

**YMCA of the North**  
**Early Care and Education**  
**Parent Handbook**



**Revised August 6, 2025**

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# Welcome to the YMCA!

The team members of the YMCA of the North would like to welcome you and your family to the YMCA and our Early Care and Education programs.

Early Care and Education Programs will support the healthy development and well-being of all children and families served. Our experiences include a developmentally appropriate and research-based curriculum for children 6 weeks to kindergarten. Our curriculum is based on the individual needs of each child and supports a young child in all areas of development; social-emotional, language & communication, cognitive, creative, and physical development.

All of our programs and activities incorporate the YMCA core values of caring, equity, honesty, respect, and responsibility.

Your YMCA Early Care and Education program (ECE) is currently licensed in the State of Minnesota following these ratios:

**Infants** with a 1:4 ratio (6 weeks to 15 months)

**Toddlers** with a 1:7 ratio (16 months to 32 months)

**Preschool** 1:10 ratio (33 months to first day of Kindergarten)

We attempt to uphold smaller group sizes and lower adult-to-child ratios as programming and attendance allow. Where age groups are combined, we will meet the appropriate ratio for the youngest child in the group.

The YMCA Early Care and Education Program Plan is available upon request. You may request a copy from the Child Care Program Director.

The policies outlined in this handbook are what you may expect from YMCA ECE programs and what the team members expect from you in return. For your child's experience to be rewarding, we must all work together. We hope this handbook is helpful. Please take the time to become familiar with the policies and procedures of YMCA ECE. The policies can change at any time and will be updated here. Failure to comply with any policies or procedures may result in dismissal from the Y program.

We are all looking forward to getting to know you and your child.

Many of your questions will be answered in the next few pages. However, if you have any questions that are not answered here, please contact your Center's Program Director.

## Mission

To put Christian principles into practice through programs that build healthy spirit, mind, and body for all.

To achieve this mission, we strive to:

- **Be community-centered.** For nearly 160 years, we've been listening and responding to our communities.
- **Bring people together**, connecting people of all ages and backgrounds to bridge the gaps in community needs.
- **Nurture potential** because everyone should be able to learn, grow, and thrive.
- **Maintain a local presence and global reach.** We mobilize local communities to effect lasting, meaningful change.

## Vision

To serve relentlessly with our community until all can thrive in each stage of life.

## Values

- **Caring** — To be sensitive to the needs and well-being of others.
- **Equity** — To see and remove structural barriers so that everyone has what they need to thrive.
- **Honesty** — To tell the truth, have integrity, and ensure that our actions match our values in everything we do.
- **Respect** — To value the worth of every person and treat others as they would like to be treated.
- **Responsibility** — To do the right thing and be accountable for one's behavior and obligations.

## Areas of Impact

We must be focused and accountable to bring about meaningful change in individuals and communities. At the Y, we measure the success of our cause by how well we engage communities in our three areas of focus:

- **Youth Development** — Nurturing the potential of every child and teen
- **Healthy Living** — Improving the nation's health and wellbeing
- **Social Responsibility** — Giving back and providing support to our neighbors

## Scholarships and Financial Assistance

The Y offers need-based assistance to help individuals and families access the programs that are important to them. These scholarships are made possible by generous donors and partners who are committed to providing resources that increase access so more people can come together for the common good.

The Y accepts county and agency assistance for all childcare and preschool programs. In addition, the Y's scholarship program can be used in combination with third party assistance.

Families can apply for a scholarship in person by scheduling a visit with the Early Care and Education Center Director or apply online here: <https://www.ymcanorth.org/scholarships>

Applications are processed in the order received. We'll review your information and within ten (10) business days you should receive an email from us with a decision. We will let you know if we need additional information.

## Locations

### Eagan Early Childhood Learning Center

550 Opperman Drive, Eagan, MN 55123

Phone: 651-229-6419

Hours: Monday–Friday 6:30 a.m.–6 p.m.

### Lakeville Early Childhood Learning Center

16331 Kenrick Ave., Lakeville, MN 55044

Phone: 651-728-5344

Hours: Monday–Friday 6:30 a.m.–6 p.m.

### New Hope Early Childhood Learning Center

7601 42nd Avenue, New Hope, MN 55427

Phone: 612-268-4447

Hours: Monday–Friday 6:30 a.m.–6 p.m.

### St. Paul Eastside Early Childhood Learning Center

875 Arcade Street, St. Paul, MN 55106

Phone: 612-268-4443

Hours: Monday–Friday 6:30 a.m.–6 p.m.

### St. Paul Midway Early Childhood Learning Center

547 Wheeler St. N., St. Paul, MN 55104

Phone: 612-268-4442

Hours: Monday–Friday 6:30 a.m.–6 p.m.

### Shoreview Early Childhood Learning Center

3760 Lexington Avenue N., Shoreview, MN 55126

Phone: 651-645-6605

Hours: Monday–Friday 7 a.m.– 5:30 p.m. \*Serving ages 33 months to 5 years

### Woodbury Part-day Preschool

2175 Radio Dr., Woodbury, MN 55125

Phone: 651-739-6596

Part-day Preschool Hours:

Toddler Care: Tuesday and Thursday, 9:15am to 2:15pm

Preschool: Monday–Friday, 9:15am to 2:15pm

Extended Care: Monday–Friday, 8:15–9:15am and 2:15–4pm

Preschool and Extended Care: 2, 3 and 5-day options

### YMCA Early Childhood Learning Center at the University of MN

326 16th Ave SE, Minneapolis, MN 55455

Phone: 612-268-4390

Hours: Monday–Friday 6:30 a.m.–6 p.m.

# PROGRAM OVERVIEW

## Curriculum

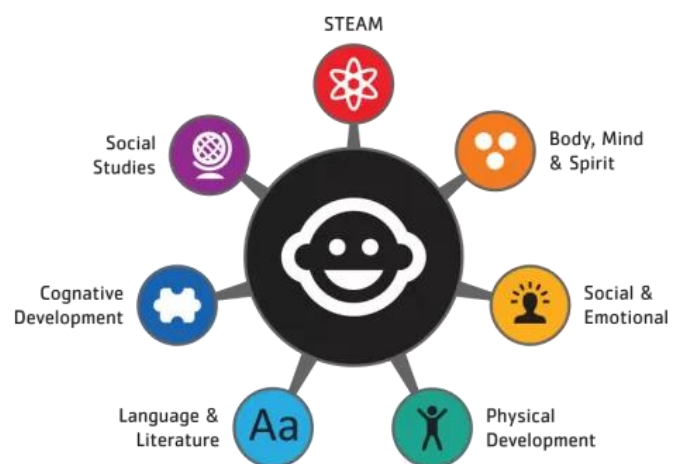
What your child learns early in their life is the foundation for forming well-rounded individuals. Our age-appropriate, comprehensive curriculum has a clear organizational structure and focuses on routines and learning experiences. Our programs foster joyful and purposeful learning while addressing specific developmental needs.

## Lesson Plan

A well-planned and implemented curriculum will help define a child's experience in a YMCA program. Curriculum affects all aspects of a program: its overall quality, parent perceptions, team member satisfaction, and individual child outcomes.

## Focus Areas

- Social-Emotional: Gaining self-awareness and social skills to positively navigate the world and build relationships.
- Physical Development: Understanding healthy eating, physical and personal safety and building a lifelong enjoyment for physical activity.
- Language & Literacy: Learning to speak, read and write are an essential part of successfully communicating with others.
- Cognitive: Developing reasoning and problem-solving skills
- Social Studies: Understanding of people, places, environments, nature, and the appreciation of diversity
- Body, Mind & Spirit: Developing social skills and positive core values of caring, honesty, respect, responsibility, and equity as a foundation for learning social responsibility.
- STEAM:
  - Science: Beginning to understand physical life and the environment
  - Technology: Becoming aware and learning the basics of tools and technology
  - Engineering: Building, constructing and problem-solving
  - Arts & Self Expression: Granting the freedom to explore, think creatively and find healthy ways to express individuality.
  - Math: Understanding of numbers, concepts, patterns, and relationships





## Child and Family Wellbeing Team Members

All team members meet or exceed State of Minnesota Department of Children, Youth, and Families Guidelines, and are hired not only for their experience and training but also because they exhibit the following characteristics:

- A positive and professional image
- An ability to communicate effectively with children
- An ability to create an environment which reflects care and safety for children
- An active interest in, and respect for, each child
- An awareness of children's needs and an ability to meet them
- A commitment to communication with, and support of, every family in the program
- All YMCA team members must complete a YMCA background check and a human services background study including being fingerprinted before they can begin working in our programs. In addition, all team members must attend a new employee orientation session within 30 days of hire and complete all mandatory child abuse prevention and other trainings required for their job responsibilities. All ECE team members are certified in CPR and First Aid within 90 days of hire.

## USDA Child and Adult Care Food Program

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

(1) **mail:** U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410; or

(2) **fax:** (833) 256-1665 or (202) 690-7442; or

(3) **email:** [program.intake@usda.gov](mailto:program.intake@usda.gov)

**This institution is an equal opportunity provider.**

## **Research and Public Relations Permission**

Parents will be notified and a written permission form will be signed before each occasion of research, experimental procedure, or public relations activity involving a child.

## **Insurance**

The program has liability coverage by Great American Insurance Company issued to the YMCA of the North.

## **Data Privacy/Confidentiality**

The YMCA complies with state and federal privacy laws. Information gathered from the registration and health history forms is shared only with the YMCA team members. To access the online data policy, visit the direct link for more information at: [www.ymcanorth.org/privacy\\_policy](http://www.ymcanorth.org/privacy_policy)

## **YMCA Member, Participant, and Guest Code of Conduct**

Our YMCA Code of Conduct embodies the spirit of the Y and is intended to help everyone including members, participants, and guests feel welcome and safe at the YMCA. By using YMCA facilities and programs as a member, participant or guest, you agree to follow our [Code of Conduct](#), which is rooted in our core values of caring, honesty, equity, responsibility, and respect.

# ENROLLING YOUR CHILD

Your enrollment will be complete once we have received the following:

1. Completed registration form with a non-refundable \$150 enrollment fee (\$100 goes towards your child's first week of tuition, \$50 goes towards administrative fees) \*\*Note: When moving age groups, there will be a \$50 administrative fee.
2. Emergency card containing the following:
  - A. the child's full name, birthdate, and current home address;
  - B. the name, address, and telephone number of the child's parent;
  - C. instructions on how the parent can be reached when the child is attending the center;
  - D. the names and telephone numbers of at least two persons authorized to take the child from the center;
  - E. the names, addresses, and telephone numbers of the child's source of regular medical and dental care and the source of medical and dental care to be used in case of an emergency;
  - F. the names, addresses, and telephone numbers of two persons to be contacted if a parent cannot be reached in an emergency or when there is an injury requiring medical attention;
3. Immunization: When a child is enrolled in the center, the license holder must obtain documentation of current immunization according to Minnesota Statutes, section 121A.15, a signed notarized statement of parental objection to the immunization, or a medical exemption.
4. Health Care Summary: Report on a current physical examination of the child signed by the child's source of medical care
5. Developmental History: This provides our team with a check in from your child's family about how the child is growing, moving, talking, seeing, hearing, and behaving.
6. Documentation of any dietary or medical needs of the child
7. Documentation of any individual child care program needs for the child
8. All other YMCA documents provided in the enrollment packet

Note: All required paperwork must be completed and submitted at least one week prior to your child's start date. Failure to do so may delay your child's enrollment and will not result in any reduction of fees.

## Holding your spot for future care

Important Information Regarding Holding a Spot for Care More Than 2 Weeks Before the Potential Start Date:

- **Non-Refundable Registration Fee:** \$150 (of which \$100 will be applied toward the first week of care).
- **Preferred Start Date:** Must be indicated on the registration form.
- **Future Infants:** The start date can be flexible within 30 days of the selected date, but any changes require at least a 2-week notice.
- **Cancellation or Changes:** We understand that plans can change. If you need to cancel or make any changes to your enrollment, please provide at least 2 weeks' notice. Failure to do so will result in the requirement to pay for the first 2 weeks of tuition.

## Transitioning to new age group

When your child meets the age requirements and is developmentally ready, they will move to the next age group. You will be required to complete the same enrollment paperwork as you did upon enrolling in the center, prior to the new classroom start date. Note: There will be a \$50 administrative fee for each age group transition.

# PAYMENT INFORMATION

**Fees are due the Monday prior to the childcare service week.** A late payment fee of \$10 will be charged on Friday, if no payment has been received for the upcoming week.

We offer several payment methods that you may select from:

1. Regular Electronic Fund Transfer from a valid credit or debit card. This will save you time and hassle. Please call the Customer Service Center at 612-230-9622 for more information. Contracted fees will be charged every week.
2. You may stop into your local YMCA branch and pay at the membership desk.
3. You may pay over the phone. Please call us between the hours of 7am-5pm, Monday-Friday at 612-230-9622.

Children will not be allowed to participate in the program until all fees have been paid. There will be **no reduction in fees** if your child does not attend program for **any reason**. If your child will not be in program for a registered day, please contact the program site immediately. Absences (planned or unplanned), holidays, professional days, and snow days do not affect the contracted fee.

PLEASE NOTE: We are unable to provide bi-weekly or monthly billing. If you need other alternative payment plans, please contact Customer Service for assistance.

## Non-Payment and Termination

If payment is not received by the due date, there is a \$10 late payment fee assessed to your week of care. If balances become delinquent two (2) or more weeks, your child's attendance may be suspended and you will have full responsibility for all registered days. Habitual violation of this policy will result in the child's suspension or expulsion from the program.

All YMCA services (membership, swimming lessons etc.) at any YMCA location, will be suspended if payment is not current. Re-registration will be allowed once all outstanding balances have been paid and an opening is available. If you have a previous outstanding balance for any YMCA locations/services enrollment will not be processed until that balance is paid in full.

If you choose to withdraw from the program and restart, a new registration form and non-refundable administrative fee of \$50.00 will be required. We reserve the right to terminate a child's participation in our programming at any time.

## Withdrawal from Program

A two-week written notice of withdrawal is required. This notice must be given in writing to the center director.

If no withdrawal notice is provided, you will be responsible for tuition dues for two weeks after the last date of attendance. All attempts will be made to contact the family before canceling services.

## Billing Adjustments

Additional fees (e.g., for late pickup, NSF, or EFT returns, etc.) will be added to your account and must be paid when invoiced.

## Multiple Party Payments

In cases where multiple parties are making payments to a childcare account, the Y is **not** responsible for determining which party has the financial responsibility for specific weeks/days. A [multiple party agreement form](#) must be completed and signed by both responsible parties prior to program start. Payments will be split by percentage only for each week of program. The Y will not bill by days attended. Billing will be completed based upon weekly program registration. Both parties must be set up on automatic billing through a valid credit/debit card. EFT authorization must be on file for both parties. These can be requested to Customer Service and they will provide as needed.

## County Subsidy/Third Party Payer

Families who are working with a state or county agency that helps cover the cost of child care expenses must contact their case worker about their enrollment in our program.

Parents using State, County or third party payments must provide a caseworker name, phone number and VU# at the time of registration. For county subsidy, a current "Authorization of Service" must be on file with the Y. Upon receipt of the authorization, the child will be enrolled. Parents/guardians are responsible for all fees until an authorization of service is received by the YMCA.

Co-payments are due in full by due date. Co-payments can be set weekly. Payment arrangements are made with the [Y Customer Service](#).

Parents will be held liable for all fees not covered by an authorization. An expired authorization or failure to pay parent co-pays may result in termination of your enrollment.

## Vacation Days

Each participant is allotted 5 days with no tuition due for vacation purposes. Vacation days begin January 1, of one calendar year and expire December 31, of same calendar year and cannot be carried over. Vacation must be requested in writing two weeks in advance on a vacation request slip.

## Pre-planned Center Closures

The Child Care Center will be closed on the legal holiday observation for the following: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, day after Thanksgiving, Christmas Day and three Professional Days to be announced. The center will close early on Christmas eve and New Years Eve.

You may use your allotted vacation days for these pre-planned closure dates.

## Late Drop-Off Policy

To support smooth daily operations and ensure all children can fully participate in scheduled activities, we ask that all children be dropped off no later than **10:00 AM** each day. Timely drop-off also helps us plan appropriately for meals and staffing needs. Children arriving after 10:00 AM without prior notice may not be admitted for the day. **Refunds will not be issued** in these cases.

We understand that exceptions may occasionally be necessary (e.g., medical appointments). If your child needs to arrive after 10:00 AM, please notify their teacher **at least 24 hours in advance** so we can plan for their arrival accordingly.

## Late Pick-Up Charge

A late pick-up fee of \$25 will be charged for each child, for the first 15 minutes after the center is closed, and an additional \$5 for each 5-minute increment, or portion thereof, until the child is picked up from the center. For example, if your child is picked up at 6:18 pm, you will be responsible for paying a late pick-up fee of \$30.

The Parent/Guardian will be required to sign a form acknowledging the charge.

If a child is not picked up from the program, the team member will try to contact the parent/guardian(s). If they cannot be reached, the team member will call the listed emergency contacts. This will be done until they find someone who can pick up the child. If this fails, after 30 minutes of closing, the team member will contact the local authorities.

The YMCA team members understand that certain situations may cause you to arrive late, however, habitual lateness or abuse of this policy could result in the child's suspension or expulsion from the program. Please be respectful of our team members who have other commitments.

This late pick-up charge also applies to the pick-up for excluded children or unplanned early closures.

## Statements and Payment History Reports

Please note that the Y does not send out billing statements for upcoming balances due for School Age Care programs.

If you are not enrolled in automatic EFT (Electronic Funds Transfer), you can view both upcoming and past due balances by logging into your [Community Page](#) on our website.

For details about your registrations and programs, visit the **'My Orders'** section in your online Y account.

Receipts available through your online account may be used for flexible spending or childcare reimbursement purposes and can be accessed via your [Community Page](#).

**Please Note:** A Community Page setup is required to access billing, registration, and payment information. If you need help setting up your account or navigating your information, please contact [Customer Service](#) for assistance.

## Unplanned Closures

It may be necessary for our center to close or reduce hours due to snow or weather-related emergencies, energy problems, or other unforeseen events. Parents are encouraged to monitor your email, the Alaris Parent Portal messages and your phone for a possible robo-call with updates from the YMCA.

While we don't anticipate there will be many of these occurrences, the family will still be financially responsible for any registered sessions missed. Should the program close more than four (4) times during the school year for weather/building emergencies, family accounts will be credited for any further program closures. If the building site elects to close, our program will also close.

### Weather related closures:

Please refer to the chart below to see which school district your center is located in, along with the hours and closures your center will follow based on that district's schedule.

Should the weather be bad enough that we need to close your center for the day, we will notify you via email and/or robocall by 6:30 am.

	If Schools Have:			If School is:	
	Late Start	Early Release	After School Activities Cancelled	Cancelled due to cold temp	Cancelled due to heavy snow
<b>ECLC</b>					
<b>Eagan</b> - ISD 196 - Eagan, Rosemount, Apple Valley Schools	Program Opens at 8:30 a.m. *Breakfast will be served	Program Closes at 4:00p.m. *Snack will be served	Open	Program Hours 7:30 a.m. to 5:00 p.m.	The program will be closed in alignment with the school district where your center is located.
<b>East</b> - ISD 625 - Saint Paul Public Schools					
<b>Lakeville</b> - ISD 194 - Lakeville Public Schools					
<b>Midway</b> - ISD 625 - St Paul Public Schools					
<b>New Hope</b> - ISD 281 - Robbinsdale Public Schools					
<b>Shoreview</b> - ISD 621 - Moundsview Public Schools	Program Opens at 9:15 a.m.	Program closes at 2:15 p.m.		Program Hours 9:15 a.m. to 2:15 p.m.	
<b>U of MN</b> - SP 1 - Minneapolis Public schools					
<b>Woodbury</b> - ISD 833 - South Washington County					
<b>Voluntary Pre K/Wrap around</b>					
<b>Echo Park</b> - ISD 196 - Eagan, Rosemount, Apple Valley Schools	Follows School District	Follows School District	Open	Follows School District	Follows School District
<b>Oakridge</b> - ISD 196 - Eagan, Rosemount, Apple Valley Schools					
<b>Pearson</b> - Shakopee School District 720					

### Other unplanned closures:

If a closure occurs during the program day, families will be contacted immediately and are expected to pick up their child within one hour of notification. The decision to close the centers is made by YMCA leadership.

The center will remain open until all of the children have departed with their parents or an adult authorized by the parents. After the one-hour time frame of closing, late fees will apply. Emergency contact forms and authorized pick-up information must be current to ensure timely pick-up if necessary. Families are encouraged to have a back-up care plan in place in case of an unplanned closure.

# PLANNING FOR YOUR CHILD'S DAY

## Required Sign-In and Out Procedures

If your child is not going to be in attendance for a scheduled session, it is the parent/guardian responsibility to contact the site and let staff know. This does not change fees for the day but does ensure your child is safe and staff are aware of your child's location.

**You must sign your child in every morning and out every afternoon for the sessions they attend. Sign in and out will be an electronic procedure and must be performed in the program your child is registered.** Parent or authorized individuals must accompany their child into the program space each morning. Parents must not leave children unless they are checked in with and under the supervision of the appropriate Y team members.

**Any authorized person who is picking up the child from the Y program must have available proper photo identification and may be checked by Y staff. This procedure helps to ensure the safety of your child.** We require all parents/guardians follow this policy. Failure to comply may result in suspension and/or termination from the Y program. The Y staff may ask to see a photo ID for all persons picking up participants, please do not be offended if they ask for identification. Staff may vary, please be prepared to show your photo ID daily.

## Drop Off, Pick Up, and Parking

Please park in designated parking spots when dropping off or picking up your child. Do not leave your vehicle parked in loading zones, fire lanes, or handicapped spots (without proper permits). For your safety, security, and health of all the Y recommends not leaving your unattended vehicle idling and that you secure your valuables out of site. We reserve the right to call the local authorities if your vehicle is parked illegally, and if habitual illegal parking occurs, we will consider termination of care.

## Persons Authorized to Pick Up Your Child

At the time of enrollment, the YMCA must be provided with the names and phone numbers of all legal guardians and at least two additional adults (age 18 or older) authorized to pick up your child. For the safety of all children, only individuals listed in writing by the parent or legal guardian will be allowed to pick up a child. Authorized individuals must present valid photo identification if not recognized by YMCA staff. **Children will not be released to anyone under the age of 18.**

If someone *other than* a listed parent/guardian or authorized adult will be picking up your child, you must inform YMCA staff *in advance and in writing*. No phone authorizations will be accepted. In emergency situations, exceptions may be made only if staff can verify the request by calling a previously provided number from the emergency form.

If changes to authorized contacts or emergency contacts are needed, they can be made at any time by contacting program leadership. However, if you need to remove a previously authorized individual, this must be done **in person** with the Center Director.

If a court-ordered custody agreement is in place, the YMCA is legally required to follow its terms. The guardian with legal custody must provide the YMCA with a certified copy of the most recent court order. This document must be kept on file and updated as needed. If no court order is provided, both legal parents/guardians will have equal access to the child and their information.



## Appropriate Dress

Your child will actively participate in many activities. Your child must be dressed in a manner that allows the freedom to experiment and enjoy the many opportunities for learning and play. Comfortable, sturdy shoes will make active play much safer and more enjoyable.

There will be occasions when clothing will become soiled. Therefore, all children must keep at least one full change of clothing (appropriately labeled) at the center at all times.

Necklaces are not permitted due to choking and strangulation hazards.

## Outdoor Play

Outdoor play is an important part of your child's day. We believe it is vital for the total health of a child. We will be going outdoors every day, weather permitting. Your child must have appropriate clothing for outdoor play. In the winter, this includes water-resistant **labeled** boots, hats, mittens, and scarves. In the summer, this may include a hat and properly fitting light-colored clothing. If your child does not have weather-appropriate items, you will be asked to bring items or pick your child up from care.

**All children who are well enough to be at the center are expected to participate in all activities, including outdoor time and swimming.**

We follow the National Weather System's [Heat Index](#) and [Wind Chill Chart](#) to help determine when and how to adjust outdoor activities when the heat or cold starts to reach unsafe temperatures.

Additionally, we follow the [Minnesota Outdoor Air Quality Guidance for Schools and Child Care](#) to determine when and how to adjust outdoor activities when air quality starts to reach unhealthy levels.

## Personal Belongings

**The YMCA is not responsible for lost or stolen items.**

We will do our best to ensure the safety of your child's belongings, however, we do ask that you please not send unnecessary items with them. The YMCA will not take responsibility or be held liable for lost, stolen or damaged items. Please **DO NOT** send items of value from home with your child. Toys and games that can be easily broken, lost or not comfortably shared with other children should be left at home (with the exception of "Show and Tell" days, as specified by the classroom teacher). We have a variety of equipment at the center to meet the needs of children. **Please label all personal belongings with the child's first and last name.**

## Meals and Snacks

A nutritious breakfast, lunch and afternoon snack are provided daily for each child. Snack time will be posted in your child's classroom. Menus are planned on a monthly basis and copies are available in the office.

For infants under the age of one; the YMCA provides formula, purees, and solid food. These are offered to the child based on parent approval and developmental readiness. Parents are allowed to bring in a preferred formula or breast milk. Some formulas may need a medical statement prior to providing the formula in the center.

Infants over the age of one; the YMCA provides whole milk as well as breakfast, lunch and afternoon snack.

Due to allergies within the center, no outside food may be brought into the center/classroom unless approved by the Center Director. This includes food for celebrations such as birthdays.

## **Prescribed Diets, Food Allergies and Intolerances**

Our center follows state and federal requirements for accommodating children with special dietary needs.

With appropriate medical documentation, we modify meals for children with food allergies or other dietary needs. Parents must provide an appropriate medical statement before we can make any medically based dietary accommodations. The statement must be signed by a recognized medical authority, i.e., physician, physician assistant, doctor of osteopathy or advanced practice registered nurse. Special diet and other medical statements are available from each center director.

The YMCA is not legally required to provide alternative food for a request that is non-medically based. Such requests may include but is not limited to religious reasons, lifestyle(i.e. organic, vegan), and food preferences. The YMCA reserves the right to determine which, if any, requests can be reasonably provided if such accommodations are not related to a medically required dietary need. The appropriate staff will be notified of any dietary accommodations.

## **Pets in the Classroom**

We do not allow pets in our classrooms, nor within our program areas/center.

## **Field Trips**

Field trips will be scheduled considering the age and development of the group. All field trips will be announced to the parents and posted with lesson plans. Written permission will be obtained from the parents before any field trip.

## **Special Celebrations**

We celebrate the presence of differences that make each person unique. We intentionally engage and develop all members of the Y community. We strive to connect and serve populations at home and around the world. Our center promotes non-food celebrations of individual child birthdays and special days. As a program, we celebrate birthdays and other special occasions with activities that focus on children instead of food.

We do allow parents to provide food products in celebration of a child's birthday or other holiday, with Center Director's approval. In place of food, parents may send non-food items (examples include stickers, crayons, notepads, etc.), though this is not expected or required. YMCA staff reserves the right to refrain from using any such items in the classroom that may be potential safety hazards (such as potential choking hazards).

The YMCA enthusiastically supports recognizing and learning about each family's home culture and realizes that food is a large part of cultural celebrations. We encourage parents to find non-food ways to share cultural celebrations with classrooms, such as visiting the class to read a book, performing music, or participating in a craft project reflective of a specific culture or celebration. When food items are used in cooking projects or other educational activities, they must follow YMCA guidelines.

## Nap & Rest Time

The YMCA nap and rest policy is consistent with the development level of the children enrolled in the program.

**Infants:** Each infant determines their naptime. The multiple naps throughout the day will progress down to two naps per day. Infants transitioning to the toddler room will be weaned to one afternoon nap per day.

**Toddlers:** One afternoon nap time after lunch.

**Pre-School:** One afternoon nap/rest time after lunch.

**1. Confinement Limitations:** A child who has completed a nap or rested quietly for 30 minutes will not be required to remain on a cot or in a crib or bed.

**2. Equipment Placement:** Naps & rest will be provided in a quiet area that is physically separated from children who are engaged in an activity that will disrupt a napping/resting child.

Cribs, cots, and beds will be placed so there are clear aisles and unimpeded access for both adults and children on at least one side of each piece of napping and resting equipment. Cribs, cots, and beds will be placed directly on the floor and must not be stacked when in use.

**3. Bedding:** Infants will be provided with crib sheets and will be washed onsite weekly and/or when soiled/wet. Parents may provide an approved sleep sac, and will be sent home to be washed weekly and/or when soiled or wet. Toddler and Preschool blankets will be sent home to be washed weekly and/or when soiled or wet.

**4. Crib Standard:** Cribs will be provided for each infant for whom the center is licensed to provide care. The equipment will be of safe and sturdy construction that conforms to federal crib standards under Code of Federal Regulations, title 16, part 1219 for full-size baby cribs, or part 1220 for non-full-size baby cribs. Each crib is inspected monthly by staff and results recorded on the DHS form dated 8-2013. In addition, CPSC checks are done annually & recorded on the form.

### **5. Reduction of Sudden Unexpected Infant Death/Infant Sleeping Position:**

- The program will place each infant to sleep on the infant's back unless the license holder has documentation from the infant's physician, advanced practice registered nurse, or physician assistant directing an alternative sleeping position for the infant, directing an alternative sleeping position for the infant, using DHS form Directive for Alternate Infant Sleep Position, (DHS-7216) This form is only for alternate sleep position, not location and will remain on file.
- An infant who independently rolls onto its stomach after being placed to sleep on its back may be allowed to remain sleeping on its stomach if the infant is at least 6 months old or the center has a signed statement from the parent indicating that the infant regularly rolls over at home (Using DHS-7219 form).
- Infants will be placed in their own crib on a firm mattress with a fitted sheet that is appropriate to the mattress size, which fits tightly on the mattress, and overlaps the underside of the mattress so it can't be dislodged by pulling on the corner of the sheet with reasonable effort.
- The staff will not place anything in the crib with the infant except for the infant's pacifier, as defined in Code of Federal Regulations, title 16, part 1511. The pacifier must be free from any sort of attachment. Additionally, the infant's clothing or sleepwear must not have weighted materials, a hood, or a bib.
- When an infant falls asleep before being placed in a crib, the infant will be moved to a crib as soon as practical. The infant must remain within sight and sound until the infant is placed in a crib and must not be in a position where the airway may be blocked or with anything covering the infant's face.

- When an infant falls asleep while being held, the staff will consider the supervision needs of other children in care when determining how long to hold the infant before placing the infant in a crib to sleep.
- Should an infant arrive at the center asleep in a car seat, the classroom teacher will wake the child upon arrival.
- Placing a swaddled infant down to sleep is not recommended for an infant of any age and is prohibited for any infant who has begun to roll over independently.
- Children's heads will be uncovered during sleep; within sight/sound at all times.
- All toddlers and preschool children will sleep with footwear on to ensure emergency evacuations are safe.
- The center will have a written sleep policy for sleep rooms to ensure supervision within sight and sound of staff at all times, the staff will ensure sound by having a baby monitor located in the crib area. The monitor will be turned on at all times during operation when an infant is under the care of the program. Sight supervision will be maintained by visually checking on sleeping infants every 10-15 minutes.
- All staff persons and volunteers who work with infants have training on Sudden Unexpected Infant Death and Sudden Infant Death Syndrome (SUID/SIDS) per MN statutes, sections 245A.40, sub. 5 before they care for infants. This training is completed each calendar year.

# HEALTH AND SAFETY

## Health Consultant

A health consultant will review health and safety policies stipulated by Minnesota Rule 3 on an annual basis. Additionally, if there is a proposed change in health practices or policies, or if an outbreak of a contagious illness should occur, a health consultant will be contacted for review.

## Exclusion Policies

Exclusion from care is necessary because your child(ren) may be infected with a communicable illness and could contribute to further spread of illness at the center. The YMCA of the North reserves the right to modify the exclusion policies stated below based on the needs of the center. **The YMCA also reserves the right to override a doctor's note to return to the program, due to fever, rash or any other symptoms.**

Children cannot be admitted to the center with any of the following symptoms or illnesses:

- **Fever** It is YMCA policy that children are fever-free, **without** fever-reducing medication for 24 hours, before returning to the center. A fever is defined as an axillary (under the arm) temperature of 100 degrees or higher (101 degrees orally/102 degrees rectally).
- **Signs/Symptoms of Possible Severe Illness** Child must be excluded until a medical exam indicates the child may return if the child exhibits unusual fatigue, uncontrolled coughing, irritability, persistent crying, difficulty breathing, wheezing, etc.
- **Uncontrolled Diarrhea** Child must be excluded with an increased number of stools compared with his/her normal pattern, watery stools, and/or decreased stool form that cannot be contained by the diaper or use of the toilet. Child may return after a medical exam indicates that it is not a communicable illness. A child whose diarrhea cannot be contained in a diaper or use of a toilet will be excluded until these symptoms are no longer evident for 24 hours.
- **Vomiting** Child must be excluded until vomiting has stopped for twenty-four hours.
- **Mouth Sores with Drooling** Child must be excluded until a medical exam indicates that the child may return.
- **Rash** Child must be excluded until a medical exam indicates that it is not a communicable illness.
- **Eye Drainage** A child is excluded for 24 hours after treatment is started for contagious conjunctivitis or pus drainage.
- **Unusual Color** A child is excluded until a medical diagnosis rules out Hepatitis A.
- **Significant Respiratory Distress** Excessive coughing, wheezing or difficulty breathing.
- **Bacterial Infection** This includes strep, ear infection, or impetigo; the child is excluded until 24 hours of antibiotic therapy have been completed.
- **Any contagious illness** All children must be excluded with any reportable illness such as scabies, chicken pox, ringworm, etc., that is untreated and contagious to others.
- **Head Lice** A child must be excluded until all lice, lice eggs, and egg cases are removed. Our center enforces a "no nit" policy. If nits are present upon the child's return to the center, the parent will be called to pick up the child for treatment or follow-up.
- **Unable to participate** If the child is unable to participate in everyday center activities with reasonable comfort, or who requires more care than the team members can provide without compromising the health and safety of other children, he/she will be excluded from the center. This includes excessive crying or the requirement of one-on-one care.

## Inadequately Immunized Children

If a case of measles, mumps, rubella, pertussis, polio, or diphtheria occurs in the child care setting, children who are inadequately immunized will be excluded for the incubation period of the disease.

## If Your Child Has a Communicable Illness

Parent must notify the center within 24 hours. Notice (without specific names) will be posted for parent information. This notice will include the illness, incubation period, early signs to watch for, and exclusion recommendations. The center will notify the Public Health Department within 24 hours should an occurrence of a "reportable disease" take place.

## If a Child Becomes Ill at the Center

Our top priority is your child's health and comfort. If your child becomes ill while at the center, we will do our best to help them feel safe and at ease.

In some cases, staff may contact parents/guardians to share information and collaborate on the best course of action. If your child shows any symptoms listed in our illness policy, they will be removed from the group and supervised in a quiet, comfortable space until they can be picked up.

Parents/guardians will be contacted right away. If we are unable to reach you, we will call the emergency contacts listed on your child's file. While your child remains in our care, staff will continue to monitor and assess their condition.

Please note:

- The YMCA is not a healthcare provider and is not licensed to care for sick children.
- For the well-being of your child and others, a parent, guardian, or authorized adult must pick up the child within **one hour** of being contacted.
- Our standard **late pick-up fee** applies if the child is not picked up within this timeframe.

If your child's condition appears to require medical attention, we will contact their listed healthcare provider. In emergencies, we will call 911 or the appropriate local emergency services.

## "Same Day" Doctor Visits

A child who is returning from a well-child check-up will be admitted to the center.

Children will not be allowed to return to care on the same day of exclusion, even if they are seen by a physician.

## Administration of Medication

Please note: For any medications, it is expected that parents will plan an appropriate schedule so that the least possible number of dosages are administered by center staff. For example, if a child is required to have two doses of medication per day, the administration must occur prior to drop off, or after pick up.

For medical and safety reasons, YMCA team members do not administer insulin shots, Diastat or other medications requiring similar procedures. Our staff will work with parents/guardians, the child, and the child's medical providers to explore other reasonable accommodations to permit the child to fully enjoy our programs.

YMCA team members will administer medication during the child care program only if a current Medication Permission Form is on file at your child's site. Forms are available from the ECLC Center Director. The Medication Permission form must be completed by the parent/guardian and on file at the YMCA before ALL medication is dispensed – including non-prescription. Please return the form to the YMCA before your first scheduled day or the start of medication.

Medication will be given only according to label and/or doctor's written instructions as indicated on the Medication Permission Form. A new medication form must be filled out for each new illness or episode. Long-term medication requires a care plan to be filled out by the doctor and parent.

The team members may only dispense prescribed medications in the original container that bears the original label displaying legible information stating the following;

- name of medication and child's name
- date of original issue
- directions for use
- prescription number and expiration date
- name and address of licensed pharmacy issuing the medication
- physician's name
- strength and quantity of medications to be given (your pharmacist will divide a prescription if you wish)

A written note giving permission for the dispensing of drugs such as **lotions** (sunscreen or diaper ointment) is required from parents. \*Please note: No aerosol sprays are allowed in our centers.

## **Medication Policy: Fever-Reducing Medications**

To ensure the health and safety of all children in our care, our center does not administer Tylenol (acetaminophen), Ibuprofen, or any other fever-reducing medications.

Fever-reducing medications can temporarily mask symptoms of illness without treating the underlying cause. For this reason, we ask that children be kept at home if they have a fever or are otherwise unwell. A child must be fever-free for at least 24 hours without the use of fever-reducing medication before returning to the center.

Please speak with the Center Director if you have any questions about this policy.

## **Accidents/Injuries**

If your child has a minor injury, the YMCA team members will perform First Aid if necessary and notify you when you pick up your child.

If a serious injury should occur, YMCA team members will administer immediate First Aid and contact emergency medical services (EMTs) if necessary. Parents or guardians will be notified right away and consulted regarding next steps, including whether to pick up the child and seek further medical attention.

If we are unable to reach a parent or guardian and EMTs determine that transport is necessary, the YMCA will authorize transportation to the nearest medical facility. All medical and transportation costs will be the responsibility of the parent or guardian.

In case of an emergency, the YMCA team members will:

1. Call 911, perform immediate First Aid, and contact you. After 911 has been called, it is then up to the emergency response team to decide what actions will be taken.

2. In case the parents/guardians or designated person cannot be reached a YMCA team member will accompany the child to the hospital and stay until the parent/guardian arrives. If a parent/guardian is not able to be reached, we will continue to call through your designated emergency contact list until contact is made.

## **Accommodation Process and Program Access**

The YMCA of the North is committed to equity and ensuring that all individuals—members, participants, and children in our care—have equal access to our programs, services, and spaces. We welcome individuals of all races, abilities, creeds, national origins, and sexes, and strive to create an inclusive environment for all.

To support this commitment, the YMCA will make reasonable accommodations for individuals with special needs, within the limits of our financial and physical resources. As a first step in our interactive accommodations process, we ask that you complete an accommodation request form for yourself, your child, or a person under your guardianship. This form helps us understand the specific needs and guide our efforts to provide a positive and inclusive experience.

YMCA staff will work collaboratively with you and your family to determine appropriate accommodations. If we are unable to fulfill part or all of a request, our response will be guided by our core values of caring, honesty, respect, and responsibility.

To help us support your child effectively, please notify YMCA staff as early as possible if your child requires any special accommodations. This information allows us to better meet their needs within the resources available.

An individualized care plan will be developed to meet the child's needs. This plan will be coordinated either with the service plan, educational plan and/or with the physician, psychiatrist, or psychologist.

## **IDEA Part C Primary Referral Source**

IDEA is the federal law for special education. Part C is the part of the law describing early intervention services for infants and toddlers. Within Part C,

- Child Find identifies infants and toddlers who may need early intervention services.
- Primary referral sources are named. These can include early care and education programs.

As an early care and education professional(s), we continually monitor the development of all children in the program through ongoing observation and documentation. The best outcomes are desired for all children. Early care and education professionals are considered a primary referral source for early intervention under the federal IDEA special education law. As a result, we are required to refer a child who has been identified as having developmental concerns or a risk factor that warrants a referral as soon as possible, but in no case more than seven days after the identification. While this is a mandate, we want to keep open communication with parents and caregivers about the child and any concerns we have before a referral is made. We can assist the parent with the referral process or partner with them in the referral process.

How to Make a Referral:

- Make an online referral at: <http://helpmegrowmn.org/HMG/Refer/index.html>
- Call your local early intervention/early childhood special education office.

Visit [www.inclusivechildcare.org](http://www.inclusivechildcare.org) for additional information.



## Individual Child Care Program Plan (ICCPP)

If a child is admitted as having special needs, procedures stipulated by DHS Rule 3 will be followed. An individualized care plan will be developed to meet the child's needs, restrictions, preventive factors, symptoms, etc. This plan will be coordinated either with the service plan, educational plan and/or with the physician, psychiatrist, or psychologist.

### Behavior Guidance & Non-Violence Practices

YMCA team members establish and enforce clear and consistent limits and expectations for appropriate behavior. Team members will never use physically or mentally abusive forms of punishment. Team members will deal with inappropriate behavior through various techniques including modeling, distraction and redirection, adjusting the environment, and cooperative problem-solving.

To accomplish this, we will:

- Model appropriate behaviors with children as well as model appropriate expressions of their feelings.
- Tailor behavior expectations to the child's development level.
- Anticipate problem situations and intervene by distracting the child and redirecting him/her to a positive alternative.
- Engage children in cooperative problem-solving (examine alternatives, identify consequences, and choose appropriate action).
- Protect the safety of the children and staff by establishing clear expectations and creating a safe environment through teacher proximity in the classroom/playground setting.
- Provide immediate and directly related consequences for a child's unacceptable behavior.

### In case of Persistent Unacceptable Behavior:

- We will observe and record the behavior of the child and the team member's response to the behavior.
- Separation may be necessary when a child's behavior threatens the well-being of the child or other children in the program. When this happens, the child will remain within an enclosed part of the classroom where the child can be seen and heard by a team member.
- If a child is separated from the group for any reason, the parent/guardian will be notified, and the incident will be documented. If a child's behavior becomes significantly dysregulated and cannot be safely supported within the program, the YMCA reserves the right to request that the child be picked up for the remainder of the day. Parents/guardians are expected to arrive within one hour of notification. Late pick-up fees will apply after one hour.
- If dysregulated behavior persists, a behavior plan will be developed in collaboration with the child's parent/guardian, program staff, and external professionals as appropriate. The Program Director will assess the feasibility of continued enrollment based on the child's needs and the program's ability to provide safe and appropriate care.

Continued displays of unacceptable behavior may result in the child being removed from the childcare center.

## Non-Violence Policy

Our program is a non-violence program. This means that biting, hitting, fighting, elopement, verbal threats, or violent statements will not be tolerated. Firearms, ammunition, and other potentially dangerous items may not be kept or brought on the premises. Weapons of any kind are not allowed in the YMCA Early Care and Education program. If a child is found to have a weapon, they will be removed from the program immediately. Our policy also means that toy guns, squirt guns, knives or weapons of any kind are not allowed and will be confiscated. Any violation may result in suspension.

**The YMCA reserves the right to determine if a child should be sent home/removed from program as a result of violent behavior.**

Children using violence as a method of reconciling differences or settling disputes will be considered for immediate suspension, possibly expulsion at the discretion of the Center and/or Executive Director.

## Behavior Guidance Procedures

**Behavior Guidance Procedures will include:**

### **Separation:**

- When separation is used as a form of child guidance, the child's return to the group must be contingent on the child's stopping or bringing under control the unacceptable behavior. The child must be returned to the group as soon as the behavior stops.
- A note in the separation log. The log will include the child's name, team member's name, time, date, and behavior guidance technique used and how the child's behavior continued to threaten the well-being of the child or other children.
- Every effort will be made to help the child understand the inappropriateness of his or her actions and agree to an alternate form of behavior. When the conflict is child-to-child, every effort will be made to have them reason together face-to-face with staff facilitating.

**Redirection:** When reasoning has been pursued and behavior has not changed, redirecting the child from the activity involved to another program space for an appropriate amount of time will take place if necessary.

**Child/Y Team Member Conference:** When the program staff is not successful in correcting behavior, the Director is consulted and may decide on further appropriate action/consequences.

**Conferences:** If the parent needs to be formally involved in the process, specific changes in behavior will be requested, with specific consequences for noncompliance outlined. This is usually accomplished using a Behavior Contract.

**Behavior Contract:** Is used for a child who, after much effort and numerous attempts, has not been able to modify their behavior. Goals are stated in positive ways to help the child understand the desired behavior and the timelines are fair and realistic.

**Suspension for Inappropriate Behavior:** To provide a safe, effective program, suspension may occur for children unable to follow the Behavioral Guidelines. The Program Director will determine the length of suspension.

**Dismissal from program:** If the above process has not resulted in corrected behavior, the child will be removed from the program.

**We reserve the right to bypass the above behavior steps at any time and remove a child from our care or program activity for reasons of safety.**

**If a parent is called to pick up a child for behavioral reasons, the child must be picked up within one hour. Late pick-up fees will be applied.**

In accordance with state and federal civil rights laws and The Minnesota Department of Children, Youth, and Families guidelines, the goal of the YMCA's Behavior Guidance and Non-Violence Policies are to establish and enforce clear and consistent limits and expectations for appropriate behaviors and to limit or eliminate the use of expulsion and or other exclusionary measures.

Though the YMCA seeks to not suspend or exclude children from our child care centers, there may be times that suspension, expulsion, or excluding children from our care may be necessary. We reserve the right to bypass our behavior guidance procedures outlined above, at any time and remove a child from our care or program activity for reasons of safety which include, but are not limited to children leaving programming, children leaving staff supervision, bringing or use of weapons and creating an unsafe environment or physically harming our children, families and staff.

The YMCA will work to ensure all possible interventions are exhausted before making the decision to exclude children from programming. We will work to ensure that the decision is in the best interest of the child and that families are supported in finding alternate placements.

## **Prohibited Actions**

**The following actions will be prohibited at the center:**

- Subjection of a child to corporal punishment. Corporal punishment includes but is not limited to: rough handling, shoving, hair pulling, slapping, ear pulling, shaking, kicking, biting, pinching, hitting, and spanking.
- Subjection of a child to emotional abuse. Emotional abuse includes, but is not limited to: name-calling, ostracism, shaming, making derogatory remarks about the child or the child's family, and using language that threatens, humiliates or frightens the child.
- Separation of a child from the group except as provided in 9503.005, subpart 4. to an unenclosed part of the classroom where the child can be seen and heard by a staff person.
- Punishment for lapses in toilet habits or thumb sucking.
- The use of physical restraint other than to hold a child when containment is necessary to protect a child or others from harm.
- The use of mechanical restraints, such as tying.
- Withholding food, light, warmth, clothing, or medical care as punishment for unacceptable behavior.

**\*\*Behavior or health issues, which may affect the safety, health, and general well-being of other children and team members at the center, may result in limited exclusion or termination of enrollment.**

# **PARTNERSHIP WITH PARENTS**

## **Parent Communication**

Parents are encouraged to communicate openly with YMCA team members about the program and their children. Team members will make an effort to communicate, both verbally and in writing, with parents/guardians on a daily basis about upcoming activities, children's behavior, or any program changes. Each child will also have a communication file. It is the parent's responsibility to check this file and Alaris on a regular basis for any written communication (i.e. Newsletters, Calendars, and Daily Notes via the Alaris Parent Portal) from the program team members, the Center Director, or the YMCA.

## **Parent Conferences**

We will hold parent/teacher conferences twice annually. A parent may request a conference with the Director and/or the child's teacher at a mutually convenient time to discuss his/her child's overall development. YMCA team members may also request a meeting with a parent.

A written assessment of your child's physical, emotional, intellectual, and social development will be made available to the parent/guardian at this time. The YMCA ECE uses observation-based assessments to evaluate children's development and learning. In addition, we use the assessment of children's development and learning to inform overall program or provider improvements. During your child's conference time, you and your child's teacher will discuss how you can contribute to the assessment of your child's development and learning.

## **Parent and Volunteer Participation**

Parents are encouraged to participate in the program with their children whenever possible. There are many opportunities for parents to volunteer within the program, such as being a guest reader, helping during center time, talking about your career, leading an activity, or sharing your interests with the children. The Y welcomes program volunteers and matches them with programs they are best suited for. All volunteers are interviewed and are required to complete a background check before working in the program. Volunteers are not counted in adult to child ratios.

A Parent Advisory Council is a wonderful opportunity to express your views on how we can improve our program. Parents and YMCA team members come together to share ideas and suggestions regarding program content and quality; family activities; enrichment programs; and other items of interest. See your Center Director for more details.

## **Program Surveys**

As a parent or guardian of a YMCA participant, you will receive a program survey at least twice a year to share your feedback on the program's strengths and areas for improvement. We encourage you to take a moment to complete and return the survey, as your input helps us enhance our services. Additionally, we welcome ongoing, informal conversations and phone calls with YMCA team members to ensure we're meeting your needs.

## **Grievance Procedure**

At the YMCA, we are committed to creating a positive and supportive environment that fosters each child's growth and learning. We value open communication and encourage parents, guardians, and staff to share concerns so they can be addressed in a timely and respectful manner. Below is the process to follow for submitting and resolving grievances.

## A. General Grievance Process (Parents, Guardians, or Team Members)

### 1. Initial Concern:

Concerns about programs or procedures should first be directed to the appropriate teacher or Center Director, either verbally or in writing. Please allow up to 7 business days for a response.

### 2. Escalation:

If the concern is not addressed satisfactorily or is of a more serious nature, a written grievance should be submitted to the Center Director or the Executive Director of Early Care and Education. Depending on the situation, they may handle the matter directly or refer it to the Minnesota Department of Human Services. The Director or Executive Director will ensure the grievance is addressed appropriately and promptly.

### 3. Final Step

If the concern remains unresolved after these steps, you have the right to contact the Minnesota Department of Human Services directly.

## B. Grievances Involving a Staff Member

In the event a parent or guardian has a personal concern regarding a specific staff member:

1. The Director will meet with the team member to discuss the concern and gather context.
2. Within 7 business days, the Lead Teacher or Director will provide a written explanation of how the issue will be addressed.
3. If the concern involves the Director, it should be reported to the Executive Director of Early Care and Education.
4. If the response is unsatisfactory, a formal written complaint may be submitted to the Minnesota Department of Human Services.

## C. Grievances Related to Facilities or Equipment

If the grievance pertains to facilities or equipment, please notify the Center Director. They will ensure that appropriate repairs or improvements are made in a timely manner.

We take all concerns seriously and strive to resolve issues through open, respectful communication at the earliest possible stage. Your partnership is essential in creating a safe and supportive environment for every child.

## Parent Code of Conduct

To ensure that Y Programs are a positive and healthy atmosphere, this Code of Conduct sets forth conditions that parents/guardians are expected to follow and promote. We intend to have Y Programs represented positively at all times.

- Parents/Guardians will conduct themselves in a manner that represents the five core values of the Y: caring, equity, honesty, respect and responsibility.
- Parents/Guardians must refrain from foul language at all times, while at a Y program location.
- Parents/Guardians will not show or exhibit derogatory conduct toward any Y staff, participants, or other parents/guardians.
- The misuse of drugs or alcohol at a Y location will be prohibited.
- Parents/Guardians will not be allowed to take pictures/videos of other participants or Y Programs.

If parents/guardians cannot or will not uphold these conditions, those parents could face suspension from programs.

## Safe Boundary Information

- The Y restricts staff from providing child care services off site for families they meet through their employment at the Y. This includes nanny services and babysitting.
- Your child should not receive personal gifts from individual staff members.
- Staff and volunteers are not permitted to individually transport program participants in their personal vehicles.
- One child will not be alone with one staff member outside the hearing or vision of others.
- The Y limits outside contact between staff and program participants to include all social media platforms.
- Parent volunteers are only allowed to be with their child on and off-site.

## Children's Basic Needs

Children need a safe, nurturing environment that assists them to learn, grow, thrive, and feel loved by their caretakers. In order to grow and learn, a child's minimum needs for safety, good nutrition, shelter, medical attention, bathing, clean clothes, intellectual stimulation, appropriate discipline, love, and a feeling of importance must be met. When these needs are not met, a child cannot grow and learn as easily.

YMCA Early Care and Education Center expresses a commitment to provide an environment that encourages children's growth and learning. If you feel that our staff members are not meeting your child's needs, we encourage you to identify your concern to the director. Should you have difficulty in providing for your child's emotional or physical needs, you are encouraged to ask for help. Our team members can help you find a community resource, which can offer assistance.

In the rare instance when we feel that your child's needs are consistently not being met, our staff will work with you to identify your child's needs and assist you in meeting those needs. If you are temporarily unable or unwilling to meet your child's needs, as described above, team members are mandated by Minnesota State Law to file a report with Child Protection. It then becomes the role of the Child Protection Unit to work with your family to ensure that your child's needs are being met.

You must keep us informed about your child's health history, illnesses, injuries, etc. so that our team members can be aware of your child's needs. Please make a point of informing us if your child develops a health problem, or communicable disease, or is injured.

Children's behavior may change during periods of family stress (illness in the family, death of loved ones or pets, unemployment, divorce, etc.). Our team members are available to help children with their concerns at these times.

**All communication is confidential.**

# **MALTREATMENT OF MINORS MANDATED REPORTING POLICY FOR DCYF LICENSED PROGRAMS**

All YMCA Team Members are mandated reporters and will abide by the following:

## **What to report**

Maltreatment includes egregious harm, neglect, physical abuse, sexual abuse, substantial child endangerment, threatened injury, and mental injury. For definitions refer to Minnesota Statutes, section 260E.03, and pages 3-6 of the mandated reporting policy document. Maltreatment must be reported if you have witnessed or have reason to believe that a child is being or has been maltreated within the last three years.

## **Who must report**

If you work in a licensed facility, you are a “mandated reporter” and are legally required (mandated) to report maltreatment. You cannot shift the responsibility of reporting to your supervisor or to anyone else at your licensed facility

In addition, people who are not mandated reporters may voluntarily report maltreatment.

## **Information to report**

A report to any agency should contain enough information to identify the child involved, any persons responsible for the maltreatment (if known), and the nature and extent of the maltreatment and/or possible licensing violations. For reports concerning suspected maltreatment occurring within a licensed facility, the report should include any actions taken by the facility in response to the incident.

## **Failure to report**

A mandated reporter who knows or has reason to believe a child has been maltreated and fails to report is guilty of a misdemeanor.

In addition, a mandated reporter who fails to report serious or recurring maltreatment may be disqualified from a position allowing direct contact with, or access to, persons receiving services from programs, organizations and/or agencies that are required to have individuals complete a background study by the Department of Children, Youth and Families as listed in Minnesota Statutes, section 245C.03.

## **Internal review**

When the facility has reason to know that an internal or external report of alleged or suspected maltreatment has been made, the facility must complete an internal review within 30 calendar days and take corrective action, if necessary, to protect the health and safety of the children in care.

The internal review must include an evaluation of whether:

- \*related policies and procedures were followed;
- \*the policies and procedures were adequate;
- \*there is a need for additional staff training;
- \*the reported event is similar to past events with the children or the services involved; and
- \*there is a need for corrective action by the license holder to protect the health and safety of children in care.

### **Primary and secondary person or position to ensure reviews completed**

The internal review will be completed by the YMCA Child Care Program Director. If this individual is involved in the alleged or suspected maltreatment, the Executive Director of Early Care and Education will be responsible for completing the internal review.

### **Documentation of internal review**

The facility must document completion of the internal review and make internal reviews accessible to the commissioner immediately upon the commissioner's request.

### **Corrective action plan**

Based on the results of the internal review, the license holder must develop, document, and implement a corrective action plan to correct any current lapses and prevent future lapses in performance by individuals or the license holder.

## **Thank You**

Thank you for allowing us the privilege of being a part of your family. If at any time you have questions regarding your child care account please contact the Customer Service Center at 612-230-9622 or online at [https://www.ymcanorth.org/contact\\_us](https://www.ymcanorth.org/contact_us) . If you have any questions regarding the ECLC program please contact your Center Director.



# Community Resources

**Community resources that could help if you find that you are experiencing more stress than you can handle, many 24 hours:**

Anoka County Child Protection	(763) 323-6034
Carver County Child Protection	(952) 361-1600
Dakota County Child Protection	(952) 891-7459
Dakota County 24 hour crisis response line	(952) 891-7171
Hennepin County Child Protection	(612) 348-3552
Hennepin County Cope Mobile Crisis Team, 24 hours	(612) 596-1223
Ramsey County Child Protection	(651) 266-4500
Ramsey County Child Mental Health Crisis Services	(651) 266-7878
Ramsey County Adult Mental Health Crisis Services	(651) 266-7900
Scott County Child Protection	(952) 496-8959
Scott County Mental Health Crisis Line	(952) 496-8481
Crisis Nursery-Ramsey County (STAR House)	(651) 356-8678
Crisis Nursery-Greater Minneapolis	(763) 591-0100
United Way First Call For Help/Resource Line	211 <b>or</b> text your zip code to 898-211
Red Cross Emergency Aid	1-844-292-7677



**HelpMeGrowMN.org**  
**1-866-693-GROW**

Language lines are available.  
Hay asistencia disponible en otros idiomas.  
Khadka luqadaha ayaa diyaar ah.  
Muaj neeg pab txhais lus hauv xov tooj.

help me **CONNECT**



## Find all kinds of resources for your family.

Help Me Connect is an online navigator connecting expectant families, families with young children, and those working with families to programs and services that support healthy child development and family well-being.



Pregnant and  
Expecting Families



Early Learning and  
Child Care



Dental and  
Health Care



Healthy Development  
and Screening



Family Well-Being  
and Mental Health



Basic Needs



Development and  
Behavior Concerns



American  
Indian Families



Legal Services



Disability Services  
and Resources



Caregiving and  
Community Support



**m1** MINNESOTA

**HelpMeConnectMN.org**

think**small**



**naeyc**<sup>®</sup>

National Association for the  
Education of Young Children



Parent  
Aware



# Parent Handbook Agreement

I have read and understand the policies and procedures of the YMCA Early Learning Center as stated in the parent handbook. I will cooperate with the program by following the guidelines as they are established.

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**Child's Printed Name**

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**Parent/Guardian Printed Name**

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**Parent/Guardian Signature**

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**Date**

**YMCA of the North**

<https://ymcanorth.org>