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FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# LEARN GROW THRIVE



**Mahaska School Age Program  
Parent Handbook  
MAHASKA COUNTY YMCA**

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### **MAHASKA COUNTY YMCA**

414 North Third Street  
Oskaloosa, Iowa 52577  
673-8411  
[www.mahaskaYMCA.org](http://www.mahaskaYMCA.org)  
[info@mahaskaYMCA.org](mailto:info@mahaskaYMCA.org)

## **Welcome to the Mahaska School Age Program!**

Thank you for choosing the Mahaska County YMCA (the Y) for your child's care and educational needs! Our mission is "to put Christian principles into practice through programs that build healthy spirit, mind and body for all." Every day we have the opportunity to model and teach our core values of caring, honesty, respect and responsibility to children in our Mahaska community. The Y is the largest childcare provider in the United States. As a member of this international organization, we are able to access many resources to support quality initiatives in our programs. We are proud to partner with Kids' Corner Child Care and the Oskaloosa Preschool Partnership for our programs. All of our sites are a level four in the Quality Rating System. The QRS is a rigorous system that we must go through before receiving a rating to ensure we are providing high quality care and education.

The Y offers before and after school care, no school day supervision, and summer camp to meet the needs of our families and community. Children learn through play and interaction with each other and their caregivers, so your children are learning every moment of every day while in our programs – as well as at home. When your children are at the Y, you may trust that your children are in a safe and nurturing educational environment. Children have their own space with natural lighting, interest centers, and equipment just for them. Children also need the opportunity to make choices in order to encourage self-direction, self-control, and decision-making skills. Parents play the most important role in their child's life and we insure you have involvement in our programming.

Mahaska County ranks 85<sup>th</sup> of 99 counties for childhood obesity rates, which is quite alarming. The Mahaska County YMCA is participating in quality initiatives to address childhood obesity in our community. The YMCA is a participating member of the Child and Adult Care Food Program (CACFP) to ensure that we offer nutritious meals and snacks for our children. The YMCA is also committed to ensuring that we offer sufficient physical activity. Our programs have access to indoor and outdoor play, which allows them to engage in large motor play at the Oskaloosa Elementary School, Webster Preschool Building, and Bruce Sedral Summer Camp Lodge.

Our goal is to provide your children with the highest quality care and education. We are honored that you have chosen the YMCA to care for your children. It is your responsibility to read and understand the information presented in this parent handbook. The Y reserves the right to revise its policies, practices, and standards. Parents will be notified of updates to the staff handbook as they occur. If you have any questions, please do not hesitate to contact us.

Thank you,

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### **Enrollment**

Enrollment is open without discrimination to any child Kindergarten-5<sup>th</sup> Grade. Registration is first come, first served, provided the site has not reached licensed capacity. No child will be excluded from participation in childcare programs solely because of his or her disabilities. All parents enrolling their child(ren) in a program should schedule an enrollment appointment before care is provided. The Child Care Director or site supervisor will meet with the family to tour the facility, meet teaching staff, and complete enrollment paperwork. All enrollment forms, along with registration fee and deposit will be due at this time.

In order to be fully enrolled, the following forms are required:

- Completed Registration Form
- Enrollment Agreement
- Child Health Form
  - Doctor's Contact Information
  - Dentist's Contact Information
  - Insurance Information
- Parent Consent and Agreement
- Current Immunization Records
- CACFP Enrollment Form
- CACFP Diet Modification Request
- CACFP Eligibility Application

### **Waiting List**

When the childcare program has reached its capacity, a waiting list will be established. Parents will be notified when there is an opening and will then be required to complete the registration form and pay registration fees before enrollment. Staff and families that are currently in our care will have a first come basis. We will attempt to contact you twice a week, upon start date. If we have no communication with you after 3 attempts, we will assume plans have changed and remove you from the enrollment list.

### **Withdrawal from the Program**

Withdrawal from childcare requires a two-week withdrawal to the Child Care Director or Site Supervisor in writing. Once you have turned in your withdrawal notice you are eligible for your deposit.

Parents whose children cause physical/emotional harm to themselves or to others or exhibit ongoing disruptive behavior will be called for a staff/parent conference. Parents may be requested to pick up their child for the day. If a child's behavior does not improve, the child may be released from the program at the discretion of the YMCA. Parents or guardians will be given prior notice and reasons for the discharge.

### **Program Hours and Locations**

#### **School Age Program Hours**

Before School Care: Webster Building– 6:00 a.m. – 7:40am

After School Care: Oskaloosa Elementary School – Afterschool - 6:00 p.m.

No-School/Summer Camp Care: Location Varies – 5:30 a.m. – 6:00 p.m.

### **Arrival and Departure**

- Parents are expected to bring their child into the building, sign them in and see that the child is under supervision before leaving the premises and enter the building when returning for their child and sign them out.
- Iowa Department of Human Services requires all parents to initial and sign their name every time when clocking the child in and out.
- Only persons authorized by parents in writing will be allowed to pick up the child. If parents wish to change or add to the authorization list, please notify the center in advance. Please notify the person on the list to bring their ID when picking up your child. IDs will be checked if center staff does not know the individual.
- Persons picking up a child and exhibiting signs of suspect intoxication, such as slurred speech, unsteady walk, uncoordinated muscular ability, etc., will be reported to the police.

### **Center Closings**

The YMCA observes eight holidays during which childcare is closed and staff receive a holiday day off. Contract payments must still be made during these closings. Other provisions for child care must be made for the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the day after
- Christmas Eve and Christmas Day

If the holiday falls on a Saturday, then it will be observed on Friday. If the holiday falls on Sunday, then it will be observed on Monday.

### **Program Descriptions**

#### **Before and After School Care**

Before and after school care provides students with a fun and education environment where they can continue to learn and grow. Programs offer structured learning activities, homework assistance, and supervised free play.

#### **No School Days and Camps**

When your child(ren) are not in school we are here to help keep them safe and entertained. YMCA camps offer the opportunity for growth through outdoor and indoor activities. Your child(ren) will stay busy with hands-on learning activities, arts and crafts, swimming, canoeing, archery, and more!

#### **Staff**

Our staff are specifically chosen for their interest and dedication to provide quality care, nurturing, and passion to teach young children. Each member of our staff has education, training, and/or experience in Early Childhood Education and meets the qualifications set by the State of Iowa and Department of Human Services. Staff must pass through criminal and child abuse background checks, references check, and health examination. All staff complete an orientation and rigorous training. We believe that learning is a lifelong process, for children as well as adults. Our teachers are required to have continual opportunities through their employment to further their education and improve their skills. All staff are required to be trained as Mandatory Child Abuse Reporters. In the event of negligence, physical, or verbal child abuse is suspected, staff members are obligated to report this information to Child Protective Services for further evaluation. This information is documented and confidential.

### **Confidentiality and Privacy**

The YMCA provides confidential services to our families. We respect your privacy and our staff shall not disclose information about your family and your child to other families in the center. We shall only disclose information to other organizations with a Release of Information from you, if required by legal action, or if necessary for an abuse investigation.

### **Inclement Weather**

Closings and delays are reported to KBOE, WHO, KCCI, KTVO, and on the Mahaska County YMCA Facebook page. You may also call the YMCA to inquire about opening times if you are unsure. If school is cancelled, no school day care is available.

### **Parent Communication**

Daily contact between parent and teacher is a vital part of our ability to provide a quality experience for your children. By sharing information concerning your children's activities and welfare, we can work together to meet the needs of your child(ren). You also may schedule a time to speak with your child's teacher at any time or as a question or concern may arise.

### **Annual Evaluation**

The Y is committed to quality improvements. We conduct an annual program evaluation that includes a parent evaluation survey. The evaluation data is used to set annual improvement goals.

### **Multicultural Policy**

The YMCA is committed to multicultural education. We share a commitment to human rights, dignity of individuals, and social justice. We strive to offer a program that reflects the lives of our children, families, staff, and community and to provide culturally-responsive care and education. We seek to recognize, appreciate and respect the uniqueness of each child and family. These practices are consistent with the Y Christian principles and our core values of caring, honesty, respect and responsibility.

### **Food Service**

#### **Meals/Snacks**

Food for meals and snacks is prepared in accordance with USDA CACFP (Child and Adult Care Food Program) guidelines. Meals are served family-style to most classrooms. A teacher is seated at the table with the children role modeling, teaching table manners and encouraging, but never forcing, children to try all foods served. We serve breakfast, am/pm snacks and lunch with an optional snack at the end of the day. Children in preschool classes receive am/pm snacks. Our meal times are posted on classroom schedules located just inside or outside classrooms for teacher and parent viewing, along with an updated weekly menu.

#### **Allergies**

If your child has food allergies or special dietary needs, the CACFP Allergy statement must be completed by a medical authority and kept on file at our center. All symptoms, complications and the procedure that our staff should follow should be specified in the event an allergic reaction might take place. Please share this info with the center director, and your child's teacher as necessary. Keep the program updated in case there are any changes to your child's dietary needs.

#### **Food Brought from Home**

Food may be brought from home only when instructed by a doctor, with written documentation in your child's file. The food provided is developmentally appropriate based on the needs of your child. Children requesting to bring treats for their birthday must provide store bought items only

and give them to the center staff for safekeeping. As best practice please ask in advance for approved treats as we have many children with severe allergies.

### **Food is Part of our Curriculum**

Children learn to think of others as they help set tables, pass food around to their classmates and learn mealtime etiquette. Food preparation is also a key part of the Creative Curriculum that we follow at our center. Children and teachers preparing snacks together that are integrated into classroom themes and are developmentally appropriate are welcomed in our menu planning and as extra classroom activities.

## **Health Procedures and Medication**

### **Hand Washing**

Hand washing is the most important thing we can do to prevent the spread of illness. Staff, children and parents are encouraged to wash hands frequently. Staff and children are required to wash hands before and after meals, sensory and outdoor play, nose wiping, diapering and preparing foods.

### **Clean Air**

The indoor and outdoor environments of the YMCA, Webster, Oskaloosa Elementary School, and Bruce Sedral Lodge sites are designated as non-smoking areas.

### **Outdoor Play**

Outdoor activity is important for young children and is a part of our daily schedule. Please keep your child at home if you do not want him/her to participate in outdoor activities, as it would be unfair to all the other children to stay indoors. The fresh air and the large motor movement is something that each child needs daily for general well-being and healthy development. Children will not be excused outdoor play without a doctor's written statement.

We will not take children outdoors in inclement weather, based on the judgment of the director and guidance from the Iowa Department of Public Health (IDPH) weather watch chart. If children are dressed properly, weather conditions should not pose a health risk. Parents are responsible for supplying appropriate clothing allowing for the weather extremes found in Iowa. In the winter, children should have mittens, boots, extra shoes and socks, snowsuits, or snow pants with coats. In the summer they should bring cool tops, shorts, and closed-toe shoes.

### **Clothing and Items from Home**

Children should wear clothing that is comfortable and appropriate for active activities and messy experiences. Dress clothes are not recommended for childcare environments. Toys and items of value should remain at home. The Y assumes no responsibility for lost items.

### **Sick Children**

A physical examination report shall be required for admission and must be renewed annually thereafter. Parents will be called to pick up their child when ill: children must be picked up within one hour. Failure to arrange for care for a child beyond one hour after contact may constitute child neglect. As a federally regulated referral agency, personnel are required to report any suspected abuse of neglect to authorities.

- A child will be considered ill when he/she has a fever over 100 degrees, vomiting or has had two episodes of diarrhea or is obviously suffering from a contagious illness.
- A child who is sent home with a fever must remain out of the center for 24 hours unless the parents brings a note from their physician stating that he/she is not contagious.
- Children absent from the center with a contagious illness may not return without a signed statement from a "medical doctor" indicating that the child is no longer contagious.

Childcare service may be denied based upon the following criteria:

- Temperature in excess of 100 degrees
- Impetigo
- Scabies
- Ringworm
- Chicken Pox
- Conjunctivitis (pink eye)
- Head Lice
- Persistent cough, severe diarrhea, vomiting
- Symptoms of other contagious diseases such as measles, mumps, hepatitis, scarlet fever and strep infection.
- Inability to participate in daily activities.

Children may be re-admitted only after fever has been absent for 24 hours and their presence will not endanger the health of other children. Children need to be well enough to participate in usual daily activities. When registering children, parents give their consent on the Child Health Form for personnel to take their child for medical or dental care in an emergency condition that represents a serious or imminent threat to life, health or well-being. Conscious efforts will be made to notify parents if it is necessary to provide treatment for the child in a medical facility. Treatment for the child will be expedited; parents and childcare personnel are required to sign an incident/accident report. Conditions which might necessitate immediate medical treatment include but are limited to:

- Convulsions
- Marked difficulty breathing
- Laceration significant in size or amount of bleeding
- Unconsciousness
- Injury to extremity with obvious deformity
- Head trauma associated with vomiting or altered consciousness.

Children who become ill after arrival at childcare will remain in an isolated area until such time that reasonable arrangements can be made for the child's release to the parent or parent designated person. Reasonable time after an initial contact is made to arrange for child pick-up in one hour.

### **Medication Administration**

Staff that administer medication are trained bi-annually in medication administration training. Medication will be stored in locked boxes out of a child's reach in the designated classrooms. **If trained staff are not available parents will be called to administer medication.** Trained staff are permitted to administer prescription medication and non-prescription medication to a child only when the medication is brought to the program (1) in the original packaging and (2) is accompanied by a completed and signed medication permission form by the doctor. Over the counter non-prescription medications must be sent in the original container, with label and directions intact. Child's name must be on the container. Parents must provide the appropriate measuring tool/device needed to administer medication. All medications must be accompanied by the proper medication form. Medication not in the original container, or that is not accompanied by a signed doctor note, will not be given.

### **Sunscreen**

Staff are permitted to administer sunscreen during the months of April through October, 30 minutes prior to sun exposure. Parents are responsible to provide the sunscreen for the center. Sunscreen is treated as a medication due to the potential for allergies and skin sensitivities. The medication administration form shall be used. Sunscreen with a minimum 45 SPF is recommended. Children who do not use sunscreen should have cover-up clothing provided to protect them from the sun.

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## **Poison Control**

All poisons and toxic substances are kept out of reach of children. Daily checks are conducted by staff to assure inaccessibility. If a child were to be exposed to or swallow a poisonous substance, the center will contact poison control immediately, and follow their instructions.

## **Accidents**

Responsible supervision of children is of utmost importance and children are never left alone. The YMCA strives to minimize accidents and injuries to children and staff. The administrative staff conduct regular facility reviews to continually monitor program safety by minimizing potential hazards. At least one person in each classroom is certified in adult and pediatric CPR, First Aid, AED, and blood-borne pathogens. Should an accident or injury occur, staff will act immediately to administer first aid and emergency procedures. If it appears that an accident may lead to future complications, or if it is serious, the child needs to be examined by a physician.

1. Staff will carry out immediate first aid.
2. The lead teacher or supervisor will contact the parents.
3. If the parents or the alternative emergency number cannot be reached, the directors will have the authority to call the designated physician and/or call 911 for treatment and or transportation to the hospital. A staff member will accompany the injured child to the hospital and stay until the parent arrives.
4. In some emergency situations, the staff should contact the local emergency unit before calling the parent (i.e. cessation of breathing). Staff will administer CPR and check for vital signs.

Incidents, emergencies, accidents, and injuries that occur to children, staff or visitors shall be reported on an accident report form. Accident forms will be signed by parent or guardian, and kept in child's permanent file. The parent will be offered a copy of the form informing them of the incident.

## **Field Trips**

All field trips must follow Iowa Department of Human Services licensing regulations, which requires an extra staff person in addition to normally-required ratios. Permission for this type of field trip is granted on the parent consent and agreement form when registering your child for care.

## **Visitors**

Parent participation, observation and volunteerism is always encouraged. Parents may visit their children in a Y program anytime during hours of operation. Our goal is to continually develop a close and collaborative relationship with the families we serve. Parents may always join children during field trips. If parents wish to volunteer in classrooms or on field trips, they may be asked to complete the DHS-required background checks. Donations are requested, but not required, to assist with the associated costs of the background checks. Visitors must always sign in on the clipboard at the location they arrive at. This helps us to track who has been in our buildings.

## **Persons Authorized to Pick Up Children**

At the time of enrollment parents must provide names and phone numbers of persons authorized to bring and pick up the child. It is the parent's or guardian's responsibility to notify the program of any changes in the authorization. We only will release children to authorized persons. If necessary, photo identification may be requested by the staff before a child is released. If you wish to add or pick up your child or delete persons from the form, you must make the changes and initial it on the enrollment form.

Note: Copies of legal documents prohibiting visitation or custody must be provided to the program director before the Y can actively prevent non-custodial parents from picking up their child.

## **Access Policy**

Child Care Centers are responsible for ensuring the safety of children at the center and preventing harm by being proactive and diligent in supervising not only the children, but other people present at the facility.

1. Any person in the center who is not an owner, staff member, substitute, or subcontracted staff or volunteer who has not had a record check and approval to be involved with child care **shall not** have **"unrestricted access"** to children for whom that person is not the parent, guardian, or custodian, nor be counted in the staff to child ratio.
  - \***"Unrestricted access"** means that a person has contact with a child alone or is directly responsible for child care.
  - \*It is imperative that centers not allow people who have not had a record check assume child care responsibilities or be alone with children. This directly relates both to child safety and liability to the center.
2. Persons who do not have unrestricted access will be under the direct **"supervision"** and **"monitoring"** of a paid staff member at all times and will not be allowed to assume any child care responsibilities. The primary responsibility of the supervision and monitoring will be assumed by the teacher unless he/she delegates it to the teacher assistant due to a conflict of interest with the person.
  - \***"Supervision"** means to be in charge of an individual engaged with children in an activity or task and ensure that they perform it correctly.
  - \***"Monitoring"** means to be in charge of ensuring proper conduct of others.
3. Center staff will approach anyone who is on the property of the center without their knowledge to ask what their purpose is. If staff is unsure about the reason they will contact their Site Supervisor or the Director to get approval for the person to be on site. If it becomes a dangerous situation staff will follow the "intruder in the center" procedures. Non-agency persons who are on the property for other reasons such as maintenance, repairs, etc. will be monitored by paid staff and will not be allowed to interact with the children on premise.
4. A sex offender who has been convicted of a sex offense against a minor (even if the sex offender is the parent, guardian, or custodian) who is required to register with the Iowa sex offender registry (Iowa Code 692A):
  - a. Shall not operate, manage, be employed by, or act as a contractor or volunteer at the child care center.
  - b. Shall not be on the property of the child care center without the written permission of the center director, except for the time reasonably necessary to transport the offender's own minor child or ward to and from the center.
    - i. The center director is not obligated to provide written permission and must consult with their DHS licensing consultant first.
    - ii. If written permission is granted it shall include the conditions under which the sex offender may be present, including:
      1. The precise location in the center where the sex offender may be present.
      2. The reason for the sex offender's presence at the facility.
      3. The duration of the sex offender's presence.
      4. Description of how the center staff will supervise the sex offender to ensure that the sex offender is not left alone with a child.
      5. The written permission shall be signed and dated by the director and sex offender and kept on file for review by the center licensing consultant.

## **Prohibited Actions**

Children shall not be subjected to any form of corporal punishment, including but not limited to rough handling, shoving, hair pulling, pulling, shaking, slapping, kicking, biting, pinching, hitting, or spanking. Children shall not be subjected to any form of emotional abuse, including name-using language that threatens, humiliates or frightens the child. Toileting habits or lack of shall not be a cause for punishment in any form. Withholding food, clothing, or medical attention shall not be used as punishment. Staff members who subject any child in the program to prohibited actions shall be subject to immediate termination of employment.

## **Behavior Guidance**

The YMCA implements a positive approach to managing behavior. Our first approach is prevention through the use of Positive Behavior Intervention Supports (PBIS) which staff are trained in annually. Children are often communicating unmet needs through behaviors. If we are experiencing behavior problems with a child, we first identify the time of day and the activity during the times of the behaviors to find solutions to better support the child's needs. We evaluate the physical environment and make modifications that might assist with eliminating problems. When positive guidance/interventions are necessary, we have two primary goals. First, we strive to find solutions to problematic situations. Second, we attempt to help the child process feelings, recognize consequences, explore alternative solutions and outcomes, and develop internal self-control. Guidance techniques used in our classrooms include:

- Structuring the environment and schedules to maximize good behavior
- Planning the daily schedule to provide a successful mixture of choice and structure
- Modeling acceptable behavior
- Recognizing each child's individual needs
- Anticipating and eliminating potential problems
- Teacher facilitation and timing of intervention
- Redirecting
- Using natural and logical consequences

Because we provide care and education in a group setting, we must be concerned for the welfare and safety of all children and staff. If a child is causing physical/emotional harm to themselves or to others or exhibit ongoing disruptive behavior, parents may be requested to pick up their child for the day. Additionally, we will schedule an appointment for a conference with the parents to problem-solve. If a child exhibits behaviors or needs that jeopardize the welfare and safety of other children or our staff, the child may be released from the program at the discretion of the YMCA. Parents or guardians will be given prior notice and reasons for the discharge under most circumstances. However, the YMCA reserves the right to discharge a child from care without notice.

## **Separation from Group**

Children may be separated from a group when their behavior causes concern for their safety and the safety of other children. When separated from the group, children shall remain in an area of the room where they can be seen and heard at all times. After the child is again calm and the concern for safety has passed, they shall return to the group.

## **Suspension**

Parents will be contacted and asked to remove their child if the child becomes unable to control his/her behavior. A child may be deemed to have a behavior problem if he/she is unruly, uncontrollable or if his/her conduct is such that it interferes with or harms other children (e.g., scratching or fighting) and does not respond to adult supervision. The procedure for suspension of children from Childcare/Preschool is as follows:

- Parents will be notified when picking up their child concerning any incident resulting in unacceptable behavior (i.e. injury to other children, staff or to the child).

- In the event of suspension, the number of suspension days will be determined on a case-by-case basis.
- The decision to remove a child from our child care program will only be made after all alternatives have been explored and tested with the family.
- 

### **Termination of Services**

The Mahaska County YMCA reserves the right to terminate services at any time. Reasons that may result in the termination of services may include but are not limited to:

- Non-payment for services and/or lack of adherence to our billing policies.
- Lack of cooperation by parents with the program's efforts to resolve differences and/or to meet the child's needs through parent/staff meetings or conference.
- Abusive behaviors and/or verbal threats by parents toward program staff or other parents.
- Parents disciplining children other than their own while at the program.
- A child exhibits behaviors or needs that jeopardize the welfare and safety of other children or our staff.
- Parents have failed to provide required records of the Iowa Department of Human Services.

### **Emergency / Evacuation Plans**

Procedures for tornados and fire evacuations are posted in each area of the building. The evacuation plan has been approved by the State Fire Marshal, and each program conducts emergency drills monthly. In the event of an evacuation, parents will be called to pick up children. Staff will stay with them until parents arrive. Safety and emergency procedures are a regular part of curriculum. The Emergency Preparedness Plan is located on file at each location. If you would like to review this plan, you may ask the site supervisor or director.

### **Missing Person / Suspected Kidnapping Policy**

Staff person on duty makes conformation that a child is missing and determines which area of the building the child was last seen.

Responsibilities:

Child Care Staff:

- Verify with all staff that they have not seen the child in question.
- Check all areas of the building including, but not limited to, bathrooms, gyms, and closets.
- Contact the Site Supervisor and Child Care Director.
- Contact the Police Department at (641)-672-2557.
- Contact the child's parents/guardians.
- Do not talk to the media.

Child Care Director

- Go to the childcare location to help verify that the child is missing.
- Help staff control the rest of the children.
- Talk to the media.

### **Intoxicated Parent / Guardian Policy**

The staff will try to talk to the parent(s) / guardian(s) and help them to be aware of their condition and inability to care properly for their child while in this condition. The focus will be on the welfare of the child. The parent will be asked if there is someone who could be called to pick up the child. If he/she is out of the control, 911 will be called.

### **Blizzard Policy**

If road conditions are such that driving is impossible, YMCA Child Care will either close or open late or close early until roads are cleared. When the YMCA makes the decision to close the child care programs early due to weather conditions, all parents will be notified immediately via phone. We will also post on KBOE, WHO, KCCI, and KVTO, and also on the Mahaska County YMCA Facebook page. Please call 641-673-7409 anytime to verify.

### **Bomb Threat Policy**

There are two reasons for a caller to report a bomb is to go off at a particular location.

- The caller knows that an explosive or incendiary device has been or will be placed in the building and wants to minimize injury. The caller may be the person who planted the device or just someone who has such information.
- The caller wants to create an atmosphere of panic and disrupt normal activity. 99% of all bomb threats are false, but there is no way to tell a hoax from an actual threat. All calls must be taken seriously. It is important to accurately record bomb threats.

Responsibilities:

Childcare Staff:

- Remain calm.
- The person who takes the phone call should get the attention of a co-worker while the person making the threat is still on the line. The co-worker should call 911. Do not allow the person relaying the threat off the phone.
- Evacuate the building and move all staff and follow procedures as the fire emergency plan. If, at any time, you feel your life is in danger, hang up the phone with the person relaying the bomb threat.
- Contact the police department at (641)-672-2557.
- Contact the Child Care Supervisor and Director.

Childcare Director:

- Remain calm.
- Go to site to assist child care staff in contacting all parents and keeping the children under control.
- Talk to the media.

### **Hazardous Waste Spills Policy**

- Exterior- Close all doors, turn off air circulating and/or air conditioning units.
- Interior- Open all doors.
- Follow the same Emergency plan as fire.
- Call 911.

### **Flood Policy**

- Follow fire procedure for evacuation of the building.
- Lock all doors into the facility to prevent vandalism and looting.
- If time permits, remove all essential records to an off premise location.

### **Earthquake Policy**

During an earthquake, the "solid" earth moves like the deck of a ship. This movement of the ground, however, is seldom the direct cause of injury or death. Most losses result from falling objects and debris.

Earthquake injuries are commonly caused by:

- Building collapse or damage, flying glass from broken windows, overturned bookcases or other furniture, sirens, fallen power lines or drastic human actions resulting from fear.

In case of an earthquake:

- STAY CALM!

- Direct others to take cover under a heavy desk, table, bench, or in a supported doorway or along an inside wall.
- Stay away from glass.
- Douse all fires.
- Do NOT use candles, matches, or open flame.

### **Power Failure Policy**

Staff will:

- Stay calm and go about their regular schedules.
- Contact Child Care Supervisor and Director.
- Contact MidAmerican Energy at 888-427-5632.
- Child Care Director and Supervisor will split the job of notifying all families that they need to come pick up their children if the power outage lasts for more than 1 hour.
- Establish limited access to the facility.

### **Fire Emergency Policy**

In case of fire, or suspected fire, all staff have the responsibility of making sure no participants are left in the building either because they did not hear the fire alarm and/or because they need assistance in leaving quickly. To accomplish this goal, staff will follow the exit rules outlined below.

Responsibilities:

Childcare Staff

- Are directly responsible for the children in their care and will exit the building with the children through the nearest exit.
- Staff will take roster clipboard, first aid kit, and cell phone with them.
- Staff will ensure all children are out of the building by counting them all before leaving the building. Staff will attempt to notify any child who is not in line right away without putting themselves into any danger. If a child is not located, the group must leave the building and staff must notify emergency crews immediately when they arrive.
- Staff will call 911.
- Staff will notify the Childcare Director.
- Staff will not talk to the media.

Childcare Director

- Will notify all families of the incident and go to the scene to help childcare staff.
- Will talk to the media.

### **Tornado Procedures Policy**

In case of tornado, all staff has the responsibility of making sure all children are in the basement gym area away from all doors and windows. To stay informed of the threat of bad weather, staff must turn on the radio in the building if not already on.

Responsibilities:

Childcare Staff

- Staff are directly responsible for the children in their care and will get the children to the basement gym area as quickly as possible upon hearing the siren.
- Staff will take roster clipboard, first aid kit, and cell phone with them.
- Staff will ensure all children are in the basement gym by counting them all before leaving the basement gym. Staff will attempt to notify any child who is not in line right away without putting themselves into any danger, if a child is not located, the group must get to the basement gym area.
- Every effort will be made by staff to keep children occupied by singing songs, playing games, etc.

- Staff will strongly urge any parent who wants to pick up their child to remain there, but they are not responsible if the parent chooses to leave.
- Staff will notify the Childcare Director.
- Staff will not talk to the media.

**Childcare Director**

- Will notify all families of the incident and go to the scene to help childcare staff if it is possible without putting themselves in any harm.
- Will strongly urge parents who want to pick up their child to remain there, but they are not responsible if the parent chooses to leave.
- Will talk to the media.

**Child Care Rates & Financial Policies**

**Deposit**

A deposit equal to the amount of one week of contracted care is due at the time of program enrollment. The deposit is refundable upon the provision of a two-week notice and payment in full for services rendered. Payments can be made during the first three months of care. If necessary, please inquire about payment arrangements.

**Registration/Enrollment Fees**

All School Age Care \$25 per family (one-time fee)

*All registration fees are due at time of program enrollment and must be paid to secure placement on the program roster.*

**Mahaska School Age Program:**

**Full-Time Care**

Five non-attendance (vacation/sick) days per child are granted to full-time families per calendar year. Non-attendance slips may be submitted and a credit will be applied during the next billing cycle. Refunds are not given for contracted care not used. Parents will receive a weekly invoice stating their weekly balance and total account balance. Priority is always given to families committed to full-time slots.

**Drop-In Care**

There are limited drop-in care services upon request. The Y doesn't recommend inconsistent drop-in care.

**Payment Due Dates**

All contracted payment fees are due the Friday before the week care is provided. Drop-In childcare fees are due by the Friday after the week care is provided. Parents will receive an invoice with their balance and total account balance.

**Third-Party Billing**

**Childcare Assistance or Promise Jobs Funding**

CCA or PJF is available through the Department of Human Services to families to help pay for the cost of child care while the parent(s) are at work. If a family receives subsidized care, the Certificate of Enrollment or proof of subsidy is required before care will be provided. If the third-party provider fails to pay for services, the parent is responsible for payment in full. Subsidized care agreements are between the parent or guardian and the third party, not the YMCA. The YMCA will submit the claim for care, but if coverage is lost or coverage status changes it is the responsibility of the parent/guardian to pay for the care that has been provided.

**A two-week written notice must be provided to modify or cancel contracts. This includes families receiving third party payments for childcare and those enrolled in wrap-around child care. The Y reserves the right to change fees for services with a two-week notice.**

### **Tardy Pick-Up Fees**

A late fee will be assessed for children that are picked up after the scheduled 6:00 PM closing time. A fee of \$1.00 per minute after 6:00 PM will be charged. When a child is not picked up by closing time, the staff will begin calling parents and emergency contacts if necessary. After three times of picking up your child(ren) after 6:00 PM, childcare services will be terminated.

### **Payment Collection**

The Y offers many payment options to meet our diverse family needs and ensure timely payment. We strongly encourage payment to be made through EFT (automatic withdrawal). We can set the payment up according to your schedule. Please discuss this option with the Billing Clerk for more information. Payments also may be made in-person using cash, check, credit card or bank draft at Kids' Corner, Webster, and the YMCA. Payments may be made online at [www.mahaskaYMCA.org](http://www.mahaskaYMCA.org) or via phone at 641-673-8411 by credit/debit card.

Receipts for payments will be emailed or printed. If you lose a receipt, we can provide a copy at any time. If your family is enrolled in a flex/cafeteria plan, the Y is happy to assist with any paperwork necessary. The Y will provide year-end receipts for income tax purposes upon request.

### **Past Due Accounts**

If account is two weeks behind in payments, then parent will receive a notice in the weekly invoice stating immediate action needed to bring account up to date. If parent is a month behind in payments, they will receive a letter requesting to meet with the billing clerk or director to develop a payment plan. If failure to develop a payment plan within a week, parent will receive a letter stating childcare services are terminated immediately. Past due account must be brought up to date within three months. If childcare services are terminated as a result of past due balances, the balance is still owed to the Y for services rendered. The YMCA retains the right to stop services at any time (with advance written notification) for failure to pay, including repeat offenses or late payments.

*In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, or call (800) 795-3272 (voice) or (202) 720-6382 (TTY). USDA is an equal employment opportunity provider and employer.*

