

eliminating racism
empowering women

ywca

Lancaster

YWONDERFUL KIDS

School Age Program

PENN MANOR SCHOOL DISTRICT/SCHOOL DISTRICT OF LANCASTER, 2024-2025

YWCA
IS ON A
MISSION

YWCA Lancaster

110 N. LIME STREET LANCASTER, PA 17602

YWCALANCASTER.ORG

Our Mission



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OUR MISSION

For over 135 years the YWCA Lancaster has been committed to empowering women of all ages to live full and productive lives. For many mothers, this means working outside the home and finding someone to care for their children. In partnership with these women and their families, YWCAs across the country have been providing quality, nurturing, enriching childcare service.

Moreover, as part of the YWCA's commitment to eliminating racism, children celebrate diversity as they learn to understand, value, and create a society where all people are treated equally. All YWCA childcare and school age programs embody the ideals of the YWCA: peace, justice, freedom, and dignity for all.

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

Christelle Thaw-Bolton	Jo Hoffer
Senior Director of YWonderful Kids	Director of YWonderful Kids School Age Programs
Tel. 717-742-5984	Tel. 717-869-5030
cthawbolton@ywcalancaaster.org	jehoffer@ywcalancaaster.org

Kathy Baugus	Keishla Calderon
Enrollment Specialist	Childcare Coordinator
Tel. 717-869-5027	Tel. 717-847-6310
kbaugus@ywcalancaaster.org	kcalderon@ywcalancaaster.org

Hours of Operation:

- Before School Program operates from 6:30 am until 9:00 am
- Kindergarten Wrap Program operates from 11:30 am until 3:30 pm
- After School Program operates from 3:30 pm until 6:00 pm (Penn Manor Sites), 5:30pm (SDOL site).
- **No School Day Care operates from 7:00 am until 5:00 pm at YWCA Lancaster, 110 N Lime St**

Locations:

YWCA of Lancaster
School District of Lancaster
 110 N Lime St
 Lancaster PA, 17602
 717-393-1735 – site phone pending.

Central Manor Elementary School
Penn Manor
 3717 Blue Rock Road
 Washington Boro, PA 17582
 Site Cell Number: 717-606-3610

Eshleman Elementary School
Penn Manor
 545 Leaman Ave,
 Millersville, PA 17551
 Site Cell Number: 717-286-4484

Hambright Elementary School
Penn Manor
 3000 Charlestown Road
 Lancaster, PA 17603
 Site Cell Number: 717-286-4498

Pequea Elementary School
Penn Manor
 802 Millwood Road
 Willow Street, PA 17584
 Site Cell Number: 717-823-3937

Wrap Program Penn Manor:

Blue Team: Pequea Elementary School
 Serving Conestoga, Martic, & Pequea Elementary Schools
 Orange Team: Central Manor & Letort Elementary Schools
 Gold Team: Manor Middle School Serving Hambright & Eshleman Elementary Schools

Before/After School Program:

Central Manor - Stage - Use entrance by the gym
 Hambright – Cafeteria – Use back cafeteria entrance
 Pequea- Cafeteria – Use side entrance toward front

Please note that Kindergarten Wrap sites are subject to change based on total enrollment

*****YWCA Lancaster will provide transportation at 11:30 from your child’s school to the Wrap site. There will be a \$25 weekly fee added to cover the cost of transportation for students at Conestoga, Martic, Letort, and Eshleman. *****

GENERAL INFORMATION

YWCA 2024/2025 Closures:

- Wednesday, June 19, 2024 – Juneteenth
- Thursday, July 4, 2024 – Fourth of July
- Friday, July 5, 2024 – Day after Fourth of July
- Friday, August 2, 2024 – Half Day – Closing at 12:30pm
- Friday, August 30, 2024 – Day Before Labor Day
- Monday, September 2, 2024 – Labor Day
- Friday, September 27, 2024 – Half Day – Closing at 12:30pm
- Friday, October 11, 2024 - Half Day - Closing at 12:30pm
- Monday, October 14, 2024 – Staff Day
- Thursday, November 28, 2024 – Day of Thanks
- Friday, November 29, 2024 – Day of Thanks
- Monday, December 23, 2024 – Half Day – Closing at 12:30pm
- Tuesday, December 24, 2024 – Winter Break
- Wednesday, December 25, 2024 – Winter Break
- Tuesday, December 31, 2024 – Half Day – Closing at 12:30pm
- Wednesday, January 1, 2025 – New Year's Day
- Friday, January 17, 2025 – Half Day – Closing at 12:30pm
- Friday, February 14, 2025 – Staff Day
- Friday, March 21, 2025 – Half Day – Closing at 12:30pm
- Friday, April 18, 2025 – Half Day - Closing at 12:30pm
- Friday, May 23, 2025 – Half Day – Closing at 12:30pm
- Monday, May 26, 2025 – Memorial Day
- Thursday, June 19, 2025 – Juneteenth

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.

Keystone STARS:

All our programs participate in Keystone STARS. Keystone STARS is a 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 nights are held for our Before and After School programs and our Kindergarten Wrap program. If you cannot make it to one of the scheduled registration nights, you must contact Kathy Baugus, Enrollment Specialist at 717-393-1735 ext. 235 to make an appointment. Registration is first come, first served. At the registration night/appointment, our current Parent Handbook is reviewed, and the following forms are to be completed:

- Emergency Contact Form
- Financial Forms
- Child Health Assessment
- Getting to Know Your Child Form
- Contracted Schedule Form

Registration for the school year programs and summer camp are processed separately. The registration process must be completed for each new school year and /or summer camp program. Continuing attendance is not assumed.

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 must update and affix your signature on this paperwork.

Child Health Report:

All children are required by DHS to have a completed Child Health Report with all immunizations up to date. Health appraisals 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. A Child Health Report must be returned within 30 days of registration. School Health forms are also accepted.

Childcare will be disrupted if forms are not returned within 30 days of registration.

Child Drop Off & Pick Up Procedure:

Children attending our Before School Program must be escorted into the facility by an adult, age 18 or older, and signed in on the daily roster. Children will only be released to the person(s) designated on the Emergency Contact Form and must be signed out on the daily roster by an adult age 18 or older.

Please notify person(s) on your Emergency Contact Form to bring proper identification when picking up the child/ren from our After-School program. Children will not be released to person(s) without identification, or those not listed on the Emergency Contact Form. This procedure is in place to ensure the safety of the children. **Please note, if a person other than those listed on the Emergency Contact Form is picking up your child/ren, you must call the administrative team no later than 12:00 pm.**



ADMINISTRATIVE INFORMATION

Child Drop Off & Pick Up Procedure for WRAP Students:

Hambricht (Manor Middle) WRAP Gold: Kindergarten students that attend Eshleman Elementary School will be picked up by the YWCA Lancaster contracted bus provider at their 11:35 am kindergarten dismissal time. These students will then be transported to Manor Middle School for their K-WRAP program from 11:50-3:30 pm. Hambricht students will be picked up at 11:35 and walk to Manor Middle School. All children in attendance at 3:15 pm will be either car rider pick up, bus rider, or attend the YWCA Lancaster after school program at Hambricht.

Central Manor WRAP Orange: Kindergarten Letort Elementary School students will be picked up by the bus at 11:40am. Students that attend Central Manor Elementary School for their K-WRAP program from 11:30-3:30 pm will remain at the school site. All children in attendance at 3:30 pm will be either car rider pick up, bus rider, or attend the YWCA Lancaster after school program at Central Manor. **Letort students cannot ride the bus from Central Manor.** They must be picked up after school.

Pequea WRAP Blue: Kindergarten students that attend Conestoga, and Martic Elementary Schools will be picked up by the YWCA Lancaster's contracted bus provider at their 11:35 am kindergarten dismissal time. These students will then be transported to Pequea Elementary School for their K-WRAP program from 12:05-3:30 pm. All children in attendance at 3:30 pm will either be parent pick up, bus transportation home, or to attend the YWCA Lancaster's after school program at Pequea Elementary School.

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.

The YWCA Lancaster strives to create and maintain a work 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. Employees should be able to work and learn in a safe yet stimulating atmosphere. 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
- **Initiating a verbal or physical threat towards a YWCA childcare employee. (Immediate termination of childcare services.)**



ADMINISTRATIVE INFORMATION

Transfer of Childs Records:

The SACC Program will transfer your child's record at the request of the parent. If you would like your child's records transferred to another education 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. PA United Way of Lancaster County 211 Resource Guide will be accessible at all sites. Information regarding health, nutrition and medical services will be available periodically throughout the school year.

<https://ywcalancaster.org/contact/get-help/>

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 as needed. 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, 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 aides, 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: Christelle Thaw-Bolton
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 Bldg.
P.O. Box 2675
Harrisburg, PA 17105

U.S. Department of Health and Human Services
Office for Civil Rights
801 Market Street, Suite 9300
Philadelphia, PA 19107-3134

FINANCIAL INFORMATION

2024-2025 YWCA Lancaster Weekly SACC Rates

2024-2025	Minimum 2 days	3 Days	4 & 5 Days	
Before & Wrap & After care (6:30AM-9AM), (11:30AM-3:30 PM), (3:30PM-6 PM)	\$160.00	\$190.00	\$220.00	No extra charge for No School Day or Early Dismissal.
Wrap care (11:30AM-3:30 PM)	\$100.00	\$135.00	\$160.00	No extra charge for No School Day or Early Dismissal.
Before & Wrap care (6:30AM-9AM), (11:30AM-3:30 PM)	\$115.00	\$160.00	\$180.00	No extra charge for No School Day or Early Dismissal.
Wrap & After care (11:30AM-3:30 PM), (3:30PM-6 PM)	\$115.00	\$160.00	\$180.00	No extra charge for No School Day or Early Dismissal.

School Year Program (Grade 1-6th)				
Before Care (6:30AM-9AM)	\$45.00	\$60.00	\$90.00	ONLY 6:30am to 9am – NO additional care can be added for Early Dismissal or NSD
After Care (3:30PM-6PM)	\$45.00	\$60.00	\$90.00	You must be contacted for the day the Early Dismissal occurs to attend.
BSP(6:30AM-9AM) ASP(3:30PM-6PM) ED(12:30PM-6PM) NSD(7:00AM-5:00PM)	\$100.00	\$130.00	\$190.00	All Early Dismissal and/or NSD fees for contracted days are included. Registration is Required
ELRC clients will be charged the daily rate for days of absence after the 40th absence, starting the 41st day of absence.				
ELRC Rates		Full-time per day		Part-time per day under 5 hours
Infants		\$60.00		\$50.00
Young Toddlers		\$60.00		\$50.00
Older 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

FINANCIAL INFORMATION

Contracted Services:

To provide a quality program for your child, program staff must be scheduled appropriately. YWCA staff are scheduled for the number of children attending the program each day.

Schedules are established for the school year because we plan and staff for each child'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 school year 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 Kathy Baugus – 717-869-5027 or kbaugus@ywcalancaster.org to approve any changes to your contract.

Your contracted fees do not change for days absent or if you are on vacation. If you find your child will be absent from our program, you will need to contact your child's school and call the YWCA site phone. This allows us to notify our staff at the respective schools promptly.

If you need to terminate your care, a **two-week written notice** must be submitted to Kathy Baugus – 717-869-5027 or kbaugus@ywcalancaster.org prior to the last day of attendance. If two weeks' notice is not given, **you will be charged two weeks' tuition from the time of withdrawal.**

No School/Early Dismissal Days (non-weather related):

No School Days: Care is provided at the YWCA Lancaster from 7:00am- 5:00pm. **DROP-IN CARE IS NOT PERMITTED ON THESE DAYS.** Our program must not exceed the staff-to-child ratios mandated by the Department of Human Services; therefore, **unscheduled children will not be accepted.**

Early Dismissal Days: Care is provided at the school where your child/ren attend. This option is only available for families contracted for the after-school program on days that early dismissals occur. **DROP-IN CARE IS NOT PERMITTED ON THESE DAYS.** Our program must not exceed the staff-to-child ratios mandated by the Department of Human Services; therefore, **unscheduled children will not be accepted.**

K-WRAP Program:

If there is no AM kindergarten, the YWCA provides K-WRAP care at the child's designated site from 9:00AM-1:30PM.

If there is an AM kindergarten, there is no K-WRAP care provided.

Registration Fee:

This is a processing fee when your child is enrolled each school year. 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. 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 into our Before School program before 6:30 am.

Children who are picked up after our sites are closed – 3:30pm for WRAP, 6:00pm (PM) and 5:30pm (SDOL) for regular after school care or 5:00 pm for No School Day Care will be charged a late fee of \$15.00 for the first 10 minutes and \$1.00 per minute for each additional minute per child. If your child/ren are still in attendance at 6:30 pm, the police will be called.

Late pick up fees will be entered into the child/ren's account and must be paid with your next weekly fee payment.

FINANCIAL INFORMATION

Billing Information:

Bills will be sent weekly via-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 Thursday before the week's service is needed.

Method of payments:

- a. Brightwheel app is the easiest, quickest, and 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 insufficient funds.
- b. Money order and check payments can still be made at the front desk.
- c. Staff at the site are not permitted to accept payments.
- d. 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 have not received one, contact Kathy Baugus at 717.869.5027, and she can help you.

*****Failure to comply with your contracted schedule payments will result in suspension or termination of care. *****
Please contact Kathy Baugus at 717-869-5027 with any billing questions/concerns.

Absenteeism:

The YWonderful Kids program is a separate entity operating in partnership with Penn Manor School District. We provide care on scheduled Non-School days and for early dismissals. For this reason, your weekly contracted fees remain the same throughout the school year. Your fees do not change for absences or if you are on vacation. If you find your child will be absent from our program, you will need to contact your child's school and YWCA site phone. This allows us to notify our staff at the respective schools promptly.

Termination Policy:

A two-week written notice must be submitted to Kathy Baugus at 717-869-5027 or kbaugus@ywcalan Lancaster.org - prior to the last day of attendance. If a two-week notice is not given, you will be charged two weeks of tuition from the time of withdrawal.

Subsidized Funding:

Parents interested in subsidized funding for childcare should contact Early Learning Resource Center (ELRC) directly at (717) 393-4004 or 800-937-4546. This program is managed at the Community Action Program building at 601 S. Queen Street, PO Box 2079, Lancaster PA 17608.

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 must 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 space** 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 must notify ELRC of absence on the 6th day a child is out ill or on vacation regardless of doctor's note or 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.

PROGRAM INFORMATION

Absences at the Start of Scheduled Care:

If a parent agrees to a start 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. The 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.

Limit on Number of Paid Absences:

The ELRC will only pay for a maximum of 40 absences for each child during the State's fiscal year. The State's fiscal year begins on July 1st of one year and ends June 30th of the following year. If your child has more than 40 absences from childcare, parents will be charged a daily rate for each absence starting with the 41st absence in addition to the weekly co-payment. This fee must be paid by Thursday of the current week with the co-pay for the next week.

Parents who do not pay in full will be reported to ELRC as delinquent on their co-payment. The payments received will always be applied to the outstanding prior balance first. Once the prior balance is paid, subsequent payments will be applied to the co-payment. The balance must be paid in full for the YWCA to report the balance paid in full to ELRC to have an Adverse Action lifted.

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 state licensed, and we strictly adhere to all state guidelines and regulations. Site supervisors are allotted 30 mins daily for lesson planning. Assistant site supervisors are allotted 15 minutes daily for lesson planning.

Daily activities may include:

- Arts & Crafts
- Outside Play
- Cooking
- Special Events
- Homework Time
- Circle Time
- Gross Motor Activities
- Science
- Theme Days/Weeks
- Multicultural Activities
- Fine Motor Activities
- Story Time
- Dramatic Play
- Group Games
- Music & Movement

Lunch/ Snack:

Children in the YWCA Kindergarten Wrap Program may bring a packed lunch or purchase a school lunch at Central Manor, Hambricht and Pequea. We do not have microwaves for heating up student lunches. Lunch accounts may be set up at Central Manor and Pequea with the cafeteria staff, or online at myschoolbucks.com. Checks should be made payable to Penn Manor School District with your child's first and last name written on your check. **Please note that any concerns regarding the school lunches should be directed to Central Manor and Pequea and not to the YWCA Lancaster.**

The SACC Program provides snacks which are served daily at our After-School Program sites.

Lunch is not provided on No School Days at the YWCA Lancaster. Children are required to bring lunch on these days. **If your child requires a special diet or has food allergies, please notify the YWCA site staff, and supplement your child's snacks when needed.**

Clothing:

Children enrolled in our program will play hard and they may get dirty. All children should wear comfortable clothes. No open-toed shoes or sandals are permitted to keep your child/ren safe during gross motor play time. To avoid losing belongings, PLEASE LABEL EVERYTHING. We will have a lost and found box at each 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 above 25 degrees Fahrenheit without the wind chill, and below 90 degrees Fahrenheit with the heat index. In severe weather conditions, the staff will determine whether the children will go outside. At temperatures of 25 degrees and above, children must be dressed in layers of warm, dry, loose-fitting clothing. Gloves/mittens, hats and boots are essential to provide the necessary protection.

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 school age childcare program. Our goal is to work with the community and parents/guardians to provide the best learning environment for each child. Our staff are always available to work with you in meeting the individual needs of your child. Parent conferences will be offered to all families twice a year, once in the fall and once in the spring. Should you or the program staff find it helpful to discuss your child more often, a conference can be arranged. The SACC Administrative Team is available in these situations to assist you with your concerns. Staff will complete regular observations and assessments for your child to be shared with you during your conferences.

PROGRAM INFORMATION

Important information for parents can also be found on the parent bulletin board or white boards inside the classroom and in the site newsletters.

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 during our regular operation hours.
- Families are encouraged to participate in the 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 about their 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 would like to be involved.
- Families will be provided with information about training 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 several 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.

The YWCA 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

Toys & Valuables:

Check with your program staff about special themed days that children can 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 to the program. These items will be confiscated and returned to parents at the end of the day.

PROGRAM INFORMATION

Positive Behavior Interventions and Supports:

The YWCA Lancaster is committed to working with all children regardless of disability 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 support can be put in place to help them to become more successful.

To provide a high quality and supportive classroom environment for a child's 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 model appropriates relationships and behavior in how 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 the language children need to communicate so they discover alternatives to grabbing, hitting, or crying to have their needs met.
- Teachers are always in the state of active supervision with a group of children.
- Teachers will also be actively engaged in children'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 heard.

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.
- I will do my personal best.

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 who leaves the classroom without the permission of staff repeatedly and does not re-enter when requested. This behavior (elopement) is in direct violation of our licensing policies
- A child inflicting physical or emotional harm on other children or staff, including instances of bullying.
- A child who is unable to follow the program's rules and expectations.
- A child/parent uses abusive language or threatens other children or staff members.
- A child/parent who threatens the use of weapons against other children or staff members.
- A child continues to behave against the YWCA childcare policies explained in this packet.
- The Staff/Director feels the program can no longer function effectively due to a child's inappropriate behavior.

Guidance:

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

- a. The teacher and administration team will refer to all assessments 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 too to determine if there are any delays 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.

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 about challenging behaviors. If parents/guardians refuse to meet with YWCA staff, a written request will be made. 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.

Any of the above steps may be skipped at the discretion of the YWonderful Kids Leadership Team.

Student Suspension Policy:

When a student is suspended by the school district or by the YWCA Lancaster, as a business operating on school grounds, YWCA Lancaster must continue to charge fees even when the child's attendance is not allowed by a school district decision or YWCA. YWCA Lancaster is an independent entity from the school district and responsible for its own financial obligations. YWCA Lancaster cannot suffer a negative financial consequence due to no fault of its own, or an action. Therefore, your regular care contracted fees will be charged regardless of a child's suspension.

Transitioning to another Program:

The YWCA Lancaster will work with the parents and the schools to make transitions as easy as possible for your child/children. We automatically transfer all necessary files from the K-WRAP program to the Before and After School program. Parents can request a copy of your child's portfolio when the child advances to middle school or if you change program sites. Portfolios and files will be automatically transferred for children who attend our program at one school and transfer to another school within the Penn Manor School District.

A meeting at each site will be offered for children transitioning into kindergarten or middle school to provide information to support this change. The meeting for children transitioning into kindergarten will occur in August before the school year starts. The meeting for children transitioning into middle school will be held in May before the school year ends.

Electronics Policy:

The YWCA Lancaster will not be responsible for electronics brought into the program. These items include tablets, laptops, and cell phones. Electronics in the School Age program will be limited to 30 mins on Fridays during summer camp or on no school days. At all other times, electronics will not be permitted in the program.

Summer Camp:

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

The summer camp program provides one t-shirt per child that is enrolled. Children are actively engaged in programming and field trips throughout the summer. Typically, summer camp will run from the end of the school year through the Friday before school starts. Families may register for Part Time (2-3 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 camp must have an up-to-date physical on file at the center. Children may not begin care until that is completed.

HEALTH AND SAFETY INFORMATION

Supervision:

All staff are required to direct, assess, see, and hear students at all times. We follow Department of Human Services compliance ratios of 1 staff person per every 12 students (1:12).

Mandated Reporting:

All employees of the YWCA School Age Childcare programs are mandated reporters. Mandated reporters are people who, in their employment, have direct contact with children and must report or cause a report when they suspect child abuse. Any signs of suspected physical, verbal, or mental abuse, neglect or maltreatment will be reported. The law also states that anything said to a mandated reporter, regardless of evidence involving maltreatment, abuse or neglect must be reported to the appropriate agency.

Emergency Plan Explanation:

The site emergency plans are available on site with the evacuation sites and procedures.

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 regularly, the director and regional manager should be notified and determine if the right support is in place for the child and 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 to 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

Illnesses:

If your child should become ill while in our care you will be contacted regarding their symptoms so that you can decide if you would like to pick them up earlier than dismissal time. 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, we may require a physician's note to return to the program. Since we commit your contracted day to your family and cannot temporarily fill that space for reasons of absence, illness, or vacations, **your regular care contract fees will be charged regardless of use.**

Children should not attend the YWCA Child Care Programs if they are experiencing any of the following:

- A temperature above 101 degrees taken orally/axially
- Repeated episodes of vomiting or diarrhea
- Severe nasal and chest congestion and a cough that interferes with daily activities.
- Behavior indicating pain or distress

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.

Lice:

If we find that your child/ren have live bugs, they will be referred for treatment. Children nits will be referred for treatment at the end of the day. 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 your authorization.** 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.** YWCA Lancaster SACC programs follow the guidance of Caring for Our Children National Resource Center <https://nrckids.org/CFOC>.

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. Children may return after being symptom free for 24 hours. 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 the management team until your arrival. Please have arrangements in place should your child get sick while in our care.

INCLEMENT WEATHER POLICY

School Cancellation/Closure – All childcare will be provided from 8:30 a.m. – 5:00 p.m. at our 110 N. Lime Street location

We will open at 8:30 a.m., which allows for:

- Lancaster City time to determine if a state of emergency is required;
- Lancaster City time to provide safe passage for all travelers;
- YWCA maintenance staff time to provide safe access into the building;
- YWCA childcare staff time to arrive safely, prior to children's arrival

Weather Related - Early Dismissal – When respective school sites are CLOSED; the YWCA will close school age programs. We will notify early learning families (at Lime Street) of pick-up times.

Delayed Opening Schedule-

- **1 Hour Delays** – The YWCA will open at **8:00am**
- **2 Hour Delays** – The YWCA will open at **9:00am**

PRE-K COUNTS students:

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

Update:Jan 4, 2024



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

