



PRESCHOOL & WRAP AROUND CARE

GENEVA LAKES FAMILY YMCA IN PARTNERSHIP WITH LAKE GENEVA J1
GENOA CITY J2 SCHOOL DISTRICT

2023-2024
Parent Handbook



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WELCOME

Dear Parents/Guardians,

On behalf of the GENEVA LAKES FAMILY YMCA childcare staff, we would like to welcome your family to our program. We are excited at the opportunity to be your child's care provider for the upcoming school year.

Our YMCA childcare program provides a safe, nurturing environment that fosters relationships, achievement, and belonging. Your child's day will be filled with enriching, child-centered activities focused on their individualized development. Children will experience nature theme-based craft activities, nutritious snacks, relaxing rest times, (from 1:30 to 3:00), and free play time to enjoy all the benefits of carefree and imaginative childhood play (outdoor time weather permitting). Through it all, our high-quality, caring staff will remain engaged and involved while supporting and monitoring the children at all times.

We are honored that you have chosen the YMCA for your childcare provider and hope this parent handbook will answer any questions you may have regarding our program. If at any time any questions or concerns do arise, please contact any of the YMCA Wrap Around Care staff or the contacts below.

Thank you for choosing the YMCA!

Jami Golz
Senior Youth & Family Director
jami.golz@glymca.org

203 S. Wells St.
Lake Geneva, WI 53147
262.248.6211
GenevaLakesYMCA.org

ADMISSION POLICY

LICENSING

The YMCA programs are licensed through the Department of Health and Family Services Division of Children and Family Services. The programs will display the DCF 251-Licensing rules, license, and most recent licensing inspection report for Group Child Care Centers. These are available upon request for review and reference. The program will display the group license on the bulletin board at the entrance for parent review. This license will reflect:

Hours of operation	11:00 AM -3:30 PM
Days of Operation	Monday - Friday
Ages	3 years - 5 years

The most recent licensing inspection report will be posted next to the license including any non-compliance or enforcement actions. The YMCA will comply with all laws governing facilities and operations. The Director will submit any concerns or violations to the department in writing. The parent handbook is available for review at any time.

CHILD TO TEACHER RATIOS (MAY CHANGE WITH MULTI-AGE GROUPS)

Children's Age	Min. # of staff to children	Max. # of children per group
3 - 4 Years	1:10	20
4 - 5 Years	1:13	24

ENROLLMENT

Parents may email or return forms in person to the YMCA. Parent handbooks will be issued to parents upon enrollment. Please read in its entirety. Our forms are available on our website at www.genevalakesymca.org

CHILDREN'S RECORDS

Parents with children participating in the program must have the following forms completed and submitted for each child:

CHILD INFORMATION FORM— This is the information and contact form and it must be on file by the first day of attendance. This form will be kept in the room where the teacher can have access to it. Teachers will be expected to keep the information current.

REGISTRATION AGREEMENT— One parent or guardian from each family must sign this agreement that states they understand the policies of the YMCA. All parents and guardians are required to read the handbook.

CHILD INTAKE FORM— This form will help your child's teacher get to know them and help make the transition into the YMCA program more comfortable for the child and parent. Please contact the teacher to schedule a time to meet and greet.

HEALTH EXAM FORM— This must be on file within 3 months of attendance. A new form is required every 2 years for children over the age of 2.

AUTHORIZED TO ADMINISTER MEDICATION— Must be completed if your child requires medication while in our care.

Parents do have access to all documentation on their children. Please refer requests to the School Age Child Care Director.

YMCA DELEGATION OF AUTHORITY

1. School Site Director
2. School Age Child Care Director
3. Senior Youth & Family Director
4. YMCA Associate Executive Director
5. YMCA Chief Executive Officer

NON-DISCRIMINATION

The YMCA is committed to providing equal opportunities and does not discriminate by race, color, sex, age, national origin, religion, creed, or special needs. YMCA Wrap Around Care will be managed by our School Age Child Care & Camp Director. Please refer to the YMCA Delegation of Authority Services with questions or concerns related to program structure.

CHILD CARE INCLUSION STATEMENT

The YMCA welcomes all children. It is the policy of the YMCA to provide a safe environment for all children. The YMCA has the obligation to ensure the physical and emotional safety of each of the children entrusted to its care. To the extent, it is reasonably able to do so, the YMCA will provide accommodations to children with varying abilities in the same manner as services are provided for other children of comparable age.

CONFIDENTIALITY POLICY

All children's records will be maintained by staff to ensure the confidentiality of all personal information. Parents, or persons authorized in writing by parents, may access children's records and reports upon request. Only agencies with legally authorized access will be able to review records. Staff and volunteers will maintain all information in a confidential manner. In addition, information regarding a child's needs will only be shared with staff that is responsible for the individual.

BEHAVIOR POLICY

The YMCA has a firm behavior policy to ensure the safety of all students and staff. Verbal warning, 3 strikes visual reminder, a one-on-one conversation using the behavior reflection form to get to the root of the problem and to come to a solution together, note home, or phone call to the parent if the behavior is excessive and continues.

ATTENDANCE

Wrap Around Care

Tuition covers care from 11:15 AM to 3:30 PM on the days you are registered for each week. If care is needed beyond these hours the YMCA offers a program called YBASE that covers before and after school hours.

Wrap Around Care Rates - \$25 Non-refundable registration fee Sites: Central/Denison, Star Center or Brookwood Elementary	2 Day	3 Day	4 Day	5 Day
8:30am – 3:30pm	\$68 /wk	\$102/wk	\$135/wk	\$148/wk

Free Youth YMCA Membership

Children enrolled in the Wrap Around Care program are given a complimentary YMCA Youth Membership. There are options to upgrade to family memberships, contact the YMCA at 262.248.6211 for details.

TERMINATION / SCHEDULE CHANGES

Schedule changes must be requested in writing 2 weeks prior to the change. The YMCA reserves the right to deny changes based on availability. If your child is removed at the request of the YMCA, there will not be a notification period. The YMCA reserves the option to withdraw a child for any of the following reasons: non-payment of fees as agreed upon, repeated failure of parents to pick up on time, failure to provide forms or current medical information as stipulated by The Department of Children and Families State Licensing and this handbook, continuous disciplinary problems, or hostility by parents toward YMCA staff or volunteers. Terminations may be appealed in writing to the Youth & Family Director. If a child is removed at the request of a parent, there is a 2-week written notice required.

LATE PICKUP POLICY

Extended Care ends at 3:30 PM. A late fee of \$5.00 per child may be charged for each 10-minute increment that the parent is late.

If you are running late, please call us in advance so we can plan appropriate staffing and reassure your child. If your child is not picked up by 6:30 PM, the local authorities will be called. Chronic late pickup will be grounds for dismissal.

SCHOOL'S OUT FUN DAYS

Supplemental Care is offered on non-school days for an additional fee only for our school-age child care program families, ages 4-12. Participation in School's Out Fun Days is not included in Wrap Around Care tuition and requires a separate registration. Please register online to reserve your place on days off.

WRAP SCHEDULE

PROGRAM SCHEDULE SAMPLE DAY

AM (If Available)	
8:30-9:50 AM	Circle time, weather, theme
9:50-10:05 AM	Restroom, snack
10:05-10:30 AM	Small group (writing, math, art)
10:30-11:10 AM	Large group activities/outdoor time
11:10-11:20 AM	Center Choices
11:10-11:45 AM	Arrival/Centers (Classroom Transition)

PM	
11:45-12:15 PM	Wash hands/Restroom/Lunch
12:15-12:45 PM	Play/Story/Circle time/transition
12:45-1:30 PM	Outside play/Large Motor Game/transition to nap/restroom
1:30-2:30 PM	Napping/quiet activity for non-nappers
2:30-3:00 PM	Wake up time/Restroom, Snack (Classroom Transition)
3:00-3:30 PM	Large group activities & outdoor time

INCLEMENT WEATHER

School Closings

When the school closes due to weather our programs will not be open. In the case of a late start, PM care will be available at the school start. In the event of afterschool programs being canceled due to weather Wrap Around will continue. We ask that you arrange to pick your child up at a suitable time to ensure the safety of your family and our staff.

NUTRITION POLICY

SNACK

Snacks are provided. The snack includes a beverage of 1% milk or water. Water is always available and the best way to make sure your child is staying hydrated throughout the day. Snacks may include whole-grain crackers, fresh fruit, and vegetables, string cheese, whole-grain cereal, or popcorn. Snacks are peanut-free and all foods are labeled with ingredients to ensure safety for our participants with food allergies. If parents wish to provide snacks for their child or bring in treats, they must comply with the USDA Guidelines. In addition, all treats given to the group must be store-bought and packaged, no homemade items are allowed. We will follow USDA guidelines when planning our menus. No child will go without nourishment for longer than 3 hours. We will offer snacks to all children in attendance at the times identified in the daily schedule. We have a two-snack policy per child per snack time.

- Morning snack
- Afternoon snack

The YMCA will adhere to all nutrition requirements outlined in DCF 251. The YMCA will provide a nourishing snack to the children enrolled.

MEAL AND SNACK REQUIREMENTS FOR EACH CHILD

TIME CHILDREN ARE PRESENT	NUMBER OF MEALS AND SNACKS
2 1/2 to 4 hours	1 snack
4 to 8 hours	1 snack and 1 meal
8 to 10 hours	2 snacks and 1 meal
10 or more hours	2 meals and 2 or 3 snacks

All staff having direct contact with children shall be informed of food allergies and other allergies for children. We are not able to accommodate special diets. If you are concerned with the provided menu please talk to the Director. A copy of the snack menu will be posted on the communication board located inside the classroom.

Children are encouraged to assist in snack preparations and clean up.

A snack is a time where children are encouraged to socialize and table manners will be encouraged. Staff will sit with the children during snacks to model behavior. Food will not be used as a reward or punishment.

LUNCH

Hot lunches can be ordered at no cost to parents. Parents are required to pack a healthy lunch for children which follows a meal that provides 1/3 of the daily nutritional requirements for a child of that age. It is recommended that noon meals consist of at least one item from each of the following categories:

- Protein sources such as meat, poultry, eggs, or peanut butter
- Two vegetables, or 1 vegetable and 1 fruit, or 2 fruits
- Cereal, or whole-grain or enriched bread
- Grade A Vitamin D milk

Children are required to wash their hands with soap and water before and after eating lunch and/or snack.

SPECIAL DIET NEEDS AND ALLERGIES POLICY

Children's specific needs and allergies must be listed on the enrollment forms and will be posted in classrooms for staff only. Our menus are developed to meet State Licensing Guidelines (see Nutrition Policy). If a child cannot eat from our menu, **parents must substitute with a similar item.** Parents may provide meals and snacks for children requiring specialty menus such as vegetarian or kosher if the program is not meeting the needs of the family.

CHILD SAFETY

PREVENTION POLICY FOR CHILD ABUSE/NEGLECT

Parents are invited and encouraged to visit the program sites. Please contact your teacher for more information. Staff and volunteers providing direct care for children at the YMCA will be identified by a uniform, badge/name tag that is familiar to the children. The Director will visit classrooms to ensure that program quality, standards, and policies are being maintained. Written reports on these observations will be maintained by the Director and Senior Youth & Family Director.

Staff and volunteers will be alert to the physical and emotional state of all children in the program. When any sign of injury or suspected child abuse is detected, the Director will be notified immediately and 911 or Child Protective Services will be called. All staff is mandated reporter. The YMCA will offer information on child abuse and assistance to parents and staff through workshops, counseling, and the uses of printed and audiovisual resources as requested.

Under no circumstances will staff release a child to anyone other than the authorized parents, guardians, or to an individual authorized by the parents in writing (including relatives of children). Sign-in and sign-out logs will be maintained on a daily basis and kept on file at the program site. We use a program we access on our laptops and on our phones to check your child in and out using the name face recognition.

Staff and volunteers will not discipline children by use of physical, verbal, or emotional punishment. In addition, they will not fail to provide the necessities of care, such as food and shelter.

Three reference checks on all prospective employees will be conducted, documented, and filed prior to employment. Criminal record checks are conducted on all staff and volunteers working with or around children annually. YMCA and The Department of Children and Families approved Child Abuse Prevention training will need to be completed within the first 90 days of employment and renewed every two years. This training will include information about the signs of possible child abuse and approved procedures for reporting the suspicion of abuse.

REPORTING OF CHILD ABUSE/NEGLECT

When there is suspicion of child abuse or neglect, 911 or Child Protective Services and the Department of Children and Families must be notified immediately.

Any evidence of unusual bruises, contusions, lacerations, or burns found during the informal health check shall be noted on the child's record and reported immediately to the Director. The YMCA will follow the procedures below:

- Fill out an incident report with the facts and record it in the Medical Log.
- Notify the Director and the Associate Executive Director.
- The Director will immediately notify 911 or Child Protective Services. This agency will conduct the investigation and give further instructions. In the event the reported incident involves an employed staff person or volunteer, the Director after consulting the Senior Youth & Family Director would, without exception, suspend the person from all activities involving the supervision of children until an investigation is completed.

Regardless of where or under what circumstances the alleged incident took place, if an employed staff person is involved, it will be considered job-related and affect job performance. Reinstatement of a staff person or volunteer will occur only after all allegations have been cleared to the satisfaction of the responsible Executive Director and the investigating agency. All staff and volunteers will be sensitive to the need for confidentiality in the handling of information in this area and will be instructed to discuss matters pertaining to abuse or suspected abuse only with the Director. Staff and volunteers may not contact children or parents involved in an alleged child abuse incident without the permission of the Geneva Lakes Family CEO.

SHAKEN BABY

Shaken Baby Syndrome occurs when an infant or young child is violently shaken. The shaking may only last a few seconds, but it can cause severe brain damage and even death. Effective April 1, 2007, the law requires all childcare employees, substitutes, volunteers who are considered for ratio purposes, assistants, and everyone else who works directly with children five years of age and younger to complete training on Shaken Baby Syndrome. The law requires each person to be trained only once. The YMCA will provide an annual review for those who have already received the initial training. The training will be provided to all new employees as they are hired by the YMCA.

ADULT UNDER THE INFLUENCE

If the staff feels the adult in question is not in a condition to be driving, the following options are available:

- Offer to call another authorized adult to pick the child up.
- Call 911 if the adult is aggressive, threatening, or refuses alternative pickup. Care

of the child will be discontinued if the situation happens repeatedly.

RELEASING A CHILD IN A CUSTODIAL SITUATION

If there is a custody problem, the YMCA is legally bound to respect the wishes of the parent with legal custody. The Site Director may ask for a certified copy of the most recent court order. As the child's caregiver, it must be available. If there is no court order, the YMCA will not accept responsibility for deciding which parent has legal custody. The YMCA may tell the enrolling parent that the YMCA will not be able to care for the child unless both parents are in agreement as to who is allowed to pick the child up and at what days or times.

The YMCA will only allow one person to be financially responsible for the account.

NON RELEASE OF A CHILD TO AN UNAUTHORIZED PERSON

If an unauthorized person attempts to pick up a child, the staff will not release a child under any circumstances. All individuals on the authorized pick-up list must be in writing prior to picking up the child. The well-being of all children enrolled in YMCA Wrap Around Care is of primary importance. The responsibility of the provider is to see that the child is safely supervised. Staff will ask for identification when the person is not familiar with the teacher.

FEEDBACK, SUGGESTIONS, GRIEVANCES

We feel that a positive environment exists when parents and the program work together as partners. Parents provide valuable input which we can use to improve our program. The staff at the YMCA appreciates hearing your positive and negative feedback. Our staff is committed to providing the BEST care experience for each child. If you feel this is not being accomplished, our staff wants this feedback. A parent wishing to share a concern regarding the YMCA, staff, or program should contact their child's teacher first.

Parents are urged to be direct and candid with staff when they have concerns. We ask that these discussions do not disrupt or take attention away from the children. Individual conferences can be scheduled upon request.

GRIEVANCE PROCESS:

- Any complaints should first be directed to your School Site Director.
- If you feel that your concern has not been addressed, then schedule an appointment with the School Age Director.
- If you are still dissatisfied with the way a problem has been handled, you should direct your concerns, in writing, to the Senior Youth & Family Director.
- The Senior Youth & Family Director will review the situation and respond quickly to find a resolution.

HEALTH CARE POLICY

SICK CHILD POLICY

It is inevitable that children are going to get sick. When children are in childcare, they will undoubtedly get sick slightly more often. The YMCA has to consider not only the individual child but the health of the other children in care and the needs of parents and staff/volunteers. We do not provide care for children who represent a risk of spreading a communicable disease or are not able to participate in activities.

PLEASE DONOTSEND YOUR CHILD IFYOU FEEL THEY ARE TOO SICK TOGO OUTSIDE TOPLAYOR JOIN NORMAL ACTIVITIES.

TheYMCAfollowstherecommendationsoftheWisconsinDepartmentofHealthServices. Belowaresomeillnesses thataffectchildrenandmayrequireexclusion.*Dependingon thecommunicablediseasewemayneedtoreportto theWisconsinDepartmentofHealthServicesandto the Department of Child and FamilyServices.

If a child contracts a communicable disease not listed on the chart, the Director will work with families on a case-by-case basis. The YMCA reserves the right to exclude services if we feel it is not safe for other families, staff or volunteers. Parents will be contacted and are expected to pick up their child within 1 hour.

If your child has been diagnosed with a communicable disease, we ask that you share the diagnosis with the Site Director, so that we are able to post a notification of exposure for other families who may have been in contact with your child. It is required that a child remain home for at least 24 hours after a parent has been requested to take the child home because of symptoms of illness. The YMCA reserves the right to require a doctor's release if the child's health is in question.



COMMUNICABLE DISEASE CHART	
FEVER	When accompanied by behavior changes and/or other signs or symptoms of illness; or the child is unable to participate in normal activities. Use temperature measurement before fever-reducing medications are given. Axillary (armpit) temperature: 100 degrees or higher (1 degree will be added from actual temperature). The child may return after being 24 hours fever free and without fever-reducing medications.
DIARRHEA	24 hours after diarrhea stops or until a medical exam indicates that is not due to communicable disease (diarrhea is defined as an increased number of stools compared with a child's normal pattern, along with decreased stool form and/or watery, bloody, or mucus containing stools). Parents will be called to come and get their child after 3 diarrhea episodes.
VOMITING	24 hours after the last vomiting episode. Children are sent home immediately after vomiting.
EYEDRAINAGE (PINKEYE)	24 hours after treatment has started when thick mucus or pus drainage is present.
STREP THROAT	May return 24 hours after antibiotic treatment begins and until the child is without fever for 24 hours (without fever-reducing medications).
HAND, FOOT, AND MOUTH DISEASE	The child may return when the fever is gone and the child is well enough to participate in normal activities (lesions or rash may still be present).
CHICKENPOX	The child may return when all sores are dry or scabbed, or 5-6 days after the rash has begun. *Report within 72 hours.
FIFTH DISEASE	If other rash-causing illnesses are ruled out, the child will be excluded until the fever subsides. Pregnant women who are exposed need to consult their doctor.
IMPETIGO	The child will be excluded until lesions have crusted or until 24 hours after antibiotic treatment has been initiated.
HEAD LICE	The child may return after the first treatment is completed and no live lice (nits) are seen. Continued nits may be cause for exclusion.
WHOOPING COUGH	The child will be excluded until 5 days after initiation of appropriate antibiotic therapy, or for 21 days after cough onset if untreated. *Report within 24 hours.
RSV	The child may return when a child is without fever for 24 hours and is able to participate in normal activities.
INFLUENZA	The child will be excluded for the duration of the illness. Could be excluded for up to 7 days.

ISOLATION

An isolation area in view of staff shall be provided for the care of children who become ill while at the YMCA. If the area is not a separate room, it shall be separated from the space used by the other children by a partition or other means. This will be used while children are waiting for a parent/guardian to pick them up. Parents are required to have the child picked up within one hour. Emergency contacts will be contacted if the YMCA is unable to reach a parent.

SUNSCREEN/ BUG SPRAY

With signed parental authorization (registration agreement), all children will have center-provided sunscreen applied when dictated by weather. The sunscreen applied is NO-AD SPF 50. Please feel free to bring in an alternative sunscreen with your child's name on it if you do not want the YMCA's sunscreen applied to your child.

STAFF/ VOLUNTEER POLICY

STAFF/ VOLUNTEER/ SUBSTITUTE TEACHERS

All staff and volunteers are trained professionals who have expertise in caring for young children and supporting working families. All staff has a minimum of 40 hours in Early Childhood Development. Prior to employment, staff go through an extensive interview process and background and reference checks. After staff is hired, they will receive an orientation that includes, but is not limited to, a review of the following policies:

- DCF 251 licensing rules
- Emergency procedures
- Fire extinguishers
- Job responsibilities and job description
- Training to recognize illness and disease
- YMCA program activities
- Child management techniques
- Curriculum
- Safety/Security of children
- Health and sanitation

Within the first 90 days of employment, all staff is required to complete the following training:

- First Aid
- CPR
- Child Abuse Prevention
- Blood Borne Pathogens
- AED
- Shaken Baby Syndrome Prevention

*All staff and volunteers receive ongoing professional development.