

eliminating racism
empowering women

ywca

Lancaster

YWONDERFUL KIDS: Lime Street

CHILD ENRICHMENT CENTER: INFANT TODDLER CARE, PRE-K
COUNTS, AND SCHOOL AGE PROGRAM

YWCA
**IS ON A
MISSION**

YWCA LANCASTER

110 NORTH LIME STREET, LANCASTER, PA 17602
WWW.YWCALANCASTER.ORG



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OUR MISSION

YWCA Lancaster is dedicated to the elimination of racism, the empowerment of women, and promoting peace, justice, freedom, and dignity for all. Since 1889 we have served children and adults in the community through a variety of programs. Current offerings include the Racial Equity Institute, Dorothy Height Book Club and Lunch & Learns on current topics; Kepler Hall residence, home to fifty women, men, and children; YWonderful Kids providing child enrichment for ages six weeks to five years and before/after school care in a number of settings; Sexual Assault Prevention and Counseling Center with a 24-hour hotline and no-cost professional counseling for survivors of sexual assault and their loved ones.

OUR PHILOSOPHY

YWONDERFUL KIDS childcare philosophy is based on the belief that each child is an individual, a special human being to be treated with love, respect, and sensitivity. Our goal is that each child will develop a positive self-image. We strive toward this goal by maximizing each child's opportunities for success. By providing developmentally appropriate activities in each classroom and staff who are sensitive to the developmental and emotional needs of young children, the children in our program develop an "I can do it" attitude. At our center, children are encouraged to learn through play. To encourage this, we plan activities that utilize creativity, curiosity, and exploration.

We believe that every child has the right to receive care and nurturing of the highest quality in a safe and loving environment. All YWCA childcare programs are open programs where parents are welcome and encouraged to drop in at any time while adhering to covid precautions.



GENERAL INFORMATION

Contact Information

Johanna Hoffer	Cathy Lerch
Assistant Director YWonderful Kids Lime Street	Chief Program Impact Officer
717-869-5030	Tel. 717-742-5984
Jehoffer@ywcalancaster.org	clerch@ywcalancaster.org

Kathy Baugus	
Fiscal Assistant	
Tel. 717-869-5027	
Kbaugus@ywcalancaster.org	

Hours of Operation:

- The center operates from 7:00AM to 5:00PM
- Pre-K Counts Before program operates from 7:00am-7:59AM
- Pre-K Counts operates from 8:00AM to 2:00PM
- Pre-K Counts After program operates from 2:01PM to 5:00

Location:

YWCA Lancaster
 110 North Lime Street
 Lancaster PA, 17602

Classroom extensions

Infants	238
Toddler 1	249
Toddler 2	246
Toddler 3	267
Pre-K 3	247
Pre-K 4	244

SACC Aud.	300
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Closed Dates-Holidays:

- Monday, September 5, 2022 (Closed, Labor Day)
- Monday, October 10, 2022 (Closed, Staff Development Day)
- Friday, October 28, 2022 (YWCA Half Day, care provided until 12:30pm)
- Wednesday, November 23, 2022 (YWCA Half Day, care provided until 12:30pm)
- Thursday, November 24, 2022 (Closed, Thanksgiving Day)
- Friday, November 25, 2022 (Closed, Day after Thanksgiving)
- Friday, December 23, 2022 (Closed, Christmas Eve Holiday)
- Monday, December 26, 2022 (Closed, Christmas Holiday)
- Tuesday, December 27, 2022 (No Pre-K Counts)
- Wednesday, December 28, 2022 (No Pre-K Counts)
- Thursday, December 29, 2022 (No Pre-K Counts)
- Friday, December 30, 2022 (No Pre-K Counts)
- Monday, January 2, 2023 (Closed, New Year’s Holiday)
- Friday, January 13, 2023 (YWCA Half Day, care provided until 12:30pm)
- Monday, January 16, 2023 (No Pre-K Counts)
- Friday, February 17, 2023 (YWCA Half Day, care provided until 12:30pm)
- Monday, February 20, 2023 (Closed, Staff Development Day)
- Wednesday, March 8, 2023 (Closed, International Women’s Day)
- Friday, March 17, 2023 (YWCA Half Day, care provided until 12:30pm)
- Monday, March 20, 2023 (No Pre-K Counts)
- Friday, April 7, 2023 (YWCA Half Day, care provided until 12:30pm)
- Monday, April 10, 2023 (No Pre-K Counts)
- Friday, May 26, 2023 (YWCA Half Day, care provided until 12:30pm)
- Monday, May 29, 2023 (Closed, Memorial Day)
- Wednesday, June 7, 2023 (Pre-K Counts Graduation)
- Thursday, June 8, 2023 (Last Day of Pre-K Counts)
- Friday, June 16, 2023 (YWCA Half Day, care provided until 12:30pm)
- Monday, June 19, 2023 (Closed, Juneteenth/Emancipation Day)

PA State Licensure:

Our programs are licensed by the Department of Human Services. This means all facilities must meet minimum standards of space, staff-to-child ratios, and qualifications of staff members as well as State Police, Child Abuse, and FBI clearances. A copy of regulations for our program is available at all sites to any parent upon request or by calling the Department of Human Services at 800-222-2117 or www.dhs.pa.gov.

Keystone STARS:

All our programs participate in Keystone STARS. Keystone STARS is a voluntary statewide initiative of the Office of Child Development and Early Learning (OCDEL) to improve, support, and recognize the continuous quality improvement efforts of early learning programs in Pennsylvania.

Administrative Information

Registration:

Registration is by appointment only. Please complete the registration packet and call to schedule an appointment to register your child/ren. Registration is on a first come first served basis. At the appointment, this Parent/Guardian Handbook is reviewed, and the following forms are to be completed:

- Application & Emergency Contact Form
- Signed Center Agreement Form
- Child and Adult Care Food Program (CACFP) forms
- Signed Parental Consent/Release Form
- Health Appraisal Form
- Civil Rights Form
- Getting to Know Your Child Form
- Contracted Schedule Form

Center Paperwork:

It is a requirement that you update the emergency contact form and center agreement form every six months. If any information on this document changes you are required to update and affix your signature on this paperwork.

Health Assessments:

All children are required by the Department of Human Services to have a completed Health Assessment Form with all immunizations up to date. Health assessments need to be updated based on your child's age. A Health Assessment form is included in your registration packet and must be returned within **30** days of registration. School Health Forms are also accepted. For children in our School Age programs, Health assessments need to be completed at the age of 5 for any child entering Kindergarten, or are a new enrollment, and must be updated when the child enters sixth grade. All forms must be signed by the physician/CRNP/PA-C in order to be accepted. Health Assessments not turned in by the deadline may result in suspension of childcare services until we receive a current form.

Child Drop Off & Pick-Up Procedure:

Children attending any of our Early Learning or School Age Development Programs must be escorted into the facility by an adult (18 years or older) and signed in on the roster. Children will only be released to the person(s) designated on the Emergency Contact Form and must be signed out on the roster. Proper photo identification must be shown when picking up the child/ren from the Childcare Program.

Please notify person(s) on your Emergency Contact Form to bring proper photo identification. This procedure is in place to ensure the safety of the children. Children will not be released to person(s) without identification or those not listed on the Emergency Contact Form. Please note, if a person other than those listed on the Emergency Contact Form will be picking up your child/ren, you must call the administrative team (717-842-4363).

Parent/Guardian Code of Conduct:

The YWCA is committed to protecting the rights and dignity of everyone it serves and of every employee who provides those services. Any offensive physical, written or spoken conduct including conduct of a sexual nature is prohibited. YWCA Lancaster strives to create and maintain an environment in which people are treated with dignity, decency, and respect. Mutual trust and the absence of intimidation, oppression, and exploitation should characterize the environment in the childcare center. The accomplishment of this goal is essential to the mission of the YWCA. For that reason, the YWCA **will not tolerate** unlawful discrimination or harassment of any kind.

Harassment may be defined as unwelcome or unsolicited verbal, physical, or sexual conduct that creates an intimidating, hostile, or offensive working environment. If any of the following behaviors are exhibited by a parent/guardian in the childcare center, his/her childcare services will immediately be suspended for three days. We reserve the right, depending on the severity of the harassment, to terminate childcare services completely.

- Use of inappropriate language or profanity
- Exhibiting behavior that is believed to be hostile
- Disrespecting the childcare staff or director
- Disrespecting another child or parent
- Visible signs of intoxication or impairment when picking up/dropping off your child
- Initiating a verbal or physical threat towards any YWCA employee. (Immediate termination of childcare services.)

Open Door Policy:

YWonderful Kids has an open-door policy, which allows parents and guardians to come visit at any time. However, we do ask for prior notice as these visits can cause disruption in the classroom, and we value our teachers' ability to plan and prepare for these interruptions. When setting a time with the classroom teacher and staff, if you do not have approved and current Child Abuse and PA State Police clearances, you may not stay in the classroom for more than one hour. This is for the protection of the other children in the room. If you do have clearances and would like to stay for more than an hour, your time in the classroom must be approved by the Director. Refusal to follow the open-door policy will result in corrective action as per the Parent/Guardian Code of Conduct.

PA State Police (choose volunteer): <https://epatch.pa.gov/home>

Child Abuse (choose volunteer):

<https://www.dhs.pa.gov/KeepKidsSafe/Clearances/Pages/PA-Child-Abuse-History-Clearance.aspx>

Transfer of Childs Records:

The YWCA Lancaster will transfer your child's record at the written request of the parent/guardian. If you would like your child's records transferred to another educational setting, please ask the Director. You will need to sign a release form before the records may be transferred.

Community Resources:

Information regarding other community resources and how to contact community resources is available during registration and again during the six-month review period. Information regarding health, nutrition and medical services will be available periodically throughout the school year. Referrals to different agencies will be made in collaboration with families. Staff will assess children and recommend outside services to families if necessary. Communication is key to referral services, and YWCA staff will collaborate, evaluate, assess and meet with families on an as needed basis. Translation services are also available upon request. The YWCA will make every effort to support the language development and academic achievement of children who are culturally and linguistically diverse. We will aid children whose first language is not English by adding materials to the classroom in their native language, while requesting support from the families as needed.

Civil Rights Compliance:

Admissions, the provisions of services, and referrals of clients shall be made without regard to race, color, sexual orientation, religious creed, disability, ancestry, national origin (including limited English proficiency), age, or sex. 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 provision of aid, and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods. Any student and/or their guardian, who believes they have been discriminated against, may file a complaint of discrimination with:

YWCA Lancaster
Attention: Cathy Lerch
110 North Lime Street
Lancaster, PA 17602

PA Human Relations Commission
Harrisburg Regional Office
333 Market Street-8th Floor
Harrisburg, PA 17101

Department of Human Services
Bureau of Equal Opportunity
Room 223, Health & Welfare Building
P.O. Box 2675
Harrisburg, PA 17105

U.S. Department of Health and Human Services
Office for Civil Rights
Suite 372, Public Ledger Building
150 S. Independence Mall West
Philadelphia, PA 19106-911

Financial Information 2022-2023 YWCA Lancaster Rates

Infant, Young Toddlers, Older Toddlers and Pre Kindergarten Full-Time Rates				
	Minimum 2 Days	3 Days	4-5 Days	
Infants	\$150.00	\$225.00	\$300.00	There is no credit given for planned closures and half days.
Toddlers	\$125.00	\$190.00	\$250.00	
Pre-Kindergarten	\$115.00	\$170.00	\$225.00	
Pre-K Counts Before and After Care Rates				
Pre-K Counts (8:00AM-2:00PM) Full Time M-F	Pre-K Counts is a free, income-based program for eligible families.			Schedule is based on the SDOL school year calendar.
Pre-K Counts Full-Time Before Care/After Care 7:00AM-8AM & 2:00PM-5:00PM	\$160.00 Weekly			No extra charge for No School Day
Full-Time After Pre-K Counts Care 2:00PM-5:00PM	\$100.00 Weekly			No extra charge for No School Day
SDOL School Year Program (K-6th)				
	Minimum 2 days	3 Days	4 & 5 Days	
Before Care (7:00AM-8:30AM)	\$45.00	\$60.00	\$90.00	May not add After school or Early Dismissal Day.
After Care (3:30PM-5:00PM)	\$45.00	\$60.00	\$90.00	You must be contracted for the day that the Early Dismissal occurs in order to attend.
No School Day charge (7:00AM-5:00PM)	\$30.00	This fee is for those who sign up for NSD on their regularly contracted day of care. Must sign-up for day! We cannot accommodate NSD on non-contracted days.		
BSP(7:00AM-8:30AM) ASP(3:30PM-5:00PM) ED(12:30PM-5:00PM) NSD(7:00AM-5:00PM)	\$90.00	\$120.00	\$190.00	All Early dismissal and/or NSD fees for contracted days are included.
ELRC clients will be charged the daily rate for days of absence after the 40 th absence, starting the 41 st day of absence.				
ELRC Rates	Full-time per day		Part-time per day under 5 hours	
Infants	\$60.00		\$50.00	
Toddlers	\$60.00		\$50.00	
Pre School/Pre-K Counts	\$60.00		\$50.00	
School Age Students	\$40.00 BSP & ASP OR NSD		\$20.00 BSP/ASP	

Contracted Services:

Contracts are agreed upon at time of registration. The options for care are listed above. Contracts are locked in because our staffing is based on children's contracted attendance. Parent(s)/Guardian(s) will be given the opportunity to revise the Contracted Schedule Form, if needed, up to two times per fiscal year (July 1st – June 30th) with a two weeks' (14 days) notice before the start of the requested change. All changes must be reviewed for space availability in the program requested and automatic approval should not be assumed. You must contact the Director to approve any changes to your contract.

Registration Fee:

There is a \$60 registration fee for each child that is enrolled, payable each school year, and change in program (i.e., School year to Summer Camp). This is a non-refundable fee.

Deposit/Co-pay:

At the time of registration, a deposit/co-pay equal to the amount of one contracted week is required. This is a non-refundable deposit. The deposit will be credited for the last week of service assuming a two week (14 days) written notice has been given or last week of school year as per our policy.

Late Fees:

We will not accept your child/ren prior to 7:00AM. Children who are picked up after our site is closed (5:00pm) will be charged a late fee of a \$5.00 per minute/per child. If your child/ren are still in attendance at 6:00PM, the police will be called. Children still in our care at that time will be released to the custody of the police.

Please note, any services charge, late payment fees and late pick-up fees, must be paid in the week that they occur for your child/ren to attend the following week.

Billing:

Bills will be sent weekly by email to the address provided to YWCA Lancaster. Payments are made in advance for each week that your child (ren) are registered. Payment is due the Friday before the week service is needed. If the balance is not paid in full weekly, a late payment charge of \$10 will be affixed to your account on Monday.

From time-to-time, errors may occur as it pertains to invoicing families for our services. We will do everything in our power to ensure that your invoice is accurate and mailed on a timely basis. However, there may be an instance whereby a mistake may occur in the system, and an invoice may not reach you. If you are unsure about an invoice or you have **not** received an invoice, please contact Kathy Baugus at 717.869.5027 and she can assist you.

If, for whatever reason, an invoice was not generated in our system, and your child was in attendance on the days in question, you will be responsible for paying for those days.

Method of payments:

- a) Tuition Express is the preferred method of payment at the YWCA Lancaster. By signing up, your account will always be current, and no late charge will be applied to your account. If funds are not available by Friday, you will receive a \$25 service charge for non-sufficient funds.
- b) My ProCare, is free online portal for you to access account information and easily pay tuition. Parents/Guardians can sign in and make credit card payments manually each week.

- a. Go to www.myprocare.com.
- b. Enter your e-mail address (the email you have on file with YWCA) and choose Go.
- c. Enter confirmation code sent to your e-mail, choose a password and press Go.
- d. The YWCA Lancaster will accept money orders, checks and credit card payment at the front desk: Monday – Friday 8am-12pm and 1p 4:30pm. If a front desk staff is not available, your money order or check can be put in an envelope with your parent account name, your child’s name, and amount. Please provide an email for a receipt to be sent once payment is processed.

Please contact Kathy Baugus 717-869-5027 with any billing questions/concerns.

Absenteeism:

Your contracted fees do not change for days absent or if you are on vacation. As a courtesy, if you find that your child will be absent from our program, please contact 717-842-4363 by 9:00AM.

Termination Policy:

A two-week written notice must be submitted to the director prior to the last day of attendance. If two weeks’ notice is not given, you will be charged two week’s tuition from the time of withdrawal. **THERE ARE NO EXCEPTIONS TO THIS POLICY.**

Subsidized Funding:

Families interested in subsidized funding for childcare should contact The Early Learning Center (ELRC)) directly at (717) 854-2273 or 1-800-864-4925. This program is managed at the 601 S Queen St, Lancaster, PA 17603 PA, 17401.

IMPORTANT INFORMATION FOR ELRC PARENTS ONLY

YWCA ELRC Absentee Policy

Consecutive Days of Absences:

If a child is absent for **five consecutive days of scheduled care to be covered by ELRC**, the YWCA is required to report to ELRC on the 6th day of absence. The Early Learning Resource Center (ELRC) agency will send an Adverse Action notice to the parent/guardian. The YWCA **will not hold a spot** for parents who exceed 5 consecutive days of absence unless prior notification has been received and special arrangements are made.

ELRC will NOT suspend a child’s enrollment or zero-out enrollment days related to family vacations or general illness. The YWCA is required to notify ELRC of absence on the 6th day a child is out ill or on vacation regardless of doctor’s note or vacation plans.

ELRC will only reimburse the YWCA for the first five days of consecutive absences. The YWCA will charge the daily care rate for children from the sixth day to the tenth day of continued absence. Parents/guardians must write a letter with the reason for the absence and date of return. This will guarantee a spot when the child returns within the ten-day period. **Parents will be required to pay their weekly co-pay plus a hold-spot fee of \$10 per day during the sixth through tenth day of consecutive absence.** The parent will still receive an Adverse Action from ELRC due to the five consecutive days of absence, but once the child returns, the Adverse Action will be lifted.

Absences at the Start of Scheduled Care:

If a parent agrees to start a date and does not bring the child on that day, the parent will be charged a hold fee of \$10 for each day the child is not present. This fee must be paid by Friday of the current week with the co-pay for the following week. If a parent does not pay in full, the YWCA will report it to ELRC as delinquent co-pay. Payments received will always be applied to the outstanding balance first. Once the prior balance is paid, subsequent payments will be applied to the co-pay. The balance must be paid in full for the YWCA to report to ELRC that co-pay delinquency has been satisfied, resulting in ELRC lifting an Adverse Action

PROGRAM INFORMATION

YWCA Lancaster welcomes children from all ethnic, racial, and religious backgrounds, knowing that playing and developing together at a very young age is a basis for better understanding in the future. Our program is licensed by the Pennsylvania Department of Human Services and abides by all state guidelines and regulations.

The YWonderful Kids Early Childhood Enrichment Center Care can serve 28 Infant- Toddler-age children. YWonderful Kids is also a partner of Pre-K Counts! Our Pre-K 3 classroom serves 18 children, and our Pre-K 4 classroom serves 20. YWonderful Kids school-age serves students in the School District of Lancaster for Before and After School, as well as No-School-Day care.

Starting 2022-2023, will be using the YWCA Lancaster Anti-Bias Curriculum. It is a curriculum that is centered on the idea of understanding and eliminating biases in their educational development. Children will be given age-appropriate lessons that align with our YWCA Lancaster Mission of eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all.

The YWCA Lancaster Anti-Bias Curriculum has received Pennsylvania's Equity in Early Childhood Education 2022 Champion Award at the Gold Level in recognition of their efforts for Pennsylvania children and families through embracing diversity and full inclusion as strengths, upholding fundamental principles of fairness and justice, and working to eliminate structural inequities that limit equitable learning opportunities. We are honored to be recognized by the Pennsylvania Office of Child Development and Early Learning for our continued quality programs.

Daily activities may include:

Arts & crafts; circle time; language arts; fine/gross motor activities; music & movement; math & science; multicultural & special activities/events

Breakfast/Lunch/ Snack:

YWCA Lancaster participates in the United States Department of Agriculture's (USDA) Child and Adult Care Food Program (CACFP). Children in our program are provided with breakfast, lunch and afternoon snack. A monthly menu will be posted. All meals served to children under this program are served at no separate charge regardless of race, color, national origin, sex, age, or disability. There is no discrimination in admission policy, meal service, or use of facilities. Children unable to consume our foods must bring in a physician's note describing the reason. Only after we receive physician documentation can we allow food brought in by families.

Clothing:

Children enrolled in our program will play hard and they may get dirty. We request that two sets of extra clothing be kept on hand for accidents. All children should wear comfortable clothes. No open-toed shoes or sandals are permitted for safety reasons. To avoid lost belongings, PLEASE LABEL EVERYTHING. We will have a lost and found box on site. The YWCA is not responsible for lost, soiled, or damaged clothing.

Outdoor Policy:

Taking children outdoors is a healthy, integral part of our daily schedule and curriculum. Health experts agree on the importance of fresh air and exercise as a part of their daily routine. Children benefit from active outdoor play to release energy and develop large muscle coordination. Children will participate in routine outdoor play when the temperature is between 25° F-90°F. In severe weather conditions, the staff will determine whether the children will go outside. At

temperatures of 25° F and above, children must be dressed appropriately for the weather. This may include layers of warm, dry, loose-fitting clothing, as well as gloves/mittens, hats and boots. These items are essential to provide the necessary protection in the cooler weather. Please remember to label all clothing.

Volunteer/Chaperone Opportunities:

The YWCA Lancaster invites families to participate in different activities throughout the year. All families wishing to volunteer or chaperone within the program, must provide copies of the PA criminal record and child abuse clearances. The state of Pennsylvania does not charge for volunteer clearances. For the PA criminal record check, visit <https://epatch.state.pa.us/Home.jsp>. For the child abuse clearance, please visit <https://www.compass.state.pa.us/cwis/public/home>. You will have to create an account and register within the system. Clearances must be given to program administration before volunteering/chaperoning can occur.

Family Conferences/Communication/ Observations:

Families are an essential part of our program at the Center for Early Learning Development. It is our goal to work with the community, as well as parents/guardians to provide the best learning environment for each child. Children are assessed throughout the year, and results are shared with families. The assessments and curriculum used at the YWCA have been cross walked with the PA Early Learning Standards.

We encourage families to stop in throughout the day, and to take advantage of the opportunities to be involved in the classroom throughout the year. Problems or concerns you may have at other times, should be brought to the attention of the Lead teacher and/or the Center administrative team. Infants and toddlers will be offered daily reports, and information can also be found in the classroom. Pre-K Counts and School Age families will receive newsletters throughout the year.

Child transitions are handled on an individual basis. Transitions will typically occur during the summer months. Children will have the opportunity to meet with the classroom teachers and engage in classroom activities before their “official” start date in the new classroom. For those children moving into kindergarten, staff will collect and disperse information from the new setting and share this information with families.

Important information for parents can also be found on the parent bulletin board located inside the classroom. Conferences are held twice a year where parents/guardians can meet with their child’s teacher to discuss their child’s progress and/or concerns. Additional meetings can be conducted should the staff or family find it necessary. Staff will make regular observations for each child to be shared with you during these conferences.

Parent/Family Involvement:

We recognize that family involvement plays a large part in the development of their child. The YWCA supports the following guidelines.

- Families may request a translator to aid in their understanding of materials provided by the center. We will make every effort to translate documents into a parent’s native language if so requested.
- Families may visit any area of the facility at any time during our regular hours of operation.
- Families are encouraged to participate in daily activities of your child’s classroom.
- Families are encouraged to volunteer bringing in information about their life experiences to supplement and enhance the children’s learning experiences.
- Families may be asked to complete questionnaires your child’s learning experiences.
- Family involvement in the planning of activities is encouraged by the center. Please contact the classroom teachers or center administration if you’d like to be involved.
- Families will be provided information about trainings and conferences that pertain to age-appropriate topics. Families are encouraged to take advantage of these opportunities.

- Families are encouraged to communicate with their child’s teacher at drop-off and pick-up. In addition, you can reach the center staff via e-mail or phone.
- Families and children will be given information in their native language.

IEP/IFSP:

The center staff makes every attempt to provide an environment conducive to learning through different aspects of child development. We ask that you provide our program with a copy of your child’s IEP/IFSP upon enrollment, as well as updates throughout the year; so that we may provide the best developmentally appropriate activities for your child while in our program. We have inclusive classrooms and will provide support for your child by working cooperatively with other agencies (e.g., Intermediate Units, Mental Health, Physical Therapists, Mobile Therapists, Nurses, Speech Therapists, etc.). All children receiving specialized service must have a release signed and dated by the enrolling person, permitting one-on-one instruction away from their group.

YWCA Lancaster believes in inclusive programming. Program goals are most effective when:

- All children, including children with additional support needs, are valued, active participants in group social play and in the program’s experiences and routines
- Positive attitudes are demonstrated by the staff or the provider when making changes to accommodate all children
- All staff are aware of the goals of children’s IEP/IFSPs and support them in everyday activities
- Staff work as a team with parents and other professionals to develop, carry out and review IFSP/IEPs for children with additional support needs
- Staff pursue specific training in inclusive practice

Children’s Files

A file will be established for each child registered in the YWCA. The file will contain all information gathered at the time of registration; observation of the child’s growth and development recorded by the staff; health records and parent conference reports made by the staff. The information is “For Official Use Only” and will not be made available to anyone without your written consent. If your child would happen to move on to another educational setting, completion of a release form for releasing child’s file/information to another educational setting would be required.

Toys & Valuables:

Please check with your program staff about special themed days those children are allowed to bring in personal belongings. The YWCA is not responsible for lost, broken, or “traded” possessions.

Children may not bring toy weapons, water guns, inappropriate music, or magazines. These items will be confiscated and returned at the end of the day.

Behavior Policy:

Code of Conduct for Children & Staff:

- I will show respect for myself, others, and property.
- I will show kindness to others.
- I will follow all the rules, be cooperative and helpful.
- I will listen and follow directions.
- I will take responsibility for my actions.
- I will be part of creating a safe environment.

Positive Behavior Interventions and Supports:

YWCA Lancaster is committed to working with all children regardless of ability to gain the skills necessary to participate in and benefit from a supportive and safe environment. Occasionally, some children exhibit extreme behaviors that are

dangerous to themselves or other children. On rare occasions when that is the case, those children may be excluded from the environment unless or until additional supports can be put in place to help them to become more successful. To provide high quality and supportive classroom environment for child social/emotional development and learning, children must feel safe and secure in their classroom.

- Teachers in each classroom work as a team, gently guiding desired children's behavior as they gradually learn to control their own impulses.
- The adult's model appropriate relationships and behavior in the way that they talk to each other and the children.
- Teachers will emphasize the desired behavior rather than focusing on the undesired behavior by teaching and reinforcing center-wide behavior expectations.
- Teachers will model language children need to communicate so they discover alternatives to grabbing, hitting, or crying in order to have their needs met.
- Teachers are always in the state of active supervision when with a group of children.
- Teachers will also be actively engaged in child's play, at child level; being available should concerns arise.
- Teachers will be stationed throughout the room/playground/park so that all children can be directed, assessed, seen, and always heard.

The team will document behaviors on a tracking form. This tracking form will be used to analyze the antecedents, behaviors and the potential solutions to the behaviors. If a particular behavior is consistent, parents/guardians will be asked to sign the form. The purpose of a behavior form is to notify families of inappropriate behavior that warrants disciplinary action. The form reiterates the importance of appropriate behavior while participating in the Center. Our centers participate in the Positive Behavior Interventions and Supports (PBIS) program. This program is effective in the management of behaviors, as well as positive solutions to provide a safe, positive, and healthy environment for all children. In addition, preventative school discipline is developed along with effective instruction which creates a safe and positive school environment. As a universal practice, teachers will complete the ASQ-SE 2 as a screener to identify any children with social/emotional concerns within 45 days of enrollment, and semi-annually thereafter.

Inappropriate Behaviors:

YWCA Child Care Programs define inappropriate behavior as:

- A child who continuously interrupts the flow and continuity of the program and requires constant one-on-one attention.
- A child inflicting physical or emotional harm on other children or staff.
- A child who is consistently unable to follow the rules and expectations of the program.
- A child/parent uses abusive language or threatens other children or staff members.
- A child continues to behave against the YWCA childcare policies explained in this packet.
- The Staff/Director feels that the program can no longer function effectively due to the inappropriate behavior of a child.

Prevention:

Includes intentional teaching of social skills for children that are at-risk for demonstrating more persistent challenging behavior and are non-responsive to universal practices.

- Teachers will use social emotional curriculum during small group instruction to intentionally support skill development.
- Teachers will use social stories to teach replacement behaviors.
- Teachers will utilize a variety of children's literature to enhance the child's social literacy.
- Teachers will use toolkits to teach social problem solving.
- Teachers will use mixed-media and visuals for enhancing emotional literacy.

Small group or individualized instruction will be given for areas of need identified in the ASQ-SE 2 for those children identified at risk.

Discipline:

The YWCA programs attempt to provide a safe, nurturing environment for all children and families we serve. While our goal is to work with each family to develop positive relationships. We will request a meeting with families to discuss concerns regarding challenging behaviors. If parents/guardians refuse to meet with YWCA staff, a written request will be given. Only after all the above avenues have been exhausted, we may suspend or terminate care if behaviors cause safety concerns for the children and adults in the program.

Guidance:

If a child begins to demonstrate behaviors that are considered to be challenging by both the classroom teacher and program administration, the following steps will occur:

- a) The teacher and administration team will refer to all screenings completed on the child to ensure that there are no physical (vision, hearing, etc.) delays that may be presenting a challenge to the child. Teachers will refer to developmental screenings as well to determine if there are any delays that have been detected that warrant further attention.
- b) If neither set of screenings indicate a source for the behavior, the teacher and program administrator will consider elements of the physical environment including room arrangement and materials, daily routine/schedule including transitions, positive communication and interaction with the child including communication of expectations, language and dual-language learners, and other elements of the child's day in the classroom that they have control over.
- c) The child's family will be consulted and included in discussion regarding the behavior. The initial conversation should allow an opportunity to explore if there have been any changes at home for the child that could be impacting their participation in the classroom.

Teachers and administrators will determine a course of action based on their findings of the three steps detailed above. At any point in this process, the program may seek input from mental health consultants. Parents will be included in this process as part of the team.

Student Suspension Policy:

When a student is suspended by the YWCA Lancaster, YWCA Lancaster must continue to charge fees even when the child's attendance is not allowed by the YWCA. Therefore, your regular care contract fees will be charged regardless of a child's suspension.

Family Expectations relating to PBIS:

The YWCA Lancaster has developed "3 PBIS Rules" for all children. Our expectations/rules are to "Be Safe, Be Kind & Be Respectful". While your child is in our program, we ask that you also reinforce these rules to promote consistency between home and school.

PBIS rules for families within our program:

Be Safe

- Have children remain close to you in the hallways
- Always use walking feet within the building
- Carefully open doors
- Do not open doors for people you do not know
- Have children finish any food from home or car prior to entering the building
- Turn off your vehicle when parked in the street
- Notify a teacher that your child has arrived or is leaving
- Hand your child's name-to-face cards to the classroom teacher/primary caregiver

Be Kind

- Always say, “Please” and “Thank you”
- Always use kind and appropriate words
- Have your child clean up their toys and other items before leaving
- Greet the teachers, staff, and children
- Reinforce kindness skills to your child

Be Respectful

- Refrain from using your cell phone during drop off and pick up (please have your cell phone away)
- Tell teachers of changes that may affect child’s day (i.e. rough night’s sleep, last meal if dropping off around mealtime, different schedule, alternative pick up person, etc.)
- Walk children all the way into the room and sign them in
- Greet the teacher
- Please call to cancel your child if they will not be in care
- Ask questions/comments/concerns when they arise to teachers/administrators
- Establish a drop off routine and try to stick to it

Summer Enrichment Program

YWCA Lancaster provides an award-winning summer enrichment program for children entering first grade through sixth grade. The summer enrichment program at the Lime Street location provides breakfast, lunch, and afternoon snack for all children at no charge to families. All families enrolling in the summer enrichment program must pay a registration and activity fee, along with the first week’s fees when registering.

The summer enrichment program will provide a t-shirts per child that is enrolled. Children are actively engaged in programming and field trips throughout the summer. Typically, summer enrichment program will run from the end of the school year through the Friday before school starts. Families may register for Part Time (1-3 days), or Full Time (4-5 days) per week. Schedules are set at enrollment and may not be changed. Families will be charged for the schedule that they register for. Lastly, all children enrolled in summer enrichment program must have an up-to-date physical on file at the center. Children may not begin care until that is completed.

HEALTH & SAFETY**Mandated Reporting:**

All employees of the YWCA are mandated reporters. Mandated reporters are defined as people who, in the course of their employment have direct contact with children must report or cause a report to be made when they suspect child abuse. Any signs of suspected abuse, neglect or maltreatment will be reported. The law also states that anything told to a mandated reporter, regardless of evidence involving maltreatment, abuse or neglect must be reported to the appropriate agency. Reports are made to keep children safe. Any reports made are confidential. All YWCA Lancaster staff are trained within their introductory period.

Emergency Plan Explanation:

The site emergency plans are available with the evacuation sites and procedures. This information is available upon request. In addition, the emergency plan will be posted in a conspicuous location within the center.

Monitoring Cameras: We have monitoring cameras placed in every classroom that are used as both supervision tools and as needed, to review activity when concerns arise. Your children’s privacy is protected by footage only being reviewed by CPIO, the CEO or legal authorities as required.

Parents Check-in:

Any parents need always to check-in at the front desk on the first floor and on the second floor with a staff before you enter on any doors (Glass doors), elevator or stairs. Parents/Guardians are NOT allowed to hold the door for other parents/guardians. All parents/guardians must press buzzer to enter and introduce yourself to a staff member.

COVID 19 Policies:

If a child displays signs or symptoms of COVID- 19, they will need to be symptom free for 72 hours without medication, unless they have a doctor's note permitting them to return or negative test after 5 days symptom free.

If your child displays any signs of illness, you will be contacted immediately and expected to pick up your child within one hour. Your child will be quarantined (10 days) with a member of management team until your arrival. Please have arrangements in place should your child get sick while in our care.

Injuries:

The YWCA Lancaster has an Emergency Routine for all staff. Incident reports will be written for all accidents that happen during the day. Parents will be asked to sign, and then will receive a copy of this report. Injuries that happen to the head or face, will be immediately reported to the parent. When serious injuries occur, such as an open head wound, or the child loses consciousness, staff will call 911. Emergency protocol will be followed per 911 dispatch guidance.

The YWCA Lancaster adheres to the Pennsylvania Department of Human Service regulation # 3270.124. The Emergency Routine for all Staff indicated below will be followed:

ASSESS THE SITUATION, if open head injury*, or if child loses consciousness, **DIAL 911, IMMEDIATELY**

1. When dialing 911; we will ask for an ambulance for YWCA Lancaster, 110 North Lime Street, Lancaster PA 17602. Our phone # **717-393-1735**. State that we are located at the corner of N. Lime and E. Orange Sts. Inform them that the YWCA Child Enrichment Center is located on the 2nd Floor. Direct emergency personnel to either entrance (on N. Lime St or Orange St.)

2. Contact Center Director/Assistant Director or YWCA Front Desk @ 393-1735 ext. 220. State child's name and that we are headed to a specific hospital with child.

3. Pull child's emergency consent and release form. We will take this information with us to the hospital.

4. One staff member and/or Director will accompany child to the hospital. Staff will provide coverage for staff person accompanying the child to the hospital.

5. One staff member staying at the center will make necessary phone calls. We will brief the parent on the situation and direct them to the hospital. Information, names, and phone numbers are on the child's emergency form.

6. If we are unable to reach the parent/primary guardian within 5 minutes, we will attempt to contact additional persons listed on the Emergency Contact form.

For the YWCA Lancaster to carry out this plan successfully, all information must be current on the child's emergency contact form.

*** According to Caring for Our Children, 3rd edition, signs of a possible internal head injury include:**

- Unconsciousness
- Abnormal breathing
- Bleeding or clear fluid from the nose, ear, or mouth
- Disturbance of speech or vision

- Pupils of unequal size
- Weakness or paralysis
- Dizziness
- Neck pain or stiffness
- Severe headache
- Seizures
- Repeated vomiting; three or more times.

In the event of the above symptoms, 911 will be contacted immediately

Illnesses:

If your child should become ill while in our care and our staff person thinks that your child should go home, you will be contacted immediately. You will have one hour to pick up your child. Should we be unable to reach you, we will contact the emergency numbers listed on your Emergency Contact Form. If we suspect your child has a communicable disease (i.e., chicken pox, pink eye, head lice) we will require a physician's note to return to the program. Since we commit your contracted schedule for your family and cannot temporarily fill that space for reason of absence, illness, or vacations, your regular childcare contracted fees will be charged regardless of use

Children should not attend the YWCA Childcare Program if they are experiencing any of the following:

- A temperature above 100.4 degrees taken at the forehead.
- Repeated episodes of vomiting or diarrhea
- Obvious symptoms of a communicable illness, in which case we should be notified immediately.
- Severe nasal and chest congestion and a cough that interferes with daily activities
- Behavior indicating pain or distress
- Unexplained rash
- An inability to participate in classroom activities

When an illness such as diarrhea, vomiting or fever requires exclusion, we ask that your child remain home until s/he has been symptom free for **24 hours**. (**The remain time at home may change if we are exposure to high illnesses**).

Shaken Baby Syndrome (Abusive Head Trauma) Prevention Policy:

This policy is designed to prevent the possibility of abusive head trauma during care. Abusive head trauma (also referred to as Shaken Baby Syndrome) occurs in infants and young children, whose neck muscles are not well-developed and whose heads are larger relative to their bodies. As a result, they are especially susceptible to head trauma caused by any type of forceful or sudden shaking, with or without blunt impact. Damage can occur in as little as 5 seconds. Abusive head trauma can occur in children up to 5 years of age; however, infants less than one year are at greater risk of injury.

Shaken baby syndrome can lead to serious conditions including:

Brain damage, problems with memory and attention, cerebral palsy.

Blindness or hearing loss.

Intellectual, speech or learning disabilities; and

Developmental delays.

Signs and Symptoms

The signs and symptoms of shaken baby syndrome or head trauma include:

Seizures.

Bruises.

Lack of appetite, vomiting, or difficulty sucking or swallowing.

Lack of smiling or vocalizing.
Rigidity, inability to lift the head.
Difficulty staying awake, altered consciousness.
Difficulty breathing, blue color due to lack of oxygen.
Unequal pupil size, inability to focus the eyes or track movement; or
Irritability.

Injury Prevention

Infant crying is normal behavior, which improves as a child ages. Caregivers should develop proactive strategies to manage stress levels and appropriate responses to a crying child. This includes being self-aware and noticing when the caregiver may become frustrated or angry. Parents/guardians, caregivers and coworkers should discuss what calming strategies are successful with a particular child at home or in the center.

Emergency Response

If a child presents any of the above symptoms or you suspect a baby has suffered abusive head trauma:

- Call 911, call the parent/guardian, and inform your director and regional manager.
- Report to the appropriate child protective services agency (or law enforcement, if applicable) within 24 hours or less as required by law.

Strategies for Caregivers and Parents:

A child is usually shaken out of frustration, often when the child is persistently crying or irritable. The following strategies may work some of the time; but sometimes nothing will comfort a crying child. A teacher should seek support from a coworker or household member. If a child is inconsolable on a regular basis, the director and regional manager should be notified and determine if the right supports are in place for the child and for staff.

Do:

- Hand the child to another caregiver.
- Place the child somewhere safe in the classroom (or home) and call a coworker (or a neighbor) for support; take deep breaths and count to 10.
- Check to see if the baby's diaper needs changing.
- Give the baby a bottle. If baby readily takes bottle, feed slowly stopping to burp often. Do not force the baby to eat.
- Check for signs of illness and call the parent if you suspect the child is sick.
- Give baby a pacifier.
- Hold the baby close against your body and breathe calmly and slowly.
- Gently rock the baby using slow, rhythmic movements.
- Sing to the baby or play soft, soothing music.
- Use "white noise" or rhythmic sounds that mimic the constant whir of noise in the womb
- Hold the baby on its side or stomach position to help with digestion.
- Take the baby for a walk indoors or outside for a ride in the stroller.
- Be patient: let the baby cry it out if necessary.

Never:

- Shake a child.
- Drop a child.
- Throw a child into the air or into a crib, chair, or car seat.
- Push a child into any object including walls, doors, and furniture.
- Strike a child's head, directly or indirectly.

Our goal is to provide the best level of care for every child that passes through our facility. Any sign or suspicion of abuse is always treated very seriously, taking all legally required steps as mandated reporters

Lice:
Children with live bugs, will be sent home, and referred for treatment. Children with nits will be referred for treatment at the end of the day. All families will be notified if a case of lice is found, but confidentiality will be maintained. The child may return to the program after the child has received the treatment recommended by the child's health professional. Recurring episodes of lice will be referred for physician's care, and a note may be required to return to care.

Medication:
For safety reasons children are not allowed to keep any medication in their possession. **All families must complete and sign the medication log. We are not permitted to give medication to children without a doctor note and a prescribed.** Please make sure the dosage is clearly stated on the medication log and on the container itself. **We are only able to administer life-sustaining medications (e.g., epi-pen, inhaler, insulin). A care plan will be required for such medications signed by you and your child's physician.**

INCLEMENT WEATHER POLICY:

If the school district of Lancaster is operating on a 1- hour delay, the YWCA building, and center will be open at 8:00am.
If the school district of Lancaster is operating on a 2- hour delay, the YWCA building, and center will be open at 9:00am.
If the school district of Lancaster closes due to the weather the YWCA Lime Street building **WILL BE CLOSED AND NO CARE WILL BE PROVIDED.**

If the school district of Lancaster **CLOSES EARLY**, YWCA Lancaster Lime Street building will be closing early, and you will be notified what time you will need to pick your child up for the safety of all involved.

PRE-K COUNTS students:

Pre-K Counts students follow the delay and closure schedule of YWCA Lancaster. Pick-up times will remain the same regardless of the start time.

If a case of closure Pre-K Counts will refer to the Flexible Instruction Plan.

**** Watch WGAL News 8, YWCA Lancaster Instagram Page, YWCA Lancaster Facebook Page, YWCA Lancaster Web Page, and Local Stations for YWCA cancellations ****



Please see the highlighted information regarding the new changes about Late Fees & Billings:

Late Fees:

We will not accept your child/ren prior to 7:00AM. Children who are picked up after our site is closed (5:00pm) will be charged a late fee of a \$5.00 per minute/per child. If your child/ren are still in attendance at 6:00PM, the police will be called. Children still in our care at that time will be released to the custody of the police.

Please note, any services charge, late payment fees and late pick-up fees, must be paid in the week that they occur for your child/ren to attend the following week.

Billing:

Bills will be sent weekly by email to the address provided to YWCA Lancaster. Payments are made in advance for each week that your child (ren) are registered. Payment is due the Friday before the week service is needed. **If the balance is not paid in full weekly, a late payment charge of \$10 will be affixed to your account on Monday.**

From time-to-time, errors may occur as it pertains to invoicing families for our services. We will do everything in our power to ensure that your invoice is accurate and mailed on a timely basis. However, there may be an instance whereby a mistake may occur in the system, and an invoice may not reach you. If you are unsure about an invoice or you have **not** received an invoice, please contact Kathy Baugus at 717.869.5027 and she can assist you.

If, for whatever reason, an invoice was not generated in our system, and your child was in attendance on the days in question, you will be responsible for paying for those days.

Method of payments:

- a) Tuition Express is the preferred method of payment at the YWCA Lancaster. By signing up, your account will always be current, and no late charge will be applied to your account. If funds are not available by Friday, you will receive a \$25 service charge for non-sufficient funds.
- b) My ProCare, is free online portal for you to access account information and easily pay tuition. Parents/Guardians can sign in and make credit card payments manually each week.
 - a. Go to www.myprocare.com.
 - b. Enter your e-mail address (the email you have on file with YWCA) and choose Go.
 - c. Enter confirmation code sent to your e-mail, choose a password and press Go.
 - d. The YWCA Lancaster will accept money orders, checks and credit card payment (**NO CASH**) at the front desk: Monday – Friday 8am-12pm and 1pm 4:30pm. If a front desk staff is not available, your money order or check can be put in an envelope with your parent account name, your child's name, and amount. Please provide an email for a receipt to be sent once payment is processed.

Please contact Kathy Baugus 717-869-5027 with any billing questions/concerns.

Receipt of Handbook:

I received, reviewed, and understand a copy of YWonderful Kids Handbook. With my signing I agree to follow all the rules and policies.

Name of Child

Signature of Parent/Guardian

Date

Please return after you signed
cc. ProCare
cc. Child File