



YBASE & Preschool Policy/Procedure and Parent Handbook



YBASE & Preschool Objectives:

Our purpose is to offer a secure, enriching environment dedicated to nurturing holistic child development. Operating under foundational Y values, we cultivate healthy, trusting relationships, celebrate achievements, and foster a genuine sense of community. Our child-led environment adapts to meet every child physically, emotionally, socially, and cognitively, supporting individual progress at a comfortable pace across essential developmental benchmarks.

Our School Aged Programs are held at Central-Denison & Star Center Elementary. Preschool is currently held just at Central-Denison. At both sites we utilize the approved licensed spaces and playgrounds provided.

Geneva Lakes Family YMCA does not discriminate on the basis of age, race, sexual orientation, creed, disability, or ancestry.

Welcome.....	5
Program Objectives and Activities.....	5
Geneva Lakes Family YMCA Mission.....	6
Y BASE and Preschool.....	6
Program Locations & Licensed Facilities.....	6
Arrival, Departure, and Child Safety.....	7
Americans with Disabilities Act.....	7
Accommodation and Inclusion.....	7
Religious Education & Holiday Observances.....	8
Confidentiality.....	8
Account Access.....	9
Requests for Information.....	9
Photo Release Policy.....	9
Electronics in Program.....	10
Admission.....	10
Enrollment & Confirmation Process.....	10
Child Information.....	11
Parent Information.....	12
Emergency Contact and Authorized Pick-up Person Information.....	12
Parent - YMCA Partnerships.....	12
Parent Rights.....	13
Parent Concerns.....	13
Registration.....	13
Fee Payments.....	14
List of Fees.....	14
Tuition Payments.....	15
Payment Schedule.....	15
Year End Statement.....	16
Joint Accounts.....	16
Tuition Assistance.....	16
Financial Assistance.....	16
Third-Party Funding.....	17
Cancellations and Changes.....	17
NSF Checks.....	18
Absences & Absence Reporting.....	18
Arrival and Departure.....	18
Late Pick-Ups.....	19
Extracurricular Programs.....	19
Early Release Days & No School Days.....	19
School Day Out Program.....	20

Last Day of School.....	20
School Cancellations and Closings.....	20
Discharge of Enrolled Children.....	20
Involuntary Withdrawal of Enrolled Children.....	21
Consequences of Involuntary Withdrawal.....	21
Parent initiated Cancellations, Changes, and Refunds.....	22
Health.....	22
First Aid/CPR/AED certification.....	22
Child Illness.....	22
Communicable and Contact Diseases.....	23
Temperature.....	23
Safety and Reporting: Mandated Reporting to DCFS.....	24
Child Abuse and/or Neglect Prevention and Policies.....	24
Abuse or Mistreatment of Youth by a YMCA Staff Member.....	25
Abuse or Mistreatment of One Youth by Another Youth Policy.....	25
Appropriate and Inappropriate Physical Contact with Children.....	26
Appropriate Physical Interactions.....	26
Inappropriate Physical Interactions.....	27
Appropriate and Inappropriate Verbal Interactions.....	27
Managing the Risk When One Staff Member is Alone with One Youth.....	27
Interactions Between Staff and Youth Outside of Regularly Scheduled Program Activities	
Out of the Building.....	28
Confidentiality.....	28
First Aid Safety Bag.....	28
Nutrition.....	29
Allergies and Special Dietary Needs.....	29
Hand Washing.....	29
Emergency Plan.....	30
Planning for Evacuation in the Event of Fire.....	30
Planning for Severe Weather.....	30
Power Failure.....	31
Threatening Situation.....	31
Severe Accident.....	31
Medical Log Book Policy.....	31
Minor Injury.....	32
Contact with Animals.....	32
Universal Precautions.....	33
Notifications to Parents.....	33
Lost Child.....	33
Behavior Management.....	34

GLYMCA Policy/Procedure and Parent Handbook

Staff Role.....	34
Communication.....	34
Fussing or Crying Children.....	36
Administering Medication.....	36
Transportation.....	37
Program Preparedness.....	37
Program Facilities.....	37
Licensing and Accreditation.....	38
State Licensing.....	38
HEPA.....	38
Trained Staff.....	38
Appropriate Dress Attire.....	39
Personal Property.....	39
Policy and Procedures.....	39
Children of Staff.....	40
Hours of Work.....	40
Lunch and Break Times.....	40
Staff Dress Code.....	40
Holidays/Vacations.....	40
Sick Leave & Leave of Absence.....	40
Staff Termination.....	40
Pre-Program Training.....	41
Performance Evaluations.....	42
Grievance Procedures.....	42
Staff Illness.....	42
Disciplinary Process.....	42
Mandatory Employee Notifications.....	42
Staff Cell Phone Usage & Policy.....	43
Emergency Site Staffing (Y BASE).....	43
Important Phone Numbers.....	44

Welcome

On behalf of the Geneva Lakes Family YMCA, we would like to welcome you and your child into our childcare programs. The Geneva Lakes Family YMCA offers 3K Preschool as well as Y BASE, Before and After School Enrichment programs. We are excited about the upcoming school year and we are pleased that your child will be sharing this adventure with us!

Our programs are more than just looking after children, we focus on nurturing their development by providing a safe place to learn foundational skills, develop healthy, trusting relationships and build self-reliance through the Y values of caring, honesty, responsibility and respect. Children in our care will have the opportunity to explore nature, find new talents, try new activities, gain independence, and make lasting friendships and memories. And, of course, our programs are fun too!

This handbook is intended to be a guide in answering questions regarding program practices and policies. Within this guide, we use the term Parents. Families are varied and the use of the word Parent(s) refers to the adult(s) who are responsible for the child(ren). We value all types of families.

If you have any questions regarding our policies and practices, please seek clarification by contacting the School Age Child Care & Preschool Director. It is important that families understand the foundational policies to which our programs operate. The Geneva Lakes Families YMCA reserves the right to change current policies and practices. All necessary changes will be communicated to parents.

Program Objectives and Activities

Our purpose is to offer a secure, enriching environment dedicated to nurturing holistic child development. Operating under foundational Y values, we cultivate healthy, trusting relationships, celebrate achievements, and foster a genuine sense of community. Our child-led environment adapts to meet every child physically, emotionally, socially, and cognitively, supporting individual progress at a comfortable pace across essential developmental benchmarks.

Geneva Lakes Family YMCA Mission

Our Mission: To put Christian Principles into practice through programs that build a healthy spirit , mind and body for all.

Non-Discrimination

Geneva Lakes Family YMCA does not discriminate against children or families on the basis of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parent status, sexual orientation or source of income.

Y BASE and Preschool

The **Geneva Lakes Family YMCA** Before and After School Enrichment Program (Y BASE) and the Early Explorers Preschool Program are dedicated to nurturing holistic child development. Operating under the foundational YMCA core values of **caring, honesty, responsibility, and respect**, our program's purpose is to provide a secure, enriching environment designed to achieve the following operational benchmarks:

- **Skill Development:** Delivering structured opportunities to master critical foundational and developmental skills.
- **Relationship Building:** Fostering healthy, trusting interpersonal connections between peers, educators, and staff.
- **Self-Reliance:** Cultivating personal independence, confidence, and self-advocacy.
- **Enrichment & Discovery:** Providing experiential learning opportunities through adventure education, nature exploration, talent discovery, active play, and outdoor recreation.

Program Locations & Licensed Facilities

Our operations are authorized for approved, licensed indoor and outdoor spaces—including dedicated school buildings and playgrounds—within the **Lake Geneva Joint #1 School District** boundaries:

- [Y BASE Program](#) **Locations:** On-site care is provided at **Star Center Elementary School** and **Central-Denison Elementary School**.
- [Early Explorers Preschool](#) **Location:** On-site preschool operations are conducted exclusively at **Central-Denison Elementary School**

Arrival, Departure, and Child Safety

Your child's safety is our top priority! The YMCA's responsibility and care for your child begins only when an authorized adult escorts them to our designated program area and completes the daily check-in process with a Y staff member.

Please note that YMCA staff cannot monitor or be responsible for children left unattended in school parking lots, hallways, or common areas, or those dropped off before our official opening time. When picking up your child, legal responsibility transfers back to you as soon as the formal sign-out process is complete. Thank you for partnering with us to keep all our participants safe!

Americans with Disabilities Act

The Y complies with all aspects of the Americans with Disabilities Act and state handicap laws, and will afford any reasonable accommodations to children with known disabilities, unless such accommodations would cause an undue hardship to the Y. Staff will meet individually with parents to develop a program that works for the child and the program. If we cannot meet a child's special needs, the Director will help families find another source.

Accommodation and Inclusion

The Geneva Lakes Family YMCA is dedicated to fostering an inclusive environment that serves children of all abilities. We are committed to making every reasonable effort to provide respectful accommodations that support each child's unique needs.

To ensure a safe and successful experience for all participants, accommodations are evaluated based on three operational factors:

- Our Space: The size, layout, and setup of the specific program building.
- Our Supplies: Having the right tools, gear, and activity materials on hand.
- Our Staffing: Making sure we are in-ratio with staff to keep everyone safe and well-supervised.

We encourage families to discuss potential accommodation needs with our School Age Childcare & Preschool Director prior to registration so we can collaborate on a supportive plan for your child.

All registration forms that indicate a child may need a respectful accommodation plan or have health concerns, will be reviewed to determine necessary supports that will best meet the needs of the individual child in an effort to provide a safe and successful environment for every child. Geneva Lakes Family YMCA will work with parent(s) to create a plan that meets the needs of the child. This plan will be shared with staff.

Religious Education & Holiday Observances

We are committed to maintaining a respectful, inclusive environment by honoring and accommodating a wide variety of cultural customs and celebrations within our programming. At times, holidays with religious significance for some families are integrated into our program as cultural traditions to broaden the children's horizons. We love learning from our families; if you would like to share a meaningful holiday, custom, or tradition with the group, please contact our School Age Childcare & Preschool Director to coordinate.

Geneva Lakes Family YMCA does not offer a religious education program or curriculum and does not include religious instruction or practices as a part of the daily schedule. Prayers are not said as a group at any time during the program. Please discuss any individual religious practice that you want your child to observe during the program with the program staff.

Confidentiality

At Geneva Lakes Family YMCA, we strive to provide the best possible program for our children. We will keep all child and parent information confidential unless a signed release is obtained and used only for the purpose of guarding the health and safety of our children. All staff with access to children records are trained not to discuss nor disclose personal information regarding the children and parents. It is our goal to protect our children and parents' rights to confidentiality.

Account Access

In order to protect the privacy of our parents and ensure the safety of our children, Geneva Lakes Family YMCA restricts access to account information. Only authorized account holders and designated account users (all as listed on the parent portal account) may access information that is not publicly available through our website and marketing materials. Account holders are liable for the account and are able to request information and make changes to the account. Authorized users are individuals authorized by the account holder to access information only. Authorized users may not make changes to the account.

If account holders wish to authorize a user or another account holder on their account, including a spouse, written authorization must be sent to their administrative office. Parents should send an email using the email address we have on file. Geneva Lakes Family YMCA may request that additional paperwork be completed. Parents who are not designated account holders may not manage an account. Any individual responsible for a child, even a parent, that does not have the designated access as described above will not have any information disclosed to them.

Requests for Information

Requests for information about a child from outside agencies or organizations, including the school, require parent account holder permission. Requests without the account holder's authorization are denied unless court ordered. Parents should contact their administrative office for more information and the required permission form.

Photo Release Policy

A photo release must be authorized during registration to grant Geneva Lakes Family YMCA permission to publish a child's image in its brochures, displays or other printed material and on its websites, Geneva Lakes Family YMCA social media sites, or Geneva Lakes Family YMCA group emails for purposes of promoting the programs. Children's names are not used when their images are displayed on our website or social media or in widely distributed print materials. The photo release also includes parent's permission to allow photos to be taken for site uses only (e.g. bulletin boards in the room, art project or newsletters). As part of the photo release,

parents release Geneva Lakes Family YMCA, its employees, officers, directors and successors from any liability or claim related to the publication or disclosure for which they grant permission. Consent for the photo release options is completely voluntary. Children and parents may want to take photos of program activities and events. Geneva Lakes Family YMCA is not responsible for the use of photos taken by program participants or their families.

Electronics in Program

Cell Phones: Geneva Lakes Family YMCA does not allow children to use personal cell phones or personal electronic devices when participating in our programs. Children carrying cell phones will be asked to place them in their backpack during program time.

Computer Access: may be granted at individual programs and used only for academic purposes. Children will be limited to 20 minutes of screen time per day.

Admission

Enrollment & Confirmation Process

Only Parents may enroll children in the program. Other adults interested in enrolling a child should contact the office for assistance. After registration is received, the information is reviewed for completion and accuracy, and Parents may be contacted for additional information. The following are required for enrollment:

- Signed payment of fees agreement.
- Signed account access authorization (optional).
- Signed photo release (participation optional).
- Signed registration agreement.
- Signed emergency medical care or treatment release.

Start dates in the program will be confirmed for registrations that have completed information and required payment of registration fee. Children may not participate in the program without this confirmation. Parents are notified by email or by phone of their child's confirmed enrollment into the program and will receive a welcome packet by email (or by mail if no email address is provided).

Registrations are processed in the order in which they are received, and children are enrolled in programs on a first-come first-served basis, as determined by enrollment type (regular or drop-in enrollment). It may take up to two weeks for registrations to be processed.

We collect information about children enrolling in our program, their Parent(s), and at least one emergency contact. We collect this information to be in compliance with Department of Children and Families (DCF) requirements, to provide quality programs and to help ensure the safety of children in our program. Required, completed information must be obtained before children can attend the program. (Signatures may be digital or manual.) Parents may register online at www.GenevaLakesYMCA.org.

Child Information

We collect basic information about each child, their health history and specific information regarding enrollment in our program. More information about the health history and emergency care plan process can be found in the following section of the program handbook.

Basic Child Information Health History Program Information

- Full name
- Gender
- Birth date
- Swim level (program specific)
- T-shirt size (program specific)

Health History

- Child's immunization record or waiver
- Contact information of child's physician or clinic
- Authorization for use of sunscreen
- Authorization for use of insect repellent
- Behavioral and physical health diagnosis
- Necessary accommodations

Program Information

- Child's grade
- Child's school
- Program location
- Program start date
- Program attendance schedule
- Arrival and departure procedure

Parent Information

We collect Parent contact information and other account information. More information about account access and privacy can be found in the Confidentiality section of the program handbook.

- Full name
- Relationship to child
- Home address
- Best address during program hours
- Email
- Phone number(s)
- Best phone number during program hours
- Indicate who the child resides with

Account Information

- Account password
- Account security question
- Financial assistance source (if applicable)

Emergency Contact and Authorized Pick-up Person Information

A minimum of one emergency contact is required. Emergency contacts must be 18 years of age or older and be available during program hours. In an emergency when Parents and listed emergency contact persons cannot be reached, emergency dispatch (911) will be called.

Authorized pick-up persons must be 16 years of age or older and parents will be considered authorized pick-up persons unless otherwise noted. Program staff may not be an authorized pick-up person.

Emergency Contact and Pick-up Person Information

- Full name
- Relationship to the child
- Best email during program hours
- Best phone number during program hours

Parent - YMCA Partnerships

The Geneva Lakes Family YMCA believes that a strong partnership with parents is essential to meeting the needs of each child. To help us build a strong, positive relationship with your child quickly, we encourage parents to

share any vital information regarding medical or behavioral needs. Disclosing specific triggers, monitoring tips, or behavioral concerns allows our team to create a safe, successful, and child-led environment tailored to your child's physical, emotional, social, and cognitive needs.

As an orientation to Geneva Lakes Family YMCA programs, parents are asked to review all program policies and procedures and contact the School Age Childcare & Preschool Director for clarification if they have questions or concerns.

For more details on programs and upcoming events, please visit our website at genevalakesymca.org.

All adults wishing to volunteer must have an annual background check on file and a completed volunteer file.

Parent Rights

You have a right to our policies and procedures as well as your child's record. Please ask our Director(s) for a viewing. All required state licensing materials, emergency numbers, and parent information will be posted at each site. Ask your specific site for its parent and licensing board location.

Parent Concerns

Parent feedback is greatly appreciated as it helps us to continually improve the quality of our programs. Parents may bring their concerns to any program staff or share feedback by sending an email to the School Age Childcare & Preschool Director.

Parent concerns that are unresolved after communication with on site care staff should be directed to the School Age Child Care & Preschool Director, contact information is located on the website. If the resolution is unsatisfactory, parents may direct concerns to the Senior Youth and Family Director. Space will be made available for parents and staff to hold confidential meetings and conversations.

Registration

- Registration begins May 1st
- Our Y BASE and Preschool programs operate during the school year: September-June, Monday through Friday, excluding any major holidays

or scheduled school days off. We follow the Lake Geneva Schools Family Calendar.

- The hours of operation are 6:30 AM- 6:00 PM.
- We serve children in grades 3K through 5 (must be fully potty trained- no exceptions).
- Drop off and Pick up is 6:30 AM-8:30 AM and 3:45 PM-6:00 PM at Central-Denison, and 6:30 AM-8:30 AM only at Star Center.
- The maximum number of children at Y BASE is 45 at Central-Denison and 20 at Star Center.
- Staff ratios: All children will be closely supervised at all times to guide their behavior and activities.

Age of children	Minimum # of Care Staff to children
3 years to 4 years	1:4
4 years to 5 years	1:6
5 years to 6 years	1:12
7 years and older	1:18

The following forms will be submitted for each child:

Registration Form/Health History and Emergency Care Form (one per child)

- Medication Authorization Form (if applicable)
- Behavior Guidelines Form
- Medical Consent and Release
- Parent Handbook Confirmation Form
- Immunization Records
- Parent Handbook Confirmation

Fee Payments

List of Fees

- Annual Fees: A \$25 deposit or registration processing fee is required upon registration in order to reserve space in the program. This processing fee is non-refundable and non-transferable.
- Late Pick-Ups that occur after 6:00pm will receive a fee of \$15.00 for every 10 minutes past the end of program time. A warning will be given on the first offense.

- If pick-up must be delayed, parents are asked to contact their program site and let the staff know as soon as possible. Repeated infractions may result in removal from the program.
- Continued non-payment of fees is cause for termination of enrollment from the program.
- Non-Sufficient Funds: Credit cards and checks that cannot be processed will incur a \$10 NSF fee, this includes auto-pay cards.
- Repeated Schedule Changes: Schedule changes exceeding three per year will incur an administrative fee of \$5 for each additional change.

Tuition Payments

Auto-Pay: automatic payments are processed bi-weekly, according to the payment schedule. Auto-pay payments (via a bank issued VISA or MasterCard only) can be authorized by parents by using their Daxko portal or by completing the authorization at the end of each statement. Parents who have an active authorization must contact our School Age Child Care & Preschool Director if they receive a new card; card expiration date and CVC codes are not automatically updated. Parents must notify our School Age Childcare & Preschool Director in writing to discontinue use of their auto-pay card on-file, email will suffice. If an alternative payment plan is necessary please contact the School Age Child Care and/or Camp Director.

The following information will need to be on file for scheduled payments:

- Name as it appears on the credit card
- Card number
- Expiration date
- Three-digit CVC code on the back of the card
- Street address and zip code of the card billing address

Payments are not accepted at program locations.

Payment Schedule

Payments are on a bi-weekly automatic withdrawal that occurs every other Monday prior to 2 weeks of care. Alternative withdrawal dates are not an option. Returned charges will result in a \$10 fee. No refunds will be given. Children enrolled in the YBASE and preschool programs are given a complimentary YMCA Youth Membership. There are options to upgrade to family memberships. Please contact the Geneva Lakes Family YMCA at 262.248.6211.

Year End Statement

A summary statement of what a Parent has paid for all programs offered through Geneva Lakes Family YMCA over the calendar year is available to the Parents of all participating students by January 31. Parents may access yearly tax statements in their Daxko portal. An email will be sent to notify Parents when tax statements are available.

Joint Accounts

Parents may authorize having their account split between parents so that tuition fees can be billed and paid separately. Deposits for all day and break programs, as well as registration processing fees, are not split by Geneva Lakes Family YMCA. Account access will be under the primary parents information. Parents should contact the administrative office for more information and to initiate the process for creating a joint account. If there is a custody agreement, the YMCA is legally bound to respect the wishes of the parent with the legal custody. The Director may ask for a certified copy of the most recent court order. If there is no court order, the YMCA will not accept responsibility for deciding which parent has legal custody. Please note: continual delinquent payments on either side of a joint account may result in termination from the program.

Tuition Assistance

Geneva Lakes Family YMCA works with families to access our programs regardless of their ability to pay. Tuition assistance is available through the Geneva Lakes Family YMCA Financial Assistance. Our Co-Chief Operating Officer - Business, works with parents to determine the best form of assistance for each family. Families may qualify for third party funding.

Financial Assistance

Individuals and families may apply for financial assistance for Y BASE programs up to a 35% discount. Assistance is based upon a number of factors, including total household income and the number of people living in the household. The process is confidential and application forms and brochures about the program are available online www.GenevaLakesYMCA.org or at the Geneva Lakes Family YMCA.

Third-Party Funding

Childcare funding may be available from the county. Please have your program coordinator contact our administrative office for further information. Parents are responsible for initiating and managing their funding source transactions. Parents are also responsible for making payments in accordance with the payment schedule until they have received authorization. Once authorization is received from a funding source, our registration specialists will work with Parents to manage their account. It is the parent's responsibility to follow program billing and funding activity and make timely payments for any remaining balances. In order to register, the registration processing fee must be paid by the parent. If this fee is not reimbursed by a third-party funding source, Geneva Lakes Family YMCA may waive the fee after the third-party funding authorization is confirmed. The payment of this fee will then become a credit on the account that will be applied toward payment of future co-payments due.

Any additional fees incurred are not covered by scholarship or third-party funding.

Cancellations and Changes

Requests for schedule change or withdrawal of enrollment must be received in writing (email is sufficient) by the administrative office by the end of the business day Friday (5 p.m.) six business days prior to the start of a new billing period. Effective dates of schedule changes must coincide with the start of billing periods. Requests to increase schedule mid-billing cycles will be accommodated with added days on a space available basis until the next billing cycle begins. Fee adjustments will not be made for a schedule reduction in days occurring mid-billing cycle.

In order to protect the confidentiality of your information, changes to health information must be made through the administrative office. Parents are also to inform the office in writing of any changes in address, home or work numbers, emergency contact and/or authorized pick-up information, and all other registration information. This information cannot be updated online through the Daxko Portal once a registration is submitted.

NSF Checks

If a draft gets returned from the bank as NSF, the parent will incur a \$10 fee, and payment must be made before their child is able to return to programming.

Absences & Absence Reporting

If a child is absent from Y BASE or preschool, a parent or guardian is responsible for contacting the YMCA staff before 8:00 AM. If we have not been notified by the parent by 8:45 AM, staff and teachers will contact the parent/guardian. This will be the same during Y base afternoon care.

Y BASE & Early Explorers | Central Denison & Star Center
Hope Feldman | School Age Child Care & Preschool Director
262.248.6211 x26
hope.feldman@glymca.org 26
BAND APP

Arrival and Departure

Each time the child arrives or departs from a program, the person responsible for signing the child in and/or out will note the time and sign the attendance form. Only authorized persons specified on the registration form and who present photo identification upon request may pick up a child, as we will not release a child to any other persons without written permission.

Children must check-out with staff before departing for the day. Staff may not be used as an authorized pick-up or drop-off person. Program staff are not permitted to transport children from our programs in their personal cars. In order to keep children safe and to make sure that they're going home with authorized adults, staff will ask to see the photo ID or verify a phone number of the person picking up the child until the staff is familiar with the pick-up person.

Parents are requested to call the site phone number if an adult other than parents who are included on the registration will be picking up so that our office can verify this person is authorized. When possible the parent will be asked to fill out and send back an authorized pick up form via email. This helps prevent an unauthorized person arriving at the program location site to pick-up. Parents may authorize up to eight individuals at a given time.

Parents may authorize a one-time pick-up authorization if they do not wish to have the pick-up person added to the list for the entire school year.

To be authorized to pick up, the person's full name, email address, phone number during program hours, and relationship to the child must be provided. Alternative departure procedures for children must be specified on the registration form. You may change the arrival and/or departure procedures for your child by notifying their administrative office in writing. Changes must be made in writing and an email is sufficient.

Late Pick-Ups

If a child is not picked up by 6:00 PM, a fee of \$15 for every 10 minutes will be incurred. The account will be charged the following day for the late fees. If the child still has not been picked up by 6:15 PM we will contact the parent. After 6:30 PM and no communication with the parent the local authorities will be called.

Extracurricular Programs

An extracurricular permission form is required for all children who participate in extracurricular activities that occur during their scheduled program time after school. The extracurricular permission form provides Geneva Lakes Family YMCA with written parent permission for children to arrive late to the after school program. This process helps to ensure that the child is properly checked out from after school and ensures the safety of children. The extracurricular permission form is available here, through the Director, and at all program locations.

Geneva Lakes Family YMCA is responsible for children only during the time they are checked into the program. This includes parents continuing to play on the community playground after signing out their child.

Early Release Days & No School Days

Y Before & After School Enrichment and Early Explorers Preschool programming will not be offered when Lake Geneva Schools are closed.

School Day Out Program

We offer *School Day Out* on most of the days that Lake Geneva Schools are closed. Parents will be notified of these programs in advance and allowed to enroll for an additional fee. This program is separate from our regular Y BASE program.

Please reach out to the Camp Director for more information.
Emma Watters | emma.watters@glymca.org | 262.248.6211 X 13

Last Day of School

If the last day of school is an early release, there will not be after school Y BASE, however, before school enrichment will take place. If the last day of school is a full day (no early release) after school will run and fees will be assessed.

School Cancellations and Closings

If school is canceled, delayed or closed early due to bad weather, physical facility problems or other emergencies, before and after school programs will not operate. No refunds will be given.

School closing announcements will be made on the radio, TV, email, incoming message and/or our website at genevalakesymca.org. In the event of inclement weather, if schools are open but the weather is worsening, after school will operate, but we ask that parents pick up their child as early as possible.

Discharge of Enrolled Children

Before a child can be permanently removed, the School Age Childcare & Preschool Director will meet with the parents to review the written incident, discuss required changes, and establish an explicit performance or payment timeline.

Staff must record all critical incidents in writing. This includes behavioral disruptions, documenting what specific de-escalation strategies were used; noting exact dates of missed payments; and tracking any missing files.

When an active termination is executed, the Director will issue a formal written termination statement summarizing the final resolution. In accordance with state record-retention policies, copies of this discharge letter, along with all supporting incident reports and parent meeting notes, must be kept securely inside the child's permanent enrollment file. The discharge notice timeframe may range from same-day immediate notification to one week's notice, determined by the Director and based strictly on the severity and nature of the circumstance.

Involuntary Withdrawal of Enrolled Children

The Geneva Lakes Family YMCA reserves the right to terminate registration at any point without advanced notice and immediately remove an enrolled child from the program for any of the following reasons:

- **Non-Payment of Fees:** Repeated failure by a parent/guardian to pay weekly fees.
- **Late Pick-up:** Chronic, unexcused lateness in picking up a child past the operational hours.
- **Safety Threats:** The child engages in physical violence, verbal abuse, sexual behavior or threatening behavior directed at staff or other children.
- **Inability to Meet Needs:** The School Age Childcare & Preschool Director determines, after documented efforts, that our program lacks the facilities, trained staff, or specialized resources required to safely and effectively accommodate the child's specific developmental, behavioral, or medical needs.
- **Rule Disregard:** Ongoing, repetitive disruption of childcare programming or active refusal to adhere to basic safety guidelines.
- **Failure to Meet Independent Toileting Requirement:** Failure to consistently meet the independent toileting requirement will result in removal from the program, as determined by the School Age Childcare & Preschool in consultation with the Human Resources Director.

Consequences of Involuntary Withdrawal

Enrolled children who are removed from the Y BASE or Preschool due to involuntary withdrawal will not be eligible to enroll in future Childcare Programs unless a formal, in-person review meeting has taken place.

Before any future enrollment can be approved, a sit-down meeting must be scheduled and attended by:

- The child's parent or legal guardian
- The School Age Childcare & Preschool Director
- The Senior Youth and Family Director
- The Human Resources Director

The purpose of this meeting is to review past circumstances, discuss behavioral or operational expectations, and determine if a successful return to camp is possible on a weekly trial basis

Parent initiated Cancellations, Changes, and Refunds

Requests for a schedule change or withdrawal of enrollment from a parent must be received in writing (email is sufficient), two weeks before the date they wish to change or cancel for a full refund. If requests for a schedule change or cancellation of enrollment are received less than two weeks before the date you are requesting to change or cancel, you will not receive a refund on your payment.

Health

First Aid/CPR/AED certification

All YMCA staff are required to be First Aid, CPR and AED certified by the first day of employment. A CPR mask will be attached to First Aid backpacks if needed. An AED machine is located in the front office of the building and throughout the schools. First Aid supplies will be in the safety bag.

Child Illness

Upon arrival each day, children will be observed by staff for signs of illness. If a child appears ill or unable to participate fully in activities, a staff member will spend time assessing them, isolate them from other children in a comfortable quiet area within sight and sound of staff, and call parents for pick-up. If parents cannot be reached, an emergency contact will be called. Space, toys, or books used by the ill child will be disinfected immediately

after pickup. Children who have not been in school due to illness are not allowed in the program that day.

Children must be symptom-free for 24 hours before returning to the program when experiencing conditions such as fever (100°F), diarrhea (2+ loose stools in 24 hrs), vomiting, sore throat/swallowing difficulty, headache/stiff neck, lice (including nits), undiagnosed rash/spots, severe itching, mouth sores, cloudy eye discharge, unusual nasal discharge, significant tiredness/crying, uncontrolled coughing, or difficulty breathing/wheezing. Physician notes may be required stating the condition is non-contagious. Parents should provide notes or indicate on registration forms if a child has chronic or seasonal non-contagious conditions resembling cold symptoms.

Any evidence of unusual bruises, contusions, lacerations, or burns received in or out of camp shall be recorded in the medical log book and reported to the Director immediately. An incident report shall be filled out for any injuries that occur during Y base and preschool, as well as written in the Incident or Injury documentation section of the file cabinet. Any injury that occurs will be reported to the parent or guardian, and a parent's signature is required at pick-up.

Communicable and Contact Diseases

When a suspicion or determination of a reportable communicable disease (under Ch. DHS 145, such as German measles, mumps, or meningitis) exists regarding an enrolled child or person in contact with children, staff will notify the local public health officer, the department, and parents of exposed children (keeping the ill child's identity confidential). Exposed children will be observed during the incubation period. The ill person or child may return to Y BASE and Preschool once the incubation period has passed and/or with physician approval. See attached Chapter DHS 145 - Communicable Diseases and Notifiable Conditions.

Temperature

The inside building temperature will not be less than 67 degrees and if more than 80 degrees, air circulation with fans must be used. If the National Weather Service has issued a heat or freezing alert or warning, we shall use precautions when going outside or move all activities indoors if necessary.

Safety and Reporting: Mandated Reporting to DCFS

- A telephone notification will be made within 24 hours as well as a written report within 5 days through fax, email, or letter:
- An accident or incident that occurs while the child is in the care of the YMCA childcare staff that results in professional medical treatment, must be reported within 48 hours of becoming aware of the medical treatment.
- Suspected abuse or neglect of a child by a staff member.
- Damage done during programming, which may affect compliance with our license.
- A change in the Geneva Lakes Family YMCA School Age Childcare & Preschool Director.
- Convictions, pending charges, or other offenses of the licensee, YMCA employees that could potentially relate to the care of children at the school or the activities of the program (submitted by the department's next business day).
- An incident involving law enforcement.
- Change in room usage. A room that has not been approved by the DCF
- Lost or missing child.
- Any construction or remodeling before it begins.
- A plan of correction for any cited violations.

Child Abuse and/or Neglect Prevention and Policies

All staff will participate in Child Abuse and Neglect training before Y BASE and Preschool begins. If there is reasonable cause to suspect that a child has been abused or neglected, notify authorities immediately, then contact the School Age Childcare & Preschool Director.

The health and well-being of your child is essential to Geneva Lakes Family YMCA. The Geneva Lakes Family YMCA has developed policy on child abuse prevention that includes the following provisions:

- Parents will be informed about their child's program participation.
- Annual Praesidium Child Abuse and Neglect training for all staff.
- Sites will offer and post information on child abuse, including resources.
- Staff will not release a child to anyone other than those listed on the registration form.
- Children will never be alone without staff supervision, observation and interaction.
- Limiting one-on-one interactions between staff and youth.

- Staff will register with the state fingerprinting database prior to employment. Receipt of this will be documented and filed.
- Training on Shaken Baby Syndrome will be provided to all staff that provides care to children under the age of 5.

Under no circumstances should a staff/volunteer member interrogate the child or cause them to feel responsible for any abuse/neglect. The staff/volunteer person's responsibility is to report and cooperate with the investigation. Any changes to this policy will be made, as necessary, to be current with changes or revisions to state statutes.

Abuse or Mistreatment of Youth by a YMCA Staff Member

Geneva Lakes Family YMCA will not tolerate the mistreatment or abuse of youth in our programming. Any mistreatment or abuse by a staff member or volunteer will result in disciplinary action, up to and including termination of employment or volunteer service.

Abuse or Mistreatment of One Youth by Another Youth Policy

Geneva Lakes Family YMCA is committed to providing all youth with a safe environment. Our organization will not tolerate the mistreatment or abuse of one youth by another youth. In addition, we will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, we will take the necessary steps to eliminate such behavior.

Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms, including:

Physical bullying: one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another.

Verbal bullying: when someone uses their words to hurt another, such as by belittling or calling another hurtful name.

Nonverbal or relational bullying: when one person manipulates a relationship or desired relationship to harm another person. This includes social

exclusion, friendship manipulation, or gossip. This type of bullying also includes intimidating another person by using gestures.

Cyberbullying: the intentional and overt act of aggression toward another person by way of any technological tool, such as email, instant messages, text messages, digital pictures, or images, or social media postings.

Cyberbullying can involve:

1. Sending mean, vulgar, or threatening messages or images
2. Posting sensitive, private information about another person
3. Pretending to be someone else in order to make that person look bad; and
4. Intentionally excluding someone from an online group.
5. Hazing, an activity expected of someone joining or participating in a group that humiliates, degrades, abuses, or endangers that person regardless of that person's willingness to participate.
6. Sexualized bullying, when bullying involves behaviors that are sexual in nature. Examples of sexualized bullying behaviors include sexting, bullying that involves exposures of private body parts, and verbal bullying involving sexualized language or suggestion.

Anyone who sees an act of bullying, and who then encourages it, is engaging in bullying. This policy applies to all youth, staff, and volunteers.

Appropriate and Inappropriate Physical Contact with Children

Geneva Lakes Family YMCA physical contact policy promotes a positive, nurturing environment while protecting youth and volunteers. We encourage appropriate physical contact with youth and prohibit inappropriate displays of physical contact. Any inappropriate physical contact by a staff member toward youth in any of our programs or within the facility will result in disciplinary action, up to and including termination of employment. The Geneva Lakes YMCA's policies for appropriate and inappropriate physical interactions are:

Appropriate Physical Interactions

Side hugs, shoulder-to-shoulder hugs, pats on the shoulder or back, handshakes, high fives and hand slapping, verbal praise, pats on the head, touching hands, shoulders, and arms, putting arms around shoulders. For young children, handholding in escorting situations and carrying them if the child needs to be consoled and is under the age of two is also considered

appropriate. (See Managing the risk when one staff member is alone with the youth section for exemptions and additional guidelines.)

Inappropriate Physical Interactions

Full frontal hugs, kisses, showing affection in isolated areas, lap sitting, tickling, wrestling, piggyback rides, any type of massage given by or to a youth, any form of affection that is unwanted by the youth or the staff is considered inappropriate, as well as compliments relating to physique or body development, or touching a bottom, chest, or genital areas.

Appropriate and Inappropriate Verbal Interactions

Staff is prohibited from speaking to youth in a way that is, or could be construed by any observer, as harsh, coercive, threatening, intimidating, shaming, derogatory, demeaning, or humiliating. Staff must not initiate sexually-oriented conversations with youth, or discuss their own sexual activities with youth.

Appropriate verbal interactions include positive reinforcement, appropriate jokes, encouragement, and praise.

Inappropriate verbal interactions include name-calling, secrets, cursing, off-color-or sexual jokes, shaming, belittling, derogatory remarks, harsh language that may frighten, threaten or humiliate youth, and any derogatory remarks about the youth or their family.

Managing the Risk When One Staff Member is Alone with One Youth

In situations where one-on-one interactions are approved, staff should observe the following additional guidelines to manage the risk of abuse or false allegations of abuse.

- When meeting one-on-one with youth, always do so in a public place where you are in full view of others.
- Avoid physical affection that can be misinterpreted. Limit affection to pats on the shoulder, high fives, and handshakes.
- If you are alone inside any room with a child, leave the door open so that you can easily be observed by others passing by.
- Inform other staff that you are alone and ask them to randomly drop by.

- Document and immediately report any unusual incidents, including disclosures of abuse or maltreatment, behavior problems and how they are handled, injuries, or any interactions that might be misinterpreted. Use the YMCA incident report for documentation.

Interactions Between Staff and Youth Outside of Regularly Scheduled Program Activities Out of the Building

Our organization prohibits interactions outside of regularly scheduled program activities unless approved by the School Age Child Care & Preschool Director, the Camp Director, or the Senior Youth and Family Director, as well as the parental guardian of the child. (This does not include a verbal greeting if sighted outside the YMCA premises).

Electronic communication between staff and youth: Any private electronic communication between staff and youth, including the use of social networking websites like Facebook, Instagram, Snapchat, instant messaging, texting, and other social media is prohibited. This includes posting pictures of organization participants on social media sites without the parent's permission.

Confidentiality

Staff will have information about all students enrolled in Y BASE and Preschool. Some of this information will be concerning any special needs, allergies, or any other information deemed important by the parents. Anything of importance will be written in the child's file and available to staff.

Staff having access to children's records will not discuss or disclose personal information regarding the children or facts learned about children or their relatives except to the parent or other person authorized by the parent or as authorized by state law.

First Aid Safety Bag

Care staff will have a First Aid Safety Bag with them at all times throughout the day. This backpack contains basic first aid supplies, tissues, alcohol free wipes, and a CPR mask.

Nutrition

Y BASE and Preschool will provide daily snacks. The snacks we provide will include fruit, low sugar yogurt, or a whole grain snack. We have a refrigerator on site. Cold fresh water is available from drinking fountains in the building. It is city water. No child should go without nourishment for longer than 3 hours. Refer to DCF 252.44 table below:

Time Children are present	Number of snacks and meals
2 ½ to 4 hrs	1 snack
4 to 8hrs	1 snack and 1 meal
8 to 10 hrs	2 snacks and 1 meal
10 hours or more	2 meals and 2 or 3 snacks

Allergies and Special Dietary Needs

Geneva Lakes Family YMCA requires parents to communicate all food allergies during the registration process. Based on the child's submitted health history and emergency care plan form, staff will create individualized accommodation plans to meet each child's unique needs. Parents are responsible for providing all necessary items required to implement these safety plans.

For children who require a special diet not based on a medical condition—including the administration of nutrient concentrates and supplements—the Geneva Lakes Family YMCA must receive written instructions from the child's physician along with written permission from the parents. When a special diet is required, parents must provide all of the child's food, and the YMCA requires a formal written request from the parents to authorize this accommodation.

Hand Washing

Before any snacks or meals, all children and staff are required to wash their hands with soap and water. Children and staff are also required to wash their hands after using the bathroom. Disinfecting hand sanitizers cannot replace the use of soap and water. Care staff and teachers are responsible for keeping their groups clean.

Emergency Plan

Planning for Evacuation in the Event of Fire

The program supervisor will ensure that fire evacuation plans are practiced each month and that these practices include exits from all the various rooms that the program may use during program hours. Fire evacuation plans are reviewed monthly. These plans will designate a primary and an alternate escape route as well as the location of the nearest fire extinguisher and fire alarm box.

- During orientation, the staff will be trained in the use of the fire extinguisher as well as in how to evacuate children in case of an emergency.
- Documentation of these practice drills will be made and kept on site.
- Children will be taught during these practice drills that if they become separated or scattered, they should meet outside at a specific location away from the building.

In the case of a flash flood, children will be relocated to higher grounds in the building. Staff will take roll calls before moving to the safe place, after arriving at the safe place, and finally, after leaving the designated safe place. The Geneva Lakes Family YMCA will consider pre-storm closing (the night before) or early closing depending on conditions. In that case all parents will be notified.

Planning for Severe Weather

In case of weather emergencies, our local siren can be heard in our building and while in town. The care staff and teachers will also be informed of any possible weather threats by the School Principal and our Director. They will reach all staff by phone or intercom. In the case of such an emergency, each staff member is responsible for making sure their group is gathered quickly.

The Director will designate a tornado shelter area in the safest possible part of the facility. Tornado drills will be practiced monthly in compliance with DCF requirements and to ensure children reach the designated tornado shelter in a timely fashion in the event of an actual tornado. Staff members will be prepared to take action in the event of severe weather.

Power Failure

Staff will call Alliant Energy (800)255-4268, our power company and let them know you do not have power. They will also call the School Age Childcare & Preschool Director. All staff should initially remain in the work area and keep children calm. Staff should be prepared to clear the rest of the building in the event of a long-term power failure. Staff will contact parents followed by emergency contacts if not available for early pick-up. If the emergency light system fails, staff should be prepared to evacuate the building as quickly as possible.

Threatening Situation

In the case of a threatening situation, the Director and School Principal/Assistant Principal will notify staff and the school will go on lockdown. All doors will be locked if not already and parents will be notified. The door will remain locked between drop-offs and pick-ups.

Severe Accident

In the event of a serious injury requiring immediate medical treatment, 911 will be called first, the parent second. 911 emergency personnel will be responsible for any transportation of children to local medical facilities. The closest major medical facility is Mercy Walworth Medical Center and Hospital located at the corner of Hwy 50 and Hwy 67. Direct the Emergency Response team to this facility as well as inform the parents where their child has been taken. All health/contact records will be given to emergency personnel. During First Aid certification class, you will learn the necessary steps to handle a severe accident situation. A description will be written in the *Y BASE* and *Preschool Medical Log*, as well as completion of an incident report.

Medical Log Book Policy

Each site will maintain a medical/behavioral log that conforms to Wisconsin Department of Children and Families (DCF) requirements. It will be a book with stitched binding, lined, and numbered pages clearly labeled: *Y BASE Medical Log Book* and *Preschool Medical Log Book*. All entries must be recorded in ink, and no spacing is allowed between entries.

This log will be used to record all injuries (no matter how minor), any sickness that occurs, and all medications administered during Y BASE or Preschool. Each entry must be signed and initial by the staff member making the report. Medication will only be administered to children by the staff on duty. Parents will be informed of minor injuries by receiving a copy of the completed minor injury form and will sign the form before receiving their copy (or staff will record how notification was completed). If a child's injury requires medical attention, the School Age Childcare & Preschool Director will be informed and a state accident report form will be completed and submitted to Wisconsin DCF within 24 hours. This book will be reviewed monthly by the Director, with reviews documented by initials/signature and date.

Minor Injury

If a minor injury occurs at the site, you will take the necessary steps to provide first aid to the child. During First Aid certification class, you will learn the necessary steps to treat a minor injury. An incident report will be filled out as well as written into the Medical Log. The same procedure will take place for an Off-Site Injury as well. All staff injuries will be treated as stated above and recorded on a Staff Incident Report as well as documented in the Medical Log.

Contact with Animals

Geneva Lakes Family YMCA does not allow privately owned animals on our program premises. When picking up or dropping off children, parents may not bring pets into the program site or to areas where children are playing outside. Staff may ask the person in control of an animal to remove it from the area and explain our policy. If the animal is not removed, staff will move children inside or to another area. In cases of loose or stray animals, staff will bring children inside and contact animal control if necessary. In the unlikely event that an animal bites a child, 911 will be called to secure the animal and verify rabies shots, parents will be notified, and staff will provide first aid and document the bite.

Field trips or walking trips in town may include animal contact or petting areas. All contact with animals will be under the close supervision of a staff member close enough to remove the child if the animal shows distress or if the child acts inappropriately. Before any walking field trip, children will be reminded not to approach any dog or pet. If children touch any animals while on a field trip, they must use hand sanitizer afterwards and wash their hands with soap and water before eating any food.

Universal Precautions

Training will take place on blood-borne pathogens, but the overall thought is “assume all blood is contaminated with an infectious disease”. Any injury that occurs should be handled with gloved hands, and gloves pulled off inside out and disposed of into a biohazard bag, or a plastic-tied bag if one is unavailable, and then disposed of in the trash.

Notifications to Parents

In certain situations, parents need to be notified. The School Age Child Care & Preschool Director will have the responsibility of notifying a parent when the need arises. It is the care staff or teacher’s responsibility to inform the Director of any and all situations that warrant a parent being notified.

Situations:

- Exposure of the child to a diagnosed or suspected communicable disease (see attached list of communicable diseases.)
- Illness or injury to a child that requires professional medical treatment. Notification will occur immediately through a phone call.
- Minor injury to the child. The incident will be documented and notification shall occur when a parent picks up a child. Have the parent sign off that they were notified. This form is located in the file cabinet.
- When a child is missing and the local police have been called.

Lost Child

Each child is assigned to a staff member per ratio. In the event of a lost child, all care staff and teachers are to gather their groups immediately and do face to name counts. The children will stay seated in a designated area with a staff member while the other staff search the surrounding area. If a child is not located within 5 minutes, our School Age Child Care & Preschool Director will be notified to lock the front door while the building is searched by all available staff. If the child is still not found within 10 more minutes, the local authorities will be notified and the building will remain locked. If the child is missing while on a walking field trip, the surrounding area will be searched immediately, and if the child is not found within 10 minutes, call 911.

Child Guidance

Geneva Lakes Family YMCA provides progressive child guidance that is designed to resolve or eliminate behaviors that are not safe or compromise an inclusive caring environment for children and staff. The procedure is based on the individual needs of each child in order for the child to succeed and thrive within the program. Please note: Families are varied and the use of the word Parent(s) refers to the adult(s) who are responsible for the child(ren).

Behavior Management

Geneva Lakes Family YMCA's Y BASE and Preschool programs implement *Behavior Guidelines*. These guidelines provide an overview of behavior expectations and are available to parents. Our programs are designed to help each child develop self-control, self-esteem, and respect for the rights of others. Our program environments are designed to be fun, educational, and enriching. The caring adult role models provide consistent supervision, reinforcing and modeling positive behaviors. Geneva Lakes Family YMCA believes that clear and meaningful consequences may be necessary when redirection strategies are not successful.

Staff Role

In keeping with the YMCA mission and character values of caring, honesty, respect, and responsibility, Geneva Lakes Family YMCA encourages the development of self-control, self-esteem, and respect for the rights of others. Staff members serve as examples in their treatment of others and maintain self-control and respect when guiding or helping to support resolution of conflict. The staff are trained in methods of group management, conflict resolution, and normal child developmental characteristics.

Communication

Communication with parents is critical to the success of children in our care. When staff observe inappropriate behavior, they are trained to document the situation, and concerns are communicated to parents. Possible strategies are determined by taking into consideration the child's age, maturity, safety, and protection of other participants. Staff training provides guidance in the use of these strategies. Strategies could include:

- Reconsideration and investigation: ask questions

- Allowance for natural consequences
- Modification of the environment
- Encouragement of positive behaviors
- Focusing responsibility for choices and behavior on the child
- Use of “I” statements to convey expectations
- Clarification of the rule or message to provide rationale
- Redirection or offering a choice
- Active listening
- Providing direction
- Loss of a privilege
- ‘Taking a break’ not to exceed three minutes
- Development of a behavior plan
- Short-term suspension from program and immediate parent pick-up
- Parent meeting to create an agreed-upon plan for continued behavior modification
- Providing training and information on additional behavior management techniques
- Immediate parent pick-up

When an incident occurs that warrants staff interfering, a *Minor Behavior Notice* or *Behavior Incident Report* will be completed. Depending on the severity of the problem, a parent may or may not need to sign this form. If a child has been given numerous chances to improve their behavior, or they have put another child in immediate danger, the Director and the Senior Youth & Family Director will contact a parent and discharge the child for the remainder of the day.

If the incident warrants a behavior report, one should be filled out, and notification will be made to the parent/guardian with a phone call and/or email message.

The following strategies or threats of using these strategies are PROHIBITED in handling behavior problems:

1. Spanking, hitting, pinching, shaking, slapping, twisting. Throwing, or inflicting any other form of corporal punishment.
2. Verbal abuse, threats, or derogatory remarks about the child or the child’s family
3. Physical Restraint, binding or trying to restrict movement or enclosing in a confined space such as a closet, locked room, box, or similar cubicle.
4. Withholding or forcing meals, snacks, or naps
5. Actions that are aversive, cruel, frightening, or humiliating

6. Children shall not be punished for toilet accidents
7. Taking a break of more than three minutes
8. Allowing children to have disciplinary power over other children

Fussing or Crying Children

Children experience a wide range of emotions and may display fussiness or distress during care. It is the responsibility of all staff members to promptly and proactively address these behaviors. When a child becomes upset, staff should guide them to a quiet space to assess the underlying issue. Common triggers include hunger, fatigue, peer conflict, or separation anxiety.

Staff must speak with the child calmly and quietly to determine the cause of their distress and implement an appropriate solution. Recommended interventions include:

- **Physical Needs:** Providing a snack or water.
- **Conflict Resolution:** Guiding discussions to resolve peer issues.
- **Behavioral Redirection:** Introducing an alternate activity or offering dedicated one-on-one attention.
- **De-escalation:** Utilizing calming activities, such as coloring or reading, to assist overtired children.

Staff should consistently offer comforting words and encouragement throughout the process. If a child remains inconsolable after multiple management techniques have been exhausted, the Director must be notified and will evaluate the situation to determine if contacting a parent for early pickup is necessary.

Administering Medication

Staff will not administer medication without a Medication Authorization Form which is required from the parent. The medication must be in the original container and labeled with the child's name. The person who administers the medication will make an entry in the medical log book that includes the type of medication given, dosage, time given, date of administration, and name or initials of the person administering the medication. All medication will be stored in a bag labeled with the child's name, medication, and purpose. This will be locked in the cabinet or in the safety bag if outdoors.

Transportation

The Geneva Lakes Family YMCA will not provide transportation in our care.

Program Preparedness

Geneva Lakes Family YMCA is committed to the prevention of and preparation for events that could negatively impact the health and safety of all program participants.

Policies and procedures that outline proper practices to reduce or eliminate risk have been developed and are a part of every employee's training. Annual inspection of each program location, monthly procedure review and on-going training ensure compliance at each program site.

Program Facilities

Geneva Lakes Family YMCA programs are held in partnership with the Lake Geneva J1 and at the Y. We comply with all applicable state licensing standards regarding the facility where programs are held and the maintenance of facilities and equipment.

When we leave our main program location to go elsewhere, like on a field trip or to the playground, staff will leave a sign posted to let families know where they are. Please look for these signs if you come into our program area and staff are not there.

Personal Property

The possession and/or use of the following items is not permitted at Geneva Lakes Family YMCA offices, camps, programs or field trips: weapons, alcohol, illegal substances, tobacco products and electronic cigarettes.

Licensing and Accreditation

State Licensing

The Geneva Lake YMCA Y Before and After School Enrichment and Early Explorers Preschool are licensed programs and abide by the rules of DCF 252 from the state of Wisconsin. The license will be posted by the front entrance, along with any notice of enforcement action, any stipulations, conditions, or exceptions that affect the license. A copy of DCF 252 will also always be available to parents upon request.

State licensing standards are available for review at each licensed program location. The terms of applicable licenses and licensing compliance or non-compliance statements are posted within the program.

HEPA

Geneva Lakes Family YMCA adheres to the quality standards set forth by the Department of Children and Families (DCF) State of Wisconsin Licensing Regulation in regards to daily physical activity offered to children participating in our programs. Children will be offered a minimum of 20-30 minutes each day for large motor activity outdoors, weather permitting and when the temperature is above 0 degrees Fahrenheit in the winter months. Children may use the gym spaces within our schools during inclement weather when available.

Trained Staff

Geneva Lakes Family YMCA staff play an important role in the safety and quality of each before and after school program. All staff working with children are trained on all Geneva Lakes Family YMCA policies and procedures as well as CPR and First Aid. Additionally, staff meet all required background, health and orientation requirements that are mandated by DCF. Geneva Lakes Family YMCA is committed to provide on-going professional development including correspondence courses and access to local collaborative training opportunities.

Appropriate Dress Attire

Geneva Lakes Family YMCA asks that all children wear closed-toed shoes during program hours, so that they can safely and fully participate in all activities offered during program hours without danger of accidental injuries. Appropriate clothing must be worn daily for the weather conditions, i.e. winter coat, hats, gloves, snow pants, and snow boots. Please see the attire and weather chart located in the Health and Safety section of this handbook for appropriate clothing needs.

Personal Property

Please make sure to label all items clearly with your child's name. Children are discouraged from bringing items beyond what is needed during program hours. Geneva Lakes Family YMCA is not responsible for lost, stolen or damaged personal property, including clothing, cell phones, cameras, and other electronic devices.

We don't allow the use of toys and equipment from home because of the effect it has on the community we are trying to build. If children bring items from home, it can create an environment of exclusion for other children. If you feel some toy or piece of equipment would enhance the program, please discuss the possible purchase with our director, care staff or teacher.

Policy and Procedures

All YMCA employees shall be provided with the Lake Geneva YMCA Personnel Policies, as well as Y BASE and Preschool Policies and Procedures. Both will be reviewed during training, and a signature is required on a policy receipt before their first day of work can begin. The Y base staff and preschool teachers are responsible for supervising children during all activities planned for the day, as well as ensuring the children are safe, and handling any discipline situations that may arise. Duties include setting up and executing daily activities with the children enrolled in the program. These activities will include, but are not limited to; crafts, science, active games, reading, quiet games, and homework assistance. This person must lead with positivity, enthusiasm, and patience. Other duties include handling sign-in and out of the children, supervising snacks, assessing and handling behavioral issues, facilitating craft projects, gameplay, and engaging with the children during free time. A job description will be given at the time of hire and requires a signature before any work can begin. Care staff shall not engage in any

duties that are not related to caring for the children when they are included in determining staff/children ratios.

Children of Staff

All school age children of care staff that are working a shift are included in determining staff/child ratios. There will not be a fee incurred as long as they are working. YMCA staff discounts may apply for any children of the Geneva Lakes Family YMCA staff.

Hours of Work

The hours of Y BASE care are 6:30-8:30 AM and again from 3:30-6:00 PM. All staff are both seasonal and part-time. The School Age Childcare & Preschool Director will be in charge of scheduling care staff.

Lunch and Break Times

During Y base and preschool there are designated snack times. All care staff and teachers are required to supervise the children during these times. Since this is an "on duty" break, you will be paid during these times. If you need to leave the Y base and preschool site for any reason, you will need to clear it with the Director.

Staff Dress Code

Staff are required to wear YMCA staff shirts and a name tag. Clean, non-ripped pants or shorts are appropriate. Gym shoes are recommended. Ask the Director if you are unsure of an article of clothing. The Director reserves the right to inform you if you are wearing something inappropriate.

Holidays/Vacations

See YMCA Personnel Policy Article VIII

Sick Leave & Leave of Absence

See YMCA Personnel Policy Article VIII

Staff Termination

See YMCA Personnel Policy Article VIII

Pre-Program Training

All staff will be trained prior to starting employment at their assigned site. There will also be mandatory staff meetings once a month throughout the school year. We will hold training for all Y BASE and Preschool employees two weeks before school begins; 24 hours of training is mandatory. All DCF requirements will be completed and the forms will be kept in each employee's file. Training will include:

- Review of licensing and Center Policies rules for Day Camps Centers-DCF 252 . A copy will be available for any parent upon request. This will be located in the binder with children's records.
- CPR/ First Aid/AED certification course (for those not certified)
- Required Fingerprint checks
- Child Abuse and Neglect Prevention
- Staff Health Report/Physical
- Handling Behavior Problems
- Training on working with children who have special needs
- Online pieces of training that are provided to the YMCA through West Bend Academy. These pieces of training include Active Shooters, Bloodborne Pathogens, Bullying, Child abuse and prevention, Harassment, Incident reporting, Proper Lifting, and Back Safety.
- Review of Y BASE and Preschool policies and procedures.
- Job Responsibilities and review of job description with signature. These will be signed and kept in employees' files.
- Child Tracking Procedure will be done electronically by staff. Staff will contact parents if a child is absent without notification from the parent, before and after school.
- Recognition of childhood illnesses and infectious disease control, including hand-washing procedure
- Daily schedules and activities
- Developmental levels of children
- Behavior problems, disciplinary measures including timeouts
- Child management techniques
- Review of Emergency procedures for various situations, location of exit doors, fire extinguishers, AED and first aid equipment
- Pets and Animals: We will not be participating in any activities this school year with animals involved. Before any walking field trip please remind children not to approach any dog or pet that may be out with its owner.
- Precautions to take in the outdoors; including poisonous plants, snakes, wild animals.
- YMCA Personnel Policies

- Health and sanitation
- Emergency Procedures/Situations
- Tour of the Building and any local parks or outdoor areas that will be used for Y BASE.
- Fire Extinguisher usage.

Performance Evaluations

All Y BASE and Preschool Staff will be given a written and verbal performance evaluation at the midway point of the school year by the Director. Any issues or concerns on a day-to-day basis will be addressed by the Director, as well as the Senior Youth and Family Director.

Grievance Procedures

See YMCA Personnel Policy

Staff Illness

If you are sick, contact the Director as soon as possible. **Do Not** come to work. The Director will assist in finding you a sub for that day, and any other days that you will need to miss. You are able to come back to work after 24 hours with no fever, vomiting, diarrhea, or a note from your physician stating you are no longer contagious.

Disciplinary Process

See YMCA Personnel Policy

Mandatory Employee Notifications

As an employee of the YMCA working with children, it is mandated that you report to the Director as soon as possible, no later than the next working day. If the School Age Childcare & Preschool Director is not available, contact the Camp Director or Senior Youth & Family Director.

Report immediately any of the following:

- You have been convicted of a crime
- You are being investigated by any governmental agency for any other act, offense, or omission, including an investigation related to the abuse or neglect or threat of abuse or neglect, to a child or other

client, or an investigation related to misappropriation of a client's property.

- The employee has a governmental finding substantiated against them of abuse or neglect of a child or adult or of misappropriation of a client's property.
- When a professional license held by a provider has been denied, revoked, restricted or otherwise limited.

Staff Cell Phone Usage & Policy

While assigned to work with youth, staff are not permitted to use electronic communication devices except during approved breaks and emergency situations. Internet use, text messaging and/or emailing pictures while working is strictly prohibited for personal reasons. Use of personal electronic communication devices for personal and/or inappropriate reasons shall be grounds for discipline up to and including termination of employment.

All staff members must keep their cell phones with them at all times during working hours. Cell phones are strictly restricted to official business and emergency situations, including communication from the main YMCA building regarding Y base or preschool operations. Personal phone use during shift hours is prohibited. To ensure urgent messages are not missed, all staff are required to save the Director's phone number and the Geneva Lakes YMCA main number in their contacts with a distinct, specialized ringtone to immediately alert them to Y BASE-related calls.

Emergency Site Staffing (Y BASE)

To ensure child safety and regulatory compliance, Y base sites must maintain a minimum of two staff members on-site at all times. In the event of an emergency, or if a site drops below this minimum, an additional staff member must be available to arrive within 5 minutes.

Important Phone Numbers

Emergency Response team: 911

Poison Control: (800) 222-1222

Police Non-Emergency: (262) 248-4455

Fire Non-Emergency: (262) 248-7228

Geneva Lakes YMCA Front Desk: (262) 248-6211

Senior Youth and Family Director: Lisi Waylander (262) 409-2557

School Age Childcare & Preschool Director: Hope Feldman (262) 248-6211 x26

Camp Director: Emma Watters (262) 248-6211 x13

Human Resources Director: Christopher Lindsley 262-248-6211 x28

Co-COO of Programs: Sherri Baker: (262) 248-6211 x14

GENEVA LAKES FAMILY YMCA

Administrative Delegation for YBASE and Preschool

CEO | Mike Kramp

Co-COO Programs | Sherri Baker

Sr. Youth & Family Director | Lisi Waylander

School Age Child Care & Preschool Director | Hope Feldman

Camp Director | Emma Watters

Preschool Teachers/Y BASE Staff

Rachel LeRose, Kayden Honeyager, Maria Aranda, Adesa Blohm, Breanna Corer, Nataly Guerrero, Lindsey Hansen, Ginger Long, Denise Luevano, Margaret McKeown, Noriko Noffsinger, Lydia Olson, Ashley Urias Molina