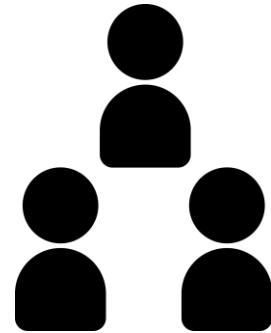




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FOR HEALTHY LIVING  
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**ENGAGED  
BEYOND THE  
SCHOOL DAY**



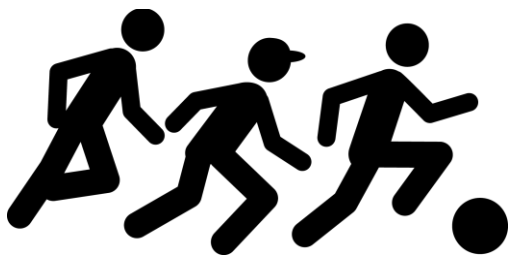
# **West Shore YMCA**

**Child Care Department**

**Parent Handbook**

**Camp Hill School District SACC**

**2017-2018**



410 Fallowfield Road | Camp Hill, PA | 17011  
P: 717.737.9622 | F: 717.975.1897  
[www.yimaharrisburg.org](http://www.yimaharrisburg.org)

## INTRODUCTION

Welcome to the Child Care Programs of the West Shore YMCA! This handbook is a guide for parents/guardians and explains the policies of our programs. We ask that you take some time to introduce yourself to the staff at your child's site, and we encourage you to ask questions and express any concerns that you may have during the year. **All of our child care programs are licensed by the Pennsylvania Department of Human Services, Central Region and any questions regarding licensure can be answered by calling 1-800-222-2117.** Additional information on the West Shore YMCA and our programs can be obtained by contacting the Child Care Office at:

**West Shore YMCA  
410 Fallowfield Road  
Camp Hill, PA 17011  
717-737-9622**

## PHILOSOPHY

The West Shore YMCA recognizes the increasing need for School Age Child Care and we strive to provide quality service. The program is based on four concepts: child, family, YMCA traditions, and accessibility. Our qualified staff will help your children develop in a positive environment that stresses safety, support, and care. Parent/Guardian involvement in the program is important, as it will assist us in supporting and strengthening the family unit. The West Shore YMCA provides your children with exciting activities that encourage physical, mental, social, and spiritual growth.

## GENERAL INFORMATION

**Hours of operation:** 6:30 am until the start of the school day and again from the end of the school day until 6:00 pm. Please note: children are not to be dropped off until the program officially opens, at 6:30 am and all children must be picked up by 6:00 pm, when the program officially ends.

**Arrival and Pick Up:** Every child entering and exiting the child care facility must be accompanied by a parent or guardian. Parents or guardians are **REQUIRED** to sign their children in and/or out each day. In addition, parents are required to **PERSONALLY INFORM** a staff person that they are picking up their child. This is essential for the safety of your children and failure to do so may result in their dismissal from the program.

**Authorization to Release Children:** As part of the enrollment process, you will be asked to complete various forms including the "EMERGENCY CONTACT/PARENTAL CONSENT FORM." There is space on this form to list any additional persons to whom your child may be released. Please be advised, any person(s) you place on that form is authorized to pick up your child unless you inform the YMCA in writing that you wish to make changes to that list. A court order must be on file with the YMCA if a biological parent or legal guardian is NOT permitted to pick up your child. If you would like the YMCA to release your child to someone who is NOT on his or her pick up list, we will need that request in writing or by the phone prior to your child being picked up. Should you call us with such a request, we reserve the right to call you back to verify the information for your child's safety. PROPER IDENTIFICATION (picture ID) is required of any person picking up your child who is not known to our staff and no one under the age of 16 will be considered an authorized release person.

**Emergency Information:** Please be sure that the staff at your child’s center is kept informed of any changes in your home address or phone number, work phone number or address, insurance information, and person(s) to whom your child is allowed to be released. This information is extremely important so that we can contact you when necessary. The staff will advise parents when to update this information after 6 months in order to comply with DHS regulations. Repeated failure to provide updated contact information may result in your child’s termination from our program.

### **CHILD CARE STAFF**

All of our child care staff must meet certain requirements before being employed by the YMCA. Each employee must be cleared through the PA State Police and Child Line systems, as well as obtaining FBI fingerprinting checks. References are checked and two (2) written references are kept on file. All staff members are trained in First Aid and Child Abuse Prevention. **Please be aware** that all child care providers as well as all YMCA staff are MANDATED to report any suspected child abuse.

### **PROGRAM SCHEDULE**

#### **School Aged Child Care**

<b><u>Morning hours:</u></b>	6:30 - 7:00 am	Table games, reading, quiet activities
	7:00 - 7:30 am	Craft, organized game and clean up
	7:30 - 7:45 am	Clean up and leave for schools
	7:45 - start of school	Transportation from YMCA/Drop off at schools

We do not serve breakfast. However, children are permitted to bring food and a drink into the program to eat before school. Children are responsible for cleaning up afterwards. We ask that any food to be eaten in the morning program be kept separate from the child’s lunch.

<b><u>Afternoon hours:</u></b>	End of school - 3:30 pm	Pick up at schools/transportation to YMCA
	3:30 - 4:00 pm	Restroom, Wash Hands & Snack, Homework
	4:00 - 5:00 pm	Outdoor or indoor organized activity
	5:00 - 6:00 pm	Homework or continued activities

The staff will encourage and assist all children who have homework during designated times. However, we DO NOT have the staff resources to give individual students one-on-one attention or to ensure that all homework is completed at our program.

- Please be sure that all items brought into our program (backpacks, lunch boxes, coats, etc.) are properly labeled and neatly organized on the designated table.
- The YMCA School Age Child Care staff is not responsible for any items which are left at school or left after program hours. There is an agreement between the YMCA and the principals at each school that the children **not** be allowed to enter the classrooms after school hours to retrieve anything left behind.
- A written request is necessary for the transferring of your child’s records to another facility. Please allow 2 weeks for the request to be processed.

## **DROP OFF AND PICK UP PROCEDURES**

Every child must be signed in and out of our program daily. This must be done by the responsible parent or guardian and not by the child or program staff. The correct time of drop off and pick up must be recorded, as well as the parent or guardians signature, on the sign in/out sheet located at the program location.

The West Shore YMCA Camp Hill School Age Child Care program is located at the West Shore YMCA Program Annex. Parents dropping off and picking up at the West Shore YMCA Program Annex shall use the main entrance to the West Shore YMCA Program Annex located on the side of the building, off of Fallowfield Road. Parents shall park in the main parking lot of the facility. When entering the building, please ring the doorbell at the Main Door and a staff member will let you in. When you enter the building, please sign your child in or out, in the allotted space on the Sign In/Out Sheet. Remember to write the time and your name on the sheet. This sheet is for adults only and not for children.

## **FEES AND PAYMENTS**

The following fees will be in effect for the **2017/2018** school year:

Before School Care only	<b>\$220/month</b>
After School Care only	<b>\$240/month</b>
Before & After Care	<b>\$280/month</b>

There is a \$20.00 sibling discount per month per additional child attending. Child Care Network and other child care subsidies are accepted. **Financial aid is available through the West Shore YMCA for those who qualify.** Applications for financial aid are available at any of the Harrisburg Area YMCA branches and on our website.

The West Shore YMCA Child Care provides care on all school days, previously scheduled early dismissals, and previously scheduled half days included in the monthly fee mentioned above. Payment is required regardless of whether a child attends the child care program on a given day or not. (i.e. goes home on the bus with a friend, is sick, goes on a family vacation, etc.)

All Day Care is provided on many school holidays. It is available to all enrolled children at a rate of **\$40.00 per day**. Please see page 6 and 7 for a list of holidays when the Camp Hill School District is closed **AND** the Child Care Programs **WILL NOT** provide child care services.

Year-end tax statements will be available UPON REQUEST after January 2<sup>nd</sup>.

**Registration Fee** is due at the **time of registration**. Remaining payments are due as follows:

October - due by September 25 <sup>th</sup>	February - due by January 22 <sup>nd</sup>
November - due by October 23 <sup>rd</sup>	March - due by February 19 <sup>th</sup>
December - due by November 20 <sup>th</sup>	April - due by March 26 <sup>th</sup>
January - due by December 18 <sup>th</sup>	May/June - due by April 23 <sup>rd</sup>

If your monthly fee is not paid by the due date listed above, there will be a **\$30 late fee** charged to your account and your child will be **unable** to attend the Child Care program until the balance is paid in **FULL**. If payment is not made by 5pm Friday of the week payment is due, care will be terminated.

- **If you are having financial difficulty and cannot afford to pay the monthly fee, please contact the Child Care Office at 717-737-9622. Financial Assistance is available to those who qualify.** Financial Assistance will cover the time frame from application until need subsides. It will not cover extensive overdue balances.
  - **Co-payments are due regardless of attendance. No prorated fees will apply.**
- Monthly payment receipts will be provided UPON REQUEST. Year-end tax statements can also be requested. Please contact our Child Care Office at the West Shore YMCA for the tax statement or questions about your balance.
- The YMCA Child Care programs require a two (2) week notice of termination from the program. All notices must be given to the Child Care Office at the West Shore YMCA.
- **Parents receiving Child Care Network, TANF, or YMCA scholarships must adhere to all payment requirements. Absences from the program exceeding 5 consecutive days will result in CCN placing you on Adverse Action.** Failure to pay established weekly co-payments will result in suspension from our program until all fees, including late fees, are paid and could lead to loss of subsidy.

IN THE EVENT THAT WE ARE REQUIRED TO TAKE YOUR ACCOUNT TO A COLLECTION AGENT, YOU WILL BE FULLY RESPONSIBLE FOR ALL COLLECTION COSTS, COURT COSTS, AND ATTORNEY'S FEES. IN ADDITION, YOU WILL NOT BE PERMITTED TO RE-ENROLL IN ANY CHILD CARE PROGRAM IN THE FUTURE.

### **WEATHER RELATED DELAYS AND CLOSINGS**

In the event of inclement weather or natural disaster (snow, rain, flood, power outages, earthquake, tornado, etc.) child care services may be canceled. The West Shore YMCA Child Care Department's procedures for closings and cancelations are as follows:

There will be **NO Morning (AM) Child Care programs** for West Shore YMCA Camp Hill SACC on any day in which the Camp Hill School District announces a **delayed opening** due to inclement weather or natural disaster.

There will be **NO Afternoon (PM) Child Care programs** for West Shore YMCA Camp Hill SACC on any day in which the Camp Hill School District announces an **early dismissal** (a dismissal before the normal end of the school day) due to inclement weather or natural disaster.

In the event the Camp Hill School District **closes school for the day** due to inclement weather or natural disaster there will be **NO** West Shore YMCA Camp Hill SACC.

It will be at the discretion of the Child Care Director to determine if there will be an All Day Care program at the **West Shore YMCA**. Please **call the West Shore YMCA at 737-9622** and ask to be placed on the Weather Related All Day Care roster. These days will be first call, first serve at a rate of **\$20 per day**. Your child must come prepared with a packed lunch, bathing suit and towel, and sneakers. **Enrollment on a Weather Related All Day Care is LIMITED to 45 children, on a first call, first serve basis, no exceptions. Separate registration is necessary for each Weather Related All Day Care.**

**Normal monthly charges will apply for inclement weather or natural disaster related closings/delays.**

## SCHOOL HOLIDAYS AND IN-SERVICE DAYS

Child Care is available most days that the YMCA is open. The cost for full day care is **\$40.00 per day**. Parents must supply a bagged lunch. The YMCA will provide snacks. All Day care registration will be taken on a first come/first serve basis. The following is a list of days in which the YMCA Child Care Programs **do not** operate:

<b>Labor Day</b>	<b>Christmas Eve</b>	<b>New Year's Day</b>
<b>Thanksgiving Day</b>	<b>Christmas Day</b>	<b>Good Friday</b>
<b>Thanksgiving Friday</b>	<b>New Year's Eve</b>	<b>Memorial Day</b>

The West Shore YMCA **will not** have child care services available on **President's Day, Monday, February 19, 2018**. This day is used to provide training and staff development for our Child Care Staff.

The West Shore YMCA Child Care Department offers **Camp Holly** over **Christmas Break** and a Spring Break Camp over the **Easter/Spring Break** holiday. Contact the West Shore YMCA Child Care Office for further information about this program in late November and late February, respectively. Registration for **Camp Holly** will open the beginning of December. Registration for **Spring Break Camp** will open the beginning of March.

## LATE PICK UP POLICY

Our sites are open until 6:00 pm. We are only permitted to use our designated space until that time. If you know that you will be late, it is **your** responsibility to make arrangements for someone to pick up your child. All of our sites have a phone so that you can contact the staff to let them know of any problems that arise. If the staff cannot reach you and it is 6:00 pm or later, the staff is instructed to call the emergency contact person listed on the forms. **You will be billed \$1.00 per minute for each minute that you are late according to the site clock.** Being late on a consistent basis may result in your child's termination from the program.

Please utilize the following list of Child Care program telephone numbers, all phone numbers are a (717) area code:

West Shore Branch YMCA - 717-737-9622

Camp Hill SACC – West Shore YMCA Program Annex - 717-576-8726

## HEALTH INFORMATION

Every child enrolled in the program **MUST** have a current physical on file at the YMCA. Each parent will receive notification indicating when a physical is in need of being updated. The physical examination must be performed by a licensed physician or by a Certified Registered Nurse Practitioner (CRNP) and ALL immunizations must be up-to-date unless the form is accompanied by a written medical excuse. It is a DHS regulation that all children enrolled in our program have current physicals on file; failure to do so may result in termination from the program. **We must be advised, in advance notice of any health problems, behavior disorders or dietary needs.**

The health of the children enrolled in the program is highly important to us. Please be aware that it is by school and DHS regulations, which state "we cannot provide care for children that have or

show any of the following symptoms”:

- Fever of 100 degrees or higher
- Constant runny nose that is yellow or green in color
- Inflamed eyes, pink eye or other infection
- Any untreated, contagious or persistent illness
- Rash or other contagious skin condition
- Diarrhea
- Vomiting
- All children must be able to participate in the designated activities

### **IN THE EVENT OF AN EMERGENCY**

The YMCA has plans in place in the event of an emergency during our program hours. As a requirement of the Department of Human Services, as well as local Township and County Emergency Management Agencies, all Emergency Plans are reviewed and submitted for approval yearly. Complete copies of the Emergency Plans are kept on site at each program location, as well as with the Child Care Director.

Our Emergency Plan provides for response to all types of emergencies. Depending on the circumstance of the emergency, we will use one of the following protective actions:

- **Immediate evacuation** - Students are evacuated to a safe area on the grounds of the facility in the event of a fire, etc.
- **In-place sheltering** - Sudden occurrences, weather or hazardous materials related, may dictate that taking cover inside the building is the best immediate response.
- **Evacuation** - Total evacuation of the facility may become necessary if there is a danger in the area. In the event we have to evacuate a program location and are unable to shelter-in-place, because of an emergency, the following plan is in place for relocation:
  - **West Shore YMCA Program Annex** will relocate to the West Shore YMCA main building, located at the end of the West Shore YMCA parking lot.
- **Modified Operation** - May include cancellation/postponement or rescheduling of normal activities. These actions are normally taken in case of a winter storm or building problems (such as utility disruptions) that make it unsafe for children but may be necessary in a variety of situations.

In the event of an emergency situation, we will call you and inform you of the emergency steps taken. We will also call you once the emergency situation has been resolved.

### **MEDICATION POLICY**

The YMCA staff will administer prescription drugs to the children in our before and after school programs PROVIDED that the medication is submitted in its original container and must have a prescription label on it, which includes the child’s name, the time(s) the medication is to be given, the name of the medication and the dose that the child is to receive. All prescription bottles must be dated within the last year. If the original medicine bottle label does not include the above-mentioned information, a prescription from the doctor containing the EXACT same information may

be substituted.

A parent or legal guardian will be required to sign in on a medication log each time any PRESCRIPTION MEDICATION that is to be administered at his or her child's center.

**The YMCA staff will NOT administer over the counter medications.**

### **SPECIAL NEEDS AND REQUESTS**

The West Shore YMCA is very willing to work with families when a child has special needs or requests. Please keep us informed of any food allergies, asthma, etc. If your child has an IEP, please consider providing us with a copy. The more information we have about your child, the better able we are to assist in appropriate care.

### **CONFERENCES**

A "Getting to Know You" meeting is offered to every family within 60 days of every child's enrollment. We encourage you to schedule a time to meet with your child's counselors to discuss how things are going and to answer any questions you may have. Conferences are available at your request.

### **BEHAVIOR/DICIPLINE POLICY**

The Harrisburg Area YMCA Child Care Programs are designed to furnish an atmosphere that provides structure, yet gives children a certain amount of choices. It is important that we value each child in our program as an individual and respect the fact each child is facing conflicting feelings about his or her self-image. As such, we realize that no child is perfect and that some children do and say things that they should not. However, we cannot allow a free-for-all environment where all behaviors are tolerated while disregarding the safety of every child enrolled in the program. Therefore, we are letting you know more about our policies and procedures regarding discipline. Enrollment in the YMCA programs is a privilege and failure to adhere to the policies will result in termination from the program.

- A. Any non-accidental incident that a child is involved in which results in a physical injury will be documented with an INCIDENT REPORT. The child who receives an injury, regardless of how minor, will get a documented ACCIDENT REPORT. Please be advised that it is possible for a child involved in an incident to receive both an INCIDENT and an ACCIDENT REPORT.
- B. A parent or guardian must sign all INCIDENT and ACCIDENT REPORTS, and the person signing the report will receive a copy after all necessary parties have signed it.
- C. The YMCA encourages all children enrolled in any of our programs to understand the importance of values. The Harrisburg Area YMCA particularly stresses the values of caring, honesty, respect and responsibility. The children in our **CHILD CARE** programs talk about these values on a regular basis and they are rewarded for adhering to them. Conversely, behaviors that are contrary to these values are not accepted. Examples of this include, but are not limited to teasing, taunting, name-calling and encouraging others to exclude a child from the group. These behaviors will also result in an INCIDENT REPORT.
- D. The YMCA will document, on an INCIDENT REPORT, any threat a child makes to bodily harm another child or a staff person. While we do not wish to have a "zero tolerance



- policy” regarding these threats, we are required to take them seriously.
- E. An INCIDENT REPORT is intended to inform you, the parent or legal guardian, about inappropriate behavior that has occurred. We encourage you to review the report with your child and to discuss better ways to deal with the situation that transpired. Should you have any questions or concerns about the report, the staff at your child’s site would be happy to discuss them with you. As with any disagreement, the viewpoint of the persons involved may vary greatly. Please remember that at no time is it acceptable for a parent or legal guardian to engage in an argument or threaten the staff who work with the children. Examples of such behavior include but are not limited to: loud voices in front of the children, foul language or threatening physical harm. This type of behavior could result in your child’s dismissal from the program.
  - F. Should a child cause damage to any YMCA owned or leased property as a result of inappropriate activity or behavior, the Harrisburg Area YMCA reserves the right to assess the parent or legal guardian for any and all amounts necessary to repair or replace the damaged items or property.

The West Shore YMCA reserves the right to suspend or terminate the enrollment of any child who is consistently unable to participate as part of the group, as defined by the Harrisburg Area YMCA Behavior/Discipline Policy. Any child who has been terminated from a West Shore YMCA child care or camp program will not be eligible to re-enroll at any time in the future. Termination or suspension will be considered based on an excessive amount of INCIDENT REPORTS or if the severity of a specific incident is such that we feel that the safety of the other children or staff may be in jeopardy. Such decisions are not entered into lightly. When a decision of this nature is made by the Child Care Director and subject to the approval of the Executive Director, the circumstances surrounding the event(s) have already been discussed with all child care staff involved and with the parent or guardian of the child in question. Any incident which occurs in a Harrisburg Area YMCA program must be kept confidential; therefore, the outcome cannot be discussed with the parents of other children involved in the program. There will be no refunds given for a child who has been suspended or terminated by the West Shore YMCA.

### **POLICY FOR INTOXICATED PARENTS**

The West Shore YMCA School Age Child Care Program cannot release a child to any parent that appears to be intoxicated or under the influence of a chemical substance. For the safety of the child, staff will contact another authorized person to release the child. If the parent is not willing to abide by this policy, the staff will have no recourse but to call the police. Please do not put our staff in a position where they have to make this decision.

## ADDITIONAL INFORMATION



### **What is CHIP?**

CHIP is short for the Children's Health Insurance Program - Pennsylvania's program to provide health insurance to all uninsured children and teens who are not eligible for or enrolled in Medical Assistance. There are a lot of reasons kids might not have health insurance - maybe their parents lost a job, don't have health insurance at work or maybe it just costs too much. Whatever the reason, CHIP may be able to help. Call 1-866-727-5437 for more information!

For more information on Child Care Network funding, contact:

CCIS of Cumberland/Perry County  
230 S. Spring Garden St.  
Carlisle, PA 17013  
Phone: (717) 243-4014  
Toll-Free Phone: 1-800-358-8725  
Fax: (717) 243-0309



To Empower People to Prevent Child Sexual Abuse

More information on Darkness to Light can be found at:

<http://www.d2l.org>

Department of Human Services  
Bureau of Equal Opportunity  
Room 223, Health & Welfare Bldg.  
PO Box 2675  
Harrisburg, PA 17105

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



United Way of the Capital Region  
2235 Millennium Way  
Enola, PA 17025  
Phone: 717.732.0700  
Fax: 717.732.5100

For information on the Child Tax Credit, call 1-800-829-1040.



Camp Hill School District  
2627 Chestnut Street  
Camp Hill, PA 17011  
(717) 901-2400  
<http://www.camphillsd.k12.pa.us/>

### **Access to Vaccines**

The Vaccines for Children Program offers vaccines at no cost for eligible children through doctors enrolled in the program.

Visit <http://www.cdc.gov/features/vfcprogram/> for more information.

PA Human Relations Commission  
Harrisburg Regional Office  
333 Market Street, 8<sup>th</sup> Floor  
Harrisburg, PA 17104

I have received and understand the information contained inside the West Shore YMCA's Camp Hill School Age Child Care Parent Handbook for the **2017/2018** school year and I agree to abide by its policies.

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Parent's Name

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Parent's Signature

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Child's Name

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Date

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Program Attending