



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA of Greater Brandywine

Student Learning Center

Parent Handbook 2020-2021

YMCA Mission

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

The YMCA of Greater Brandywine Student Learning Centers are held in the safe, secure and familiar setting of your child's school or the YMCA. Our program and staff provide a supportive environment for your child to grow and expand interests beyond the classroom.

WELCOME	3
PARTNERING WITH YOU	4
YMCA OF GREATER BRANDYWINE MISSION	4
YMCA CORE VALUES	4
CHARACTER DEVELOPMENT	5
PROGRAM GOALS	5
PARENT/STAFF COMMUNICATION	5
NONDISCRIMINATION STATEMENT	6
HOURS OF OPERATION	6
ACADEMIC/HOMEWORK HELP	6
ARRIVAL AND HEALTH SCREENING PROCEDURES	7
DAILY SIGN-IN/OUT PROCEDURES	7
EMERGENCY PICK-UP SITUATIONS	8
STAFF RATIOS AND TRAINING	8
REGISTRATION/EPACT	9
WHAT IS ePACT?	9
WHY ARE WE USING ePACT?	10
WHAT SECURITY AND PRIVACY POLICIES DOES EPACT HAVE IN PLACE?	10
TUITION/FINANCIAL POLICY	10
FINANCIAL ASSISTANCE	11
CHILD CARE WORKS	11
PROGRAM WITHDRAWAL & CHANGES	12
LATE PICK-UP	12
SNACKS/FOOD POLICY	13
NUT-FREE POLICY	13
HEALTH/ILLNESS	13
MEDICATION POLICY	14
ALLERGIES	14
MEDICAL EMERGENCY PROCEDURES	14
ACCOMODATIONS	15
RELEASE OF RECORDS	15
CONFERENCES	15

CHILD ABUSE	15
YMCA POLICY/APPROPRIATE BEHAVIOR	16
PERSONAL PROPERTY/ ELECTRONICS	16
EMERGENCY PROCEDURES	16
YMCA BEHAVIOR MANAGEMENT GUIDELINES	17
BEHAVIOR MANAGEMENT	17
Listed below are the steps utilized by our staff when behavior expectations are not met:	17
EXTREME BEHAVIOR	17
FIELD TRIP BEHAVIOR	18
ACCOUNTABILITY AND CONSEQUENCES	18
SCHOOL DELAYS AND CLOSURES	18
SNOW-DAY PROGRAM	18
SWIMMING	18
MOVIE POLICY	19
STAKEHOLDERS	19
COMMUNITY RESOURCES	20
FREQUENTLY ASKED QUESTIONS	23

WELCOME

Dear YMCA Learning Center Family,

Thank you for enrolling your child in our YMCA Student Learning Center program for the 2020-2021 school year!

The Y is here to help families in need of support for virtual learning for the 2020/2021 school year! Our program is open to students in Kindergarten through 6th grade. Students will be supported in completing their remote learning while also staying active and enjoying fun activities throughout the day, and after their virtual school day is complete.

Our learning centers open at 7:30 each day and end at 3:30 pm. After care is offered until 6:00pm at an additional cost for those who need extended care.

Our staff will assist students in logging on and connecting to their school programs using their own laptop or device and headphones. The staff will assist with questions during remote learning, and help to keep students on track as they connect with their teachers online. Educational support staff will be on hand to help children with specific questions. During class breaks and after school work is completed, the Y team will get students up and moving in fun and creative ways to keep them engaged and active. How will virtual learning work? We will oversee your child's remote learning, including assisting logging in and out of all platforms, turning in assignments online, and helping with schoolwork if time allows. Our staff are NOT their classroom teachers and we are not a substitute for your child's education. Instead, we are here to help and support your child with their remote learning.

We also make sure that there are positive relationships among staff. We know the children look to Y staff as role models, watching and learning as they cooperate, communicate and solve problems with each other. We are excited about your interest in joining us for the 2020-2021 school year as a part of our Y-Care programs. If we can answer any questions for you, please do not hesitate to call your local YMCA. We look forward to having you as part of our Y family!

Sincerely,

YMCA of Greater Brandywine Learning Center Team

- Brandywine YMCA - Juanita Leech - jleech@ymcagbw.org
- Jennersville YMCA - Marissa Stigler - mstigler@ymcagbw.org
- Kennett Area YMCA - Leslie Steger - lsteager@ymcagbw.org
- Lionville Community YMCA - Meredith Byerly - mbylerly@ymcagbw.org
- Octorara YMCA Program Center - Janet Kabakjian - jkabakjian@ymcagbw.org
- Oscar Lasko YMCA & Childcare Center - Anthony Strickland - astrickland@ymcagbw.org
- Upper Main Line YMCA - Kelly Reuter - kreuter@ymcagbw.org

PARTNERING WITH YOU

At the Y we strive to provide you with timely and relevant information on our programs, engaging you as a partner in your child's success. This includes bi-annual satisfaction surveys, monthly newsletters and daily informal communication. To best support you and your family at our Y, please feel free to provide suggestions for improvement regarding these communication tools. In addition to providing suggestions and feedback, we encourage parents to be engaged in our programs by attending special events and family nights throughout the year.

YMCA OF GREATER BRANDYWINE MISSION

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

The YMCA of Greater Brandywine is committed to a value-based character development curriculum. Teaching of the following core values is incorporated into all youth activities:

YMCA CORE VALUES

Caring: Interest and concern - including compassion, friendliness, generosity, kindness, love, mercy.

Honesty: Fairness of conduct and adherence to facts - including sincerity, truthfulness, honor, tact, forgiveness, moderation, orderliness.

Respect: Special regard for others - including assertiveness, consideration, courtesy, gentleness, unity, tolerance, humility.

Responsibility: Moral, legal, and mental accountability - including courage, determination, helpfulness, justice, reliability, loyalty, self-discipline, obedience, cleanliness.

CHARACTER DEVELOPMENT

Our staff also work to help children grow in the 5 practice areas of Character Development:

Emotion Management: Adults support youth in becoming aware of and constructively handling both positive and challenging emotions.

Empathy: Adults work with youth to relate to others with acceptance, understanding, and a sensitivity to diverse perspective and experiences.

Personal Development: Adults encourage youth to act, persist, and initiate goals and outcomes even through the ups and downs of difficult situations and challenges.

Relationship Building: Adults foster experiences where youth plan, collaborate, and coordinate action with others.

Responsibility: Adults develop youth to be reliable and committed and to fulfill obligations and challenging roles.

PROGRAM GOALS

Children in our program will have opportunities to:

- Participate, understand and complete remote learning assignments.
- Receive academic support, including homework help, language arts, math and science experiences.
- Develop self-confidence and independence.
- Grow in areas of personal development, emotional management, empathy, responsibility and relationship building.
- Communicate core values of caring, honesty, respect, and responsibility.
- Create lasting friendships and lifelong memories.
- Interact with caring, supportive adults.
- Learn, explore and try new things in a supportive environment.
- Experience activities that promote good health.

PARENT/STAFF COMMUNICATION

We believe that communication and cooperation between parents and staff is invaluable to provide and maintain the highest quality childcare program for your family. **All email/text notifications will be sent out through EPACT so it is very important that the contact information on this site be kept**

up to date. Please make every effort to read any materials that we either send home from our program or have posted at the site, especially information regarding early dismissals and schedule changes. Each site has a program and schedule information on their Sign In/Out tables. Parents are also welcome to communicate with the staff directly, call the site phone to speak to the Site Director, or call the Director at the YMCA, with any questions or concerns. We ask that parents notify their child's site directly if they will not be attending on a normally scheduled day.

NONDISCRIMINATION STATEMENT

All people are welcome at the YMCA regardless of race, sex, national origin, religion, sexual orientation or abilities. Children and parents who have limited English language ability can be assisted with the translation of written information or with an interpreter. Contact the Program Supervisor to make necessary arrangements. In our efforts to promote an awareness and understanding of the world around us, lessons about customs and celebrations of other cultures are a part of our curriculum.

YMCA SACC will reflect and respect the diversity in our community. Religious education is not part of our program. The YMCA of Greater Brandywine is committed to providing developmentally and culturally appropriate programming that respect, reflect, and support children and families; cultivate an understanding among children and staff and incorporate an anti-bias approach to curriculum.

HOURS OF OPERATION

Program Hours - 7:30-3:30

After Care Hours - 3:30 -6:00

ACADEMIC/HOMEWORK HELP

Our staff will assist students in logging on and connecting to their school programs using their own laptop or device and headphones. The staff will assist with questions during remote learning, and help to keep students on track as they connect with their teachers online. Educational support staff will be on hand to help children with specific questions. During class breaks and after school work is completed, the Y team will get students up and moving in fun and creative ways to keep them engaged and active. How will virtual learning work? We will oversee your child's remote learning, including assisting logging in and out of all platforms, turning in assignments online, and helping with schoolwork if time allows. Our staff are NOT their classroom teachers and we are not a substitute for your child's education. Instead, we are here to help and support your child with their remote learning.

ARRIVAL AND HEALTH SCREENING PROCEDURES

Staff will greet families curbside. At drop-off please expect

A staff member wearing a mask and a face shield will meet you at your car to complete a health screening and temperature check and observe for unusual lethargy. Children that cannot pass the screening will not be permitted into the program

Question 1: Have you been in contact with anyone with COVID-19 in the past 14 days?

Question 2: In the past 24 hours, have you experienced a persistent cough or shortness of breath.

Question 3: In the past 24 hours, have you had any of the following symptoms (2 or more symptoms precludes entry to the YMCA):

New loss of taste/smell Body aches, Sore throat, Fever, Diarrhea, Repeated shaking
with chills, Muscle pain, Headache

Question 4: In the past 14 days have you traveled for extended stay (more than 48 hrs) to a state within the CDC HotSpot

1. Currently all travel outside of the United States

2. Current States: Alabama; Arizona; Arkansas; California; Florida; Georgia; Idaho; Iowa; Kansas; Louisiana; Mississippi; Nevada; North Carolina; Oklahoma; South Carolina; Tennessee; Texas; Utah (travel to one of these locations for an extended period of time, will require a 14 quarantine before returning to the learning center.)

Staff will have you sign off on your child's arrival after the health screening

Children will be required to wear masks during the health screen and while they are in our program

Staff will escort your child from the car to wash their hands and to their classroom for the start of their day

DAILY SIGN-IN/OUT PROCEDURES

- You must sign your full name and time of drop off or pick up on the attendance roster when dropping and picking your child up.
- Your child will only be released to the parent/guardian or other authorized adult listed on the Parental Consent/Emergency Information sheet.
- Please provide a copy of your custody agreement if applicable.
- Identification may be checked daily. Anyone who you have listed as an authorized pick-up person will be asked to show picture identification at time of child pick-up. While we know it can be inconvenient to show your ID every day, we appreciate your support of our staff in helping to keep your children safe.

- For the safety of your child, we will not release your child to anyone who appears to be under the influence of drugs and/or alcohol.
- Pick up your child on time each day. If an emergency arises and you are unable to reach the site before closing, call the staff to inform them of your progress.

Please be advised that if an adult not on the pick-up list comes for your child, we will not be able to release your child to that person, even if the child recognizes that person. **All persons signing out children must be at least 18 years of age** and your child may not sign themselves in or out of our program.

EMERGENCY PICK-UP SITUATIONS

In an emergency a child may be released to an individual upon the oral designation of the parent/guardian, if the identity of the individual can be verified by a staff person (PA Code 3270.117).

- If a parent/guardian requests for another individual to pick up their child, the site staff must verify it is the parent who is making the request.
- The site staff must call the parent back via one of the telephone numbers listed on the child's contact information form.
- If the parent answers and confirms that they made the request, our staff will log the following information:
 1. The name of the parent making the request.
 2. The date and time of the request.
 3. The name of the individual to whom the child is to be released.
 4. The name of the staff person taking the call.
 5. The name of the staff person releasing the child.

Please remind the person picking up your child that they will be required to show identification before we can release the child. Unfortunately, we cannot release a child to anyone without proper identification. There are no exceptions.

For the safety of the children we serve, we will not release a child to anyone who appears to be under the influence of drugs and/or alcohol. Should there be any suspicion or concern, staff will ask for the child to be transported by another approved adult. If the parent/caregiver refuses to contact someone else, staff will call the police immediately and not release the child until the police arrive.

- Staff must contact the Coordinator/Director responsible for the site or designee and inform them of the situation. If they cannot be reached, staff will contact the Executive Director or a member of the Association Leadership team.

STAFF RATIOS AND TRAINING

Our YMCA Learning Center program locations are licensed annually by the Department of Human Services (DHS). We follow all state requirements to provide safe, quality care.

A staff to child ratio following state regulations is always maintained. Staff-child ratios are adjusted to assure adequate supervision for the age group, ability, and physical condition of all the children.

Our Site Directors have a degree in the field and a minimum of one year of experience working with children. Our staff complete annual in-service training, fire safety training, water safety training, and maintain current certification in first aid, CPR and child abuse prevention training. Staff attended, and continues to attend, regularly scheduled training events on behavior management, communication skills, and creative activities for working with children.

Prior to hire and every 5 years thereafter, all staff members have a Pennsylvania Child Abuse History Clearance, Pennsylvania State Criminal History Clearance, FBI Check, National Sex Offender Registry Check and Out of State Checks on staff that have lived out of state in the last 5 years.

To make sure your child remains safe outside of the YMCA's supervision and to protect our staff members and volunteers, **we request that you do not ask a YMCA employee or volunteer to baby-sit, host sleepovers, or spend one-on-one time with your child outside of YMCA programs.** Please do not ask staff to come in early or stay late as this constitutes babysitting and is against YMCA program policy.

REGISTRATION/EPACT

You may enroll your child(ren) by registering online (highly recommended to secure your spot) or by submitting [registration paperwork](#). If you register online, this paperwork will still need to be submitted as our Learning Center is a state licensed program. Registrations are processed in the order in which they are received. Space is limited and you will receive notification if your child is enrolled or placed on a waiting list. All **registration forms are due one week prior to your child attending the program** and must be turned into your Learning Center Director.

Additionally, required personal information will be collected through ePact, an electronic, secure online system. All information must be submitted before your child's first day. Look for an email inviting you to complete the required online information from info@ymcagbw.org.

- A current physical form, including immunization records, must be **signed by the physician**, and uploaded to ePACT. (form available on ePact)
- An allergy action plan must also be signed by the physician and submitted for children with known allergies. (form available on ePact)
- We also require a photo of your child be uploaded to the site.

All information included in the registration materials must be updated immediately as changes occur, and, additionally in accordance with state regulations, which is every 6 months. This includes information collected through EPACT. Childcare services will be temporarily suspended if forms and EPACT information are not on file and up to date.

WHAT IS ePACT?

ePACT is a secure emergency network that we use to collect medical details, emergency contact information and waivers electronically for our child programs.

WHY ARE WE USING ePACT?

- Improved privacy and security – Eliminating paper forms ensures that your key information is safe and secure, while authorized staff members can still access this information any time they need it.
- Better support – ePACT makes it easy for you to share comprehensive health and emergency contact details, so we can provide the best support to your child. Plus, you can update this anytime and we will automatically receive those new details.
- Ensures accuracy of information and eliminates lost paperwork.

WHAT SECURITY AND PRIVACY POLICIES DOES EPACT HAVE IN PLACE?

Maintaining the privacy and security of our users' data is our top priority. ePACT meets or exceeds legislative privacy requirements for the US and maintains the highest levels of data encryption to ensure outstanding security for all our users.

Users always own their account and the information in it, and control who they share their information with at all times. ePACT will never sell a user's information, access or use account holder data for promotional purposes.

Learn more about ePACT's privacy and security policies here

<https://www.epactnetwork.com/corp/about-us/epact-privacy-security/>

If you have questions or need assistance with ePACT contact them directly at help@epactnetwork.com or call 1-855-773-7228 ext. 1.

TUITION/FINANCIAL POLICY

Tuition fees are weekly and are based on your child's enrollment in the program and not on attendance. The parent or guardian is responsible for paying every week via auto-draft to secure placement for your child in the program. Weekly payments are drafted on Sunday, **two weeks prior to the start week of care**, and will continue to draft each Sunday. If applicable, CCW co-pays will draft in accordance with the CCW payment policy. Payments not received by the due date will incur a 10% late fee per week per child. Any account delinquent for 5 days or more may result in the suspension of your child's participation privileges. Participation privileges may be restored upon settlement of your account.

Parents needing assistance resolving their account should contact the Childcare Administration Department. Tuition reductions are not given for vacations or short absences. If your child should become ill and not be able to attend the program for an extended period of time (more than one month with a doctor's note); your child's place will be held until the end of the second month of the absence. At the beginning of the third month, we are financially obligated to fill the vacancy.

Registration will be eligible for **one discount applied per registration**. Families receive the largest of eligible discounts, sibling, staff or financial assistance. There is a sibling discount for families with 2 or more children in SACC at the same time. The sibling discount will be 10% off the lowest program fee.

A fee to cover incurred charges will be assessed by the Association office for all returned checks. You will be notified by the member services desk and must bring in a cash payment of the full amount plus the returned check charge. Your child will be temporarily suspended until this balance is cleared. Payments not received by the due date will incur a 10% late fee per week.

FINANCIAL ASSISTANCE

Financial assistance is available to those families who demonstrate sufficient need and provide the required documentation. Interested families must first contact the Early Learning Resource Center at (866) 262-8565 to see if you qualify for subsidized child care. If you do not qualify with Childcare Works (CCW) or are wait listed, then you may apply for YMCA financial assistance.

You may pick up a Financial Assistance application at the YMCA, or contact your Branch Income-based Membership (IBM) Coordinator. Eligibility for financial assistance will be determined upon availability of space and funds, review of the information given and letter of intent. Please allow one or two weeks for the application to be processed. The YMCA of Greater Brandywine reserves the right to deny assistance to any applicant who provides false information or withholds pertinent information relating to need. The level of need is determined by our financial assistance scale, which is available for yearly family incomes less than \$80,000 per year, and written documentation submitted by the applicant. Determinants of ineligibility/termination for financial assistance funds:

- Failure to return completed application and required documentation by due date
- Failure to comply with the terms of the written agreement
- Failure to submit required government documentation by due date
- Carrying a past due balance
- Failure to report any change in financial status
- Presentation of more than one check returned for insufficient funds
- Falsification of any information on financial assistance application
- Failure to provide required paperwork to governmental subsidy programs
- Abuse of services

CHILD CARE WORKS

The Child Care Works (CCW) subsidized Child Care Program helps low-income families pay their child care fees. The state and federal governments fund this program, which is managed by the Early Learning Resource Center (ELRC) office located in your county. At this point, ELRC cannot confirm if CCW funds will be available to use for our Student Learning Center program. We suggest you reach out to your CCW Specialist to discuss options that might be available to you. If funding does become available, we will accept it at our sites.

If funding becomes available and you meet the guidelines, the following will apply:

- The ELRC will pay a part of your child care cost. This is called a subsidy payment.
- You will pay a part of the cost. This is called the family co-pay.
- The subsidy payment and the family copay go directly to the child care program.

NOTE: If your child care subsidy does not pay the full amount that your child care program charges, the provider may ask you to pay the difference between the subsidy payment and their private charges.

Guidelines

You must submit an application to the ELRC to see if you meet the guidelines for the subsidized child care program.

The following are the basic guidelines:

- You must live in Pennsylvania
- Have a child or children who need child care while you work or attend an education program
- Meet income guidelines for your family size
- Work 20 or more hours a week - or-
- Work 10 hours and go to school or train for 10 hours a week
- Have a promise of a job that will start within 30 days of your application for subsidized child care
- Teen parents must attend an education program
- The child who needs care must be a citizen of the United States or an alien lawfully admitted for permanent residency
- Have proof of identification for each parent or caretaker in the home.

PROGRAM WITHDRAWAL & CHANGES

We require a minimum of a 15 day written notice to your Learning Center Director, preferably 30 days, regarding all program changes. This includes the need to withdraw or make any changes to your child's enrollment. Without written notice, a financial charge of two weeks tuition will be assessed. Re-enrollment is not guaranteed.

LATE PICK-UP

The Learning Center is open until 3:30 PM and after care is available if you are registered until 6:00 PM. If you are going to be late picking up your child, please arrange to have an emergency pick-up person arrive by the end of the day and call the YMCA to inform the staff of your emergency.

The Center staff will attempt to contact the parent(s) of any child who has not been picked up by closing time. If parents are unreachable, staff will begin contacting the person(s) authorized to pick up the child. If staff is unable to reach anyone for a period exceeding thirty minutes, we will contact local authorities, including the PA State Police Department Police Department and the Department of Children, Youth & Families.

Children who are repeatedly picked up late, may be terminated from the program.

SNACKS/FOOD POLICY

Each child needs to bring two snacks and a lunch with them each day. Children are also encouraged to bring a water bottle. **No peanuts or tree nuts**, please. If your child has any dietary restrictions please record them in ePact and inform all YMCA staff not familiar with your child's special needs. Please also request an Allergy Action Plan if your child has allergies, to complete and return. (See **Allergies** section below)

NUT-FREE POLICY

We recognize food allergies can cause serious, life-threatening conditions for some children in our childcare program.

Our nut free policy dictates that no food will be permitted in our classrooms if it contains tree nuts, peanuts or peanut butter in the ingredients or indicates they were manufactured in a plant using nuts. Please remind your child that they are not to share items from their lunch, with any friends in our program.

To further reduce the risk of exposure, children will be required to wash their hands upon arrival and any time after eating. All childcare staff will follow the same rules as the children in regard to food ingredients and hand-washing.

The Y believes the health and safety of our children is a collaborative partnership with our families involving prevention, education, communication and the development of food allergy action plans for all children with allergies.

HEALTH/ILLNESS

We ask that you keep your child at home if they are sick. Many communicable diseases start with cold-like symptoms. The YMCA asks to be informed of the nature of any illness, especially when it is communicable to others. If, at any time, the staff feels that your child is too sick to remain in the program, you will be called. You, or someone you designate who is authorized in your child's registration information for pick up, must pick up the child within one hour of receiving the phone call. This policy is for the safety of all of the children and the staff.

Your child should not be sent to childcare, and will be sent home, if any of the following conditions are apparent:

- A temperature of 100 degrees or more within 24 hours
- Vomiting or diarrhea
- Rash (if cause is unknown)
- Suspected communicable disease
- Severe cold with fever, coughing, unclear mucus
- Bronchitis or other throat infections such as strep
- Nits or lice in hair

Parents, please notify us within 24 hours if your child has a communicable disease, such as chicken pox, pink eye, strep throat or lice so that we can inform other parents and staff. Your child is welcome back to the program with a note from the doctor or reasonable evidence of recovery.

A full list of inclusions/exclusions standards, due to illness, may be found at *Caring for our Children, National Health and Safety Performance Standards for Early Care and Education Programs*.
<https://nrckids.org/CFOC/Database/3.6.1.1>

MEDICATION POLICY

A copy of a doctor's order (prescription) and a completed medication form must be submitted prior to the administration of **all** medications. All prescription medication must be in its original container with the pharmacy label intact, with your child's name, dosage, doctor's name and phone number, date the prescription was filled, expiration date and specific instructions for administering and storing the medication. You may want to ask your pharmacist to divide the medication into two bottles; one to be kept at home and one to be kept at school.

Over the counter medication will only be accepted if it's in its original container. Parents must provide detailed information on dosage from a physician.

ALLERGIES

When filling out the emergency contact/parental consent form, please be sure to specify if your child has any food or materials (i.e. latex) allergies. An Allergy Action Plan must be completed by the pediatrician and the parent prior to the YMCA providing care to your child. The form is available on ePact. All necessary medications must be provided along with the allergy action plan (i.e. Epipen or Benadryl). It is our policy that if your child is prescribed an Epipen and it is used in response to an emergency situation, paramedics will be notified immediately.

MEDICAL EMERGENCY PROCEDURES

In case of an accident, the following emergency procedures will be followed:

1. A staff member will administer immediate, basic first aid. 911 will be called if needed. 911 is called for all serious neck/head injuries. A staff person will accompany the child to the hospital and stay until a parent or guardian arrives.
2. A staff member will contact the parent if immediate medical care is necessary.

Please note that YMCA staff do not always have access to the school nurses but have been trained in first aid and emergency procedures and are prepared to handle issues should they arise.

Information regarding the accident will be recorded. Any necessary forms will be completed by YMCA staff and forwarded to you for your signature.

ACCOMODATIONS

The YMCA of the Greater Brandywine strives to provide programs that include children of different abilities. Our goal is to provide high quality programs and highly qualified staff to enable your child to have a fun, successful, and enjoyable learning and social experience. We welcome the opportunity to discuss a care plan for your child. Please reach out to the Branch Executive to discuss specific situations.

RELEASE OF RECORDS

A request must be made in writing prior to the YMCA releasing any records. In order to fully protect your child's privacy we will not accept faxes. Requests for the release of records will only be granted to persons/caregivers registering the child for services. Any release of information will be made according to the YMCA of Greater Brandywine operating procedures with regards to business records.

CONFERENCES

Conferences are offered to parents. Parents are welcome to request a conference at any time and are encouraged to communicate with site staff and Y directors at any time.

CHILD ABUSE

The Child Protective Services Law of Pennsylvania requires all licensed care givers or any persons in contact with children to report any suspected child abuse to CHILDLINE immediately. Every staff person at the YMCA will comply with this law to protect the health and safety of all the children. If a parent or guardian is perceived to be under the influence or impaired at time of pick up, staff will ask for the child to be transported by another approved adult and/or contact proper authorities immediately.

YMCA POLICY/APPROPRIATE BEHAVIOR

The YMCA is a drug, alcohol, smoke and weapons free organization. Possession of illegal drugs, alcohol or a weapon of any kind may result in immediate termination of services and notification of legal authorities. If a parent/pick-up person arrives to pick up a child and it is evident that the person is under the influence we will suggest that they call someone else to pick up. If they are not willing to call someone else, or leave with the child, the police will be notified.

Parents are also asked if an issue arises with other children or parents in the Y-Care program to inform the staff, who will address the situation.

PERSONAL PROPERTY/ ELECTRONICS

All students will need to provide their own electronic device (to access online learning) and headphones.

We ask that students refrain from bringing toys, hand-held games, (Gameboys, Nintendo DS), and music devices (iPods, MP3 players)

We also ask that if your child has a cell phone, that they do not use it during this program. Please assist us with this by calling the site phone directly and talking to the staff instead of calling your child's phone. Texting or use of a camera phone is strictly prohibited, and may result in your child's phone being confiscated.

Children should limit the personal belongings they bring each day. We do encourage a water bottle, labeled with your child's name.

EMERGENCY PROCEDURES

In case of an accident, the emergency procedures will be as follows:

1. A staff member will administer immediate, basic first aid.
2. A staff member will contact the parent if immediate medical care is necessary.
3. In case the parent or designated emergency contacts cannot be reached, the staff will have the authority to call the designated physician and/or call 911 for transportation to a hospital. A staff person will accompany the child to the hospital and stay until a parent or guardian arrives.
4. Information regarding the accident will be recorded on the YMCA incident report form, and filed with the appropriate government agencies as necessary. Parents will also be asked to sign the necessary forms.

YMCA BEHAVIOR MANAGEMENT GUIDELINES

The YMCA of Greater Brandywine uses the following behavior management guidelines in all YMCA youth programs for behavior which falls outside of our character value expectations.

1. Behavior that conflicts with essential YMCA core values (Respect, Responsibility, Caring, & Honesty) will be addressed in a nature appropriate to the disruptive behavior, and is at the discretion of the YMCA staff and directors.
2. Types of Disruptive Behavior: disrespect of other children & staff, continuous disruptive/uncooperative behavior, hitting, biting, fighting, obscenity, theft, leaving the program area without permission, noncompliance, task refusal, destruction of YMCA, school or other people's property.
3. Bullying: the YMCA practices zero tolerance for bullying behaviors. Bullying is when someone repeatedly and purposefully says or does mean or hurtful things to another person who has a hard time defending him- or herself. Bullying as defined in the YMCA of Greater Brandywine policy also includes cyberbullying.
4. The use or possession of alcohol, tobacco, e-cigarettes, weapons, or any controlled substances by any program participant will result in dismissal from the program.
5. Use of cell phones, cameras, or other electronic devices during program hours is prohibited. Such equipment, if present, will be asked to be put away or confiscated and returned at the end of the day.
6. Criminal behavior of any sort will not be tolerated. This includes the unauthorized use or theft of YMCA of Greater Brandywine program participant or staff member property. Intentional damage or theft of program equipment or any site visited will lead to dismissal from the program and be reported to local law enforcement.

BEHAVIOR MANAGEMENT

Listed below are the steps utilized by our staff when behavior expectations are not met:

- a. Verbal warning given: reminder of rule/expectation.
- b. Loss of activity time or partial loss of activity time—time to refocus and redirect. Parents will be notified of the incident.
- c. If repeated behavior occurs, verbal communication between a parent and program staff with written notice of incident(s).
- d. If repeated behavior occurs, a parent conference with the activity staff and program director, followed by a written summary of the meeting. Child, parent and staff sign a written contract agreeing to acceptable behavior and alternative solutions, and consequences if behavior does not improve. Executive director is also notified of the incident and meeting.
- e. If inappropriate behavior continues, a child may be suspended from the program for anywhere from one day to one week. A parent conference with program staff, program director, and Association Behavioral Specialist will be required prior to return to the program.
- f. Prolonged disruptive and inappropriate behavior will result in dismissal from programs at the YMCA of Greater Brandywine.

EXTREME BEHAVIOR

In extreme cases, a child's behavior may warrant immediate suspension or expulsion from the program. Such cases include the use of profane or abusive language, any intentional physically aggressive behavior towards other participants or staff, and any unsafe behavior that affects the safety of themselves and/or others.

FIELD TRIP BEHAVIOR

The YMCA behavioral management guidelines and site-specific policies are effective during all field trips. If the child(ren) is misbehaving at an off-campus site the parent/caregiver will be asked to pick up the child(ren) at the field trip location. Field trips are a privilege and can be revoked at any time due to behavioral issues.*

ACCOUNTABILITY AND CONSEQUENCES

It is the responsibility of the YMCA to ensure each person's right to achieve our goals within the YMCA program environment.

Parents are advised of behavior issues and concerns through written communication (half sheets) that the site staff will share with parents upon pick up, in addition to verbal communication via phone if issues are more severe. Should similar issues continue, further steps will be taken. See behavior management above.

SCHOOL DELAYS AND CLOSURES

Closings, when no care is provided:

Labor Day, Thanksgiving, Friday after Thanksgiving, Christmas Eve, Christmas Day, The week between Christmas and New Years, New Year's Eve, New Year's Day, President's Day, Good Friday and Memorial Day.

SNOW-DAY PROGRAM

You should check the YMCA website, Facebook page or call the YMCA prior to dropping off your child to confirm our hours of operation when weather situations are of concern. Families will also be contacted via email. We reserve the right to change hours of service as weather conditions change. There will be no swimming on Snow Days. In the event that weather becomes an issue during the day, parents may be asked to pick their child(ren) up early.

SWIMMING

Swimming will be included when available and able to be scheduled. Parents should send their children prepared with a swimsuit and towel. All students are swim tested by our YMCA lifeguards prior to entering the pool for their swimming ability level. Life vests are also available. Students may retest at any time if their ability changes. Students may also opt not to swim. In this case they may remain with staff in the pool area until the swimming activity is over. Directors will notify families when swimming will be available.

MOVIE POLICY

Children in the School Age programs may watch movies once a month or during inclement weather. The movies are "G" or "PG" rated, and previously reviewed by the staff. This would be during after care program time.

STAKEHOLDERS

We recognize those groups or individuals who are significantly impacted by children and families who are served by our facility or those who have the potential to impact the family. Families are encouraged to participate in building a list of Stakeholders who directly or indirectly impact the health and welfare of our children.

West Chester University	610-436-1000
Delaware County Community College	484-237-6200
United Way of Chester County	610-429-9400
Pediatric Dental Practices Children's Dental Health Associates	610-869-9727
Pediatric Medical Practices CHOP	610-869-4700
Pediatric Care of Children	610-594-6440
Pennsylvania State Police (non-emergency)	717-783-5599

COMMUNITY RESOURCES

Child Care Information Services (CCIS) 610-344-5717

<http://www.chesco.org/2017/Child-Care-Information-Services-CCIS>

Child Care Information Services (CCIS) has been designated as the hub for child care information in Chester County. CCIS manages the subsidized child day care program, which is a Federal and State funded program through a contract with the Department of Human Services, Office of Child Development and Early Learning DHS/OCDEL).

Children's Health Insurance Plan (CHIP) 1-800-986-KIDS (5437)

<http://www.chipcoverspakids.com/>

CHIP puts health coverage within reach for all uninsured kids and teens who are not eligible for or enrolled in Medical Assistance.

Children, Youth and Families 610-344-5800

<http://www.chesco.org/201/Children-Youth-Families>

The mission of the Department of Children, Youth and Families is to utilize high quality, comprehensive social services that strengthen the family's ability to provide for the safety and well-being of each child.

Chester County Intermediate Unit (CCIU) 484-237-5000

<http://cciu.org/>

The Chester County Intermediate Unit various educational, supplemental and support services for ages 3-21.

Housing Assistance: Human Services, Inc. – Rental Assistance Program: 610-429-3033, ext. 189

Community, Youth, and Women's Alliance: 610-384-9591*

Legal Service: Chester County Bar Association: 610-692-1889

Mental Health Services: Chester County Dept. of Mental Health/Intellectual and Developmental Disabilities: 610-344-6265

Warm Line (for non-emergency mental health calls): 866-846-2722

Holcomb Behavioral Health: 610-363-1488

Food Services:

Church of the Holy Trinity/Act in Faith: 484-324-8492

West Chester Food Cupboard: 610-344-3175

The Salvation Army: 610-696-8746

St. Agnes Church Day Room: 610-429-0697

Other Important Numbers:

Compassionate Friends (bereaved parents): 610-933-2346

Downs Syndrome Interest Group of Chester County: 610-889-0291

Mothers Against Drunk Driving: 800-948-6233

National Alliance for the Mentally Ill: 717-238-1514

Parents, Families, & Friends of Lesbians & Gays: 484-354-2448 Parents

Parents Without Partners: 610-383-9830

Women's Resource Center: 610-687-6391

Crime Victims: 610-692-7420

Crisis Intervention (Mental Health): 877-918-2100

Domestic Violence: 888-711-6270

Drug & Alcohol Information and Referral: 866-286-3767
Red Cross Emergency Number for S.E. PA: 215-299-4889
Chester County Aging Services: 800-692-1100, ext. 6350
Chester County CareerLink: 610-384-9393
Chester County Department of Drug and Alcohol Services: 610-344-5630
Chester County Health Department: 610-344-6225
Chester County Dept. of Human Services: 610-344-6640
Chester County Department of Mental Health/Intellectual and Developmental
Disabilities: 800-692-1100, ext. 6265
Chester County District Attorney: 610-344-6801
Chester County Domestic Relations Support Hotline: 800-221-4636
Chester County Library System: 610-280-2600
Chester County Assistance Office (Welfare Office): 888-814-4698 or 610-466-1000



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

Date: August 1, 2020

To: Parents

From: Tina Rydgren, Association Director of Youth Programs

Subject: Nondiscrimination in Services

Admissions, the provisions of services, and referrals of clients shall be made without regard to race, color, religious creed, disability, ancestry, age, sex, national origin, or English Limited Proficiency (LEP).

Program services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to, equipment redesign, the provision of aids, and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods.

Any individual/client/patient/student (and/or their guardian) who believes they have been discriminated against may file a complaint of discrimination with:

YMCA of Greater Brandywine
1 E. Chestnut Street
West Chester PA 19380

U.S. Department of Health & Human Services
Office of Civil Rights
Suite 372, Public Ledger Building
150 S. Independence Mall West
Philadelphia, PA 19106-9111

Commonwealth of Pennsylvania
DPW Bureau of Equal Opportunity
Southeast Regional Office
801 Market Street, Suite 5034
Philadelphia, PA 19107

Department of Public Welfare
Bureau of Equal Opportunity
Room 223, Health and Welfare
P.O. Box 2675
Harrisburg, PA 17105

PA Human Relations Commission
Philadelphia Regional Office
110 N. 8th Street, Suite 501
Philadelphia, PA 19107

YMCA OF THE BRANDYWINE VALLEY ymcabwv.org

ASSOCIATION OFFICE | ONE EAST CHESTNUT ST. | WEST CHESTER, PA 19380 | 610-643-9622 BRANDYWINE BRANCH | 295 HURLEY RD. | COATESVILLE, PA 19320 | 610-380-9622
JENNERSVILLE BRANCH | 880 WEST BALTIMORE PK. | WEST GROVE, PA 19390 | 610-869-9622 KENNETT BRANCH | 101 RACE ST. | KENNETT SQUARE, PA 19348 | 610-444-9622
OCTORARA PROGRAM CENTER | 104 HIGHLAND RD., SUITE 1 | ATGLEN, PA 19310 | 610-593-9622 WEST CHESTER BRANCH | 605 AIRPORT RD. | WEST CHESTER, PA 19380 | 610-431-9622
OSCAR LASKO YOUTH PROGRAM CENTER | ONE E. CHESTNUT ST. | WEST CHESTER, PA 19380 | 610-696-9622

FREQUENTLY ASKED QUESTIONS

When does the program begin?

The program begins on Monday, August 31 and runs Monday through Friday from 7:30 AM - 3:30 PM.

What is the vacation and holiday schedule?

We will be closed on the following dates. Payments for weeks including these dates, will adjust accordingly.

- Labor Day: Monday, September 7, 2020
- Thanksgiving Day: Thursday, November 26, 2020
- Day after Thanksgiving: Friday, November 27, 2020
- Christmas Eve: Thursday, December 24, 2020
- Christmas Day: Friday, December 25, 2020
- Week between Christmas and New Years
- New Year's Day: Friday, Jan.. 1, 2021
- President's Day: Monday Feb, 15, 2021
- Good Friday: Friday, April 2, 2021
- Memorial Day: Monday, May 31, 2021

In the event of severe inclement weather, sites may be forced to close. If unfortunately, weather prevents us from running the program, fees will not be adjusted.

Do we need to provide our own school supplies?

Each student will need to provide their own basic school supplies. Storage will be provided on site so they can be left at the Y. All students are encouraged to bring a water bottle daily.

What about remote access to school?

Each student will need to provide their own iPad/laptop and headphones. Wifi access is available.

Do we need to provide snacks and meals?

Each student will need to bring two snacks and a lunch each day. Some branches do participate in free lunch programs and we are working to see if we can provide lunches at those sites.

Is Child Care Works funding available?

At this point the Early Learning Resource Center (ELRC) cannot confirm if CCW funds will be available to use for this program. We suggest you reach out to your CCW Specialist to discuss options that might be available to you. If funding does become available, we will accept it at the sites.

Is a deposit required and are refunds available?

A deposit of two weeks tuition is due at the time of registration. Payments will be drafted on Sunday, two weeks before the week of service. Deposits are not refundable. Two weeks notice is required for cancellation.

If the State of Pennsylvania is shut down again, per orders from the Commonwealth of Pennsylvania, and we are unable to run the program, credits and/or refunds (including deposits) will be issued for services we are unable to provide.

Is Child Care Works funding available?

Yes, Child Care Works (CCW) funding is accepted. We are also offering financial assistance and sibling discounts. Please contact [Ruby Abouraya](#) for details. An additional fee of \$25 per week will be charged per child in addition to any co-pay required.

Is academic support available?

Each site will have certified teaching staff on hand to assist children who need additional support in completing and comprehending their school assignments. Space will be provided for 1-on-1 and small group work with the teaching support staff.

What will a typical day look like?

Until we know what the remote learning schedule is for students, this is still being determined. The day will consist of remote learning time, in class school work time and then programming, which will include activities from the following areas:

- Homework and Academic Support
- Character Development
- Swimming (where available)
- Arts and crafts
- Music and movement
- Dramatic play/theatre
- Language/reading activities

- Math/reasoning activities
- Science/nature activities
- Cultural awareness
- Active Play/Gross Motor

A variety of activities will occur between instruction and during the after care program from 3:30 -6:00 pm.

What hours will the learning centers be open?

YGBW learning centers will provide full-day care from 7:30 am to 3:30 pm, Monday-Friday, with an additional after care option until 6 pm.

What health and safety protocols have been implemented?

In planning for learning centers, our highest priority is protecting the health and safety of you, your family and our staff. Since Chester County moved to the yellow phase of the State's reopening plan in early June, the YMCA of Greater Brandywine has safely provided camp and childcare to more than 1,000 children weekly using stable groups, as well as implementing health and safety guidelines recommended by the CDC, Department of Human Services, Chester County Health Department, American Academy of Pediatrics and the Pennsylvania Board of Health. We will continue to follow these procedures in our learning centers.

Our protocols include, but are not limited to:

- All children and staff are screened prior to the start of each day to ensure they are healthy. Anyone exhibiting a temperature of 100.4 or higher or other symptoms of illness is not permitted to attend our childcare programs. Visitors need special approval to be onsite.
- More frequent handwashing breaks and enhanced disinfecting procedures have been implemented.
- Parents and guardians will remain in their cars during drop-off and pickup with a member of our staff accompanying each child to their classrooms.
- Social distancing will be employed through the use of stable groups.

In accordance with the Governor's plan for reopening, all are invited to view our [Health and Safety Plan](#), which follows CDC guidance for childcare programs.

What is social distancing/stable groups?

Social distancing requires a combination of several protocols.

- Social distancing during drop-off & pick-up time is accomplished by physical demarcations among age groups within a space.
- Stable groups, throughout the day, function as a cohort of children and staff that stay together.

- Staff maintain the 6 ft. recommended distancing from each other, whenever possible.

How will staff be trained/monitored?

All staff are trained on social distancing, stable groups, cleaning and disinfecting (according to CDC guidelines), virus spread reduction practices as well as required handwashing. Each branch has a designated staff member responsible for making sure that all program participants as well as staff, adhere to the requirements.

Are children instructed on good hygiene practices?

All children participate in an orientation that includes a discussion on the need to be attentive to personal space and avoid close contact, stable group management, handwashing techniques, mask management, keeping hands away from the face, sneezing and coughing etiquette and respecting others' belongings.

Is hand sanitizer available?

Hand sanitizer will be provided and used as needed when children and staff are not near a sink. Parents are invited to donate hand sanitizer.

Who is wearing masks?

All children ages two and older will need to wear a face mask when in our facilities as directed by the State of Pennsylvania.

We know it can be difficult for children, especially those who are younger, to understand why they need to wear a face covering and often to keep a face covering on. We will encourage children to keep masks on as much as possible.

What does the health screening look like?

Upon arrival, all children and staff will be temperature checked upon arrival and asked the screening questions listed below.

If any individual has a temperature of 100.4 degrees or higher they are not permitted to enter the YMCA or attend camp. If any individual answers YES to any of the symptoms below (or any 2 from question 3), they may not enter the YMCA/attend camp.

Question 1: Have you been in contact with anyone with COVID-19 in the past 14 days?

Question 2: In the past 24 hours, have you experienced a persistent cough or shortness of breath.

Question 3: In the past 24 hours, have you had any of the following symptoms (2 or more symptoms precludes entry to the YMCA):

1. New loss of taste/smell
2. Body aches
3. Sore throat
4. Fever
5. Chills
6. Diarrhea
7. Repeated shaking with chills
8. Muscle pain
9. Headache

In addition, all children and staff are monitored throughout the day for signs of illness. Should there be a concern, the individual will be moved to an identified and isolated location, and their parent or guardian will be contacted to pick up their child immediately. Impacted children and their families will be contacted about the process to return to care.

For everyone's health and safety, we cannot make exceptions, and we thank you in advance for not asking our staff to do so if your child is not permitted to enter the camp site. There is a short questionnaire regarding COVID exposure as well upon arrival.

What does drop off and pick up look like?

Drop off and pick up are done curbside with parents and guardians remaining in their cars.

When you arrive in the drop off lane, your child's temperature is taken and you are asked a short series of health screening questions by a staff member who is wearing gloves, eye protection and a mask. A staff

member escorts your child to wash their hands and then to their classroom. During pickup, YMCA staff members are not permitted to buckle any child into their car seat.

Can I visit during the day?

The CDC recommends no visitors on site. As such, until further notice, we are not inviting parents to visit. If you have specific concerns, please discuss them with the director. We apologize for any inconvenience.

Who do I contact with questions?

Questions regarding billing and registration can be sent to childcareadmin@ymcagbw.org or 610-643-9622 ext. 2190.

Specific questions about the program can be addressed to the contacts below:

- Brandywine YMCA - Juanita Leech - jleech@ymcagbw.org
- Jennersville YMCA - Marissa Stigler - mstigler@ymcagbw.org
- Kennett Area YMCA - Leslie Steger - lsteiger@ymcagbw.org
- Lionville Community YMCA – Meredith Byerly, mbyerly@ymcagbw.org
- Octorara YMCA Program Center - Janet Kabakjian - jkabakjian@ymcagbw.org
- Oscar Lasko YMCA & Childcare Center - Anthony Strickland - astrickland@ymcagbw.org
- Upper Main Line YMCA - Kelly Reuter - kreuter@ymcagbw.org

What if I need to pick up my child before the end of the day?

Parents can send it a written note in the morning or you can call the Y and let us know. We will have your child ready for you.

What if a child gets sick while in attendance at the learning center?

If a child presents symptoms while attending the Learning Center and has symptoms related to COVID -19, the child will be separated from the group until a parent/guardian can pick him/her up. They will be constantly supervised by a staff person maintaining 6 foot distancing.

Symptoms and recovering dictate how long a child will need to stay home.

What are the procedures and protocol if there is a positive case of COVID among staff and students?

Following the direction of Public Health, all children and staff who have been in close contact with the individual who tested positive, will need to quarantine at home for 14 days. We do notify all families in our program that there has been a positive case and give specific additional information if your child was in close contact.