your child during the time he or she is in our care, feel free to call us and we will be happy to let you know how your child is doing.

Children in our Early Learning Center will receive a daily report. Before and After School Programs communicate daily via a site communication board or via an app. Each facility will send out monthly newsletters and communication. Periodically we will provide you with health, safety, and developmental information and articles, as well as transition information and community resources as needed. If you or your family requires written information in a language other than English, please speak to a Director so that efforts can be made to accommodate your needs.

Families should speak to their child's primary team member first about any issue or concern that they may have. The team member will bring any concerns to the attention of a Director. However, families are encouraged to speak to a Director at any time if they feel that their needs are not being heard or addressed.

Community Resources/Referrals

Your Director can be a wealth of knowledge and can assist you with community resource information about topics including health and human services, wellness, nutrition and fitness, crisis management and preventions, and/or child development.

Based upon observations of a child's behavior and results of developmental screenings and assessments, our teaching team member may feel that a child is in need of additional support services. In this case, the teacher will share these concerns with a Director, along with any supporting documentation. A Director will schedule a meeting with the child's family to discuss what resources may be at the families' disposal. Together, the teacher, Director and family will come up with a plan of action to address the concerns and enlist the help of outside agencies, such as Early Intervention, as necessary.

FAMILY GRIEVANCE POLICY

Policy Purpose

This Policy is to provide a procedure for triaging concerns/complaints of families in the program. This policy identifies the process for responding to and addressing family grievances in a fair and consistent manner that aligns with regulatory standards, best practice, and the mission of River Crossing YMCA.

Objective

To ensure any complaint is given due importance and that it has been resolved to meet the needs of the involved party/parties, through a proper procedure. To ensure all stakeholders understand that complaints and grievances, if managed professionally and timely using appropriate communication techniques, such as putting the child first, listening for understanding, and seeking resolution for all involved, are opportunities for services to improve.

At River Crossing YMCA we understand and recognize that ALL stakeholders have a duty to ensure the safety of each other, particularly children. We recognize that at times there may be circumstances that lead to the need to address a concern. We aim to treat all concerns with respect, fairness and acceptance, and will aim to seek a resolution to suit all parties involved and will implement procedures outlined in this document to ensure equity.

If any concerns arise that have not been addressed by your child's teacher, please contact a Director. If you feel that you have not received a resolution to your concerns, please contact the Senior Vice President of Child Development, Ryan Hazelett, rhazelett@ymcarivercrossing.org.

Non-Discrimination Policy

Admission is open to all regardless of race, color, national origin, sex, age, or disability. Program services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to, equipment redesign, the provisions of aides and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods. Any individual/client/patient/student (and/or their guardian) who believes they have been discriminated against, may file a complaint of discrimination with one of the agencies under Appendix:

*River Crossing YMCA
Attention: Ryan Hazelett, Senior Vice President, Child Development
2500 Lower State Road
Doylestown, PA 18901*

*Department of Human Services
Bureau of Equal Opportunity- Southeast Regional Office
801 Market Street
Suite 5034
Philadelphia, PA 19107*

*US Department of Health and Human Services
Officer for Civil Rights
Suite 372, Public Ledger Building
150 South Independence Mall West
Philadelphia, PA 19106-9111*

*Department of Human Services
Bureau of Equal Opportunity
Room 223, Health & Welfare Building
PO Box 2675
Harrisburg, PA 17105*

*PA Human Relations Commission
Philadelphia Regional Office
110 N. 8th Street
Suite 501
Philadelphia, PA 19107-*

Non-Discrimination in the Provision of Services to Persons with Disabilities

As a place of public accommodation, the RCY is proud to serve a diverse community of individuals, including those with disabilities. The RCY will work with prospective and current participants with disabilities, and/or their parents/guardians, to ensure that individuals with disabilities are offered full and equal enjoyment to the RCY's goods, services, facilities, privileges, advantages and accommodations. The

RCY does not discriminate in the provision of services to individuals with disabilities, including children with diabetes, in any RCY programs including, but not limited to, childcare, camps, before and after-school programs, classes and recreational programs. Accordingly, the YMCA will not exclude individuals with disabilities from enrollment. The RCY also will not impose or apply eligibility criteria that tend to screen out or screen out individuals with disabilities.

Prospective or current participants with disabilities, and/or their parents/guardians, may, at any time, request modifications to the RCY's policies, practices and procedures and/or request auxiliary aids or services. Reasonable modifications and auxiliary aids and services can be wide-ranging. A few examples include: working with children who have diabetes to administer the necessary care they need, allowing a program participant to have a service animal, and providing sign language interpreters.

All requests for modifications or for auxiliary aids and services should be directed to the applicable Program Leader, or the Association Office ADA Compliance Officer. Program Leaders may be reached in person or by calling the Program's main telephone number and asking for the Program Leader. Contact information for ADA Compliance Officers is located at <https://ymcarivercrossing.org>

The RCY will work with prospective or current participants in our programs, and/or their parents/guardians, to promptly address all requests for modifications to the RCY's policies, practices and procedures and/or for auxiliary aids or services and to determine what reasonable modifications and/or auxiliary aids and services are available. Our goal is to ensure that all participants in our programs with disabilities have access to the full and equal enjoyment of all RCY programs. Accordingly, the RCY conducts individualized assessments on the specific facts of each request and will not apply a general prohibition against providing particular types of reasonable modifications. The RCY will make reasonable modifications for individuals with disabilities, including children with diabetes, unless the request for modification amounts to a fundamental alteration of the applicable RCY program. Similarly, the RCY will provide auxiliary aids and services for individuals with disabilities, unless the request for the auxiliary aids or services creates an undue burden or amounts to a fundamental alteration of the applicable RCY program.

The RCY prohibits retaliation against any individual for exercising their rights to request and/or receive a modification to the RCY's policies, practices and procedures or auxiliary aids and services. The RCY further prohibits retaliation against any individual who in good faith participates in any investigation or proceeding related to a request for modification to the YMCA's policies, practices and procedures or auxiliary aids and services.

Child Adult Care Food Program Non-Discrimination Policy at select locations:

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](http://www.ascr.usda.gov/complaint_filing_cust.html), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form.

To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) **Mail:** U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) **Fax:** (202) 690-7442; or
- (3) **E-mail** program.intake@usda.gov

This institution is an equal opportunity provider.

APPENDIX

New Jersey Site Specific Addendum

NJ Appendix for Parent Handbook

Includes: Information to Parents Statement, NJ Policy on the Management of Communicable Diseases, Expulsion Policy, and Emergencies/Release policy, Discipline Policy and NJ Product Recall Policy

ACKNOWLEDGEMENT OF RECEIPT

YMCA Copy

I, _____ (Parent/Guardian Name) have received and read a copy of River Crossing YMCA's Early Learning Center and Before and After School Age Family Manual. I have received a copy of the Information to Parents Statement prepared by the PA Department of Human Services/NJ Office of Licensing of the Department of Human Services, the program's Expulsion policy (Pause/Termination of Care), Authorized Pickups policy, Emergency Procedures, and all policies contained in River Crossing YMCA Parent Handbook. I understand that the manual is intended to serve as a guide of the YMCA's policies and procedures as well as a program overview and resource. Additionally, the site specific telephone number has been made available to me.

Please note: The policies and procedures are reviewed periodically and are subject to change or revision.

Family Signature: _____

Date: _____

Child's Name: _____

Program: _____