

# **Young Wonders Early Childhood Center**

*Providing a loving and caring learning environment where families, children, and staff are given the respect, commitment, and attention that each individual deserves.*

## **Parent and Family Policy Manual**

Young Wonders Early Childhood Center  
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## **General Information**

This policy manual serves as an introduction to our policies and procedures. Please read it carefully and sign the receipt at the end for our records. This policy manual is updated annually and signatures will be collected upon receipt. It is your responsibility to read and comply with these policies. Failure to acknowledge and follow policies may result in disenrollment and suspension or termination of child care services.

## **Center Facts and History**

Young Wonders is New York State licensed child care center. Young Wonders has been providing high quality child care services since the initial license was granted in 2005. Additional spots were added in 2008 with the expansion and renovation of the child care center space. Currently, the center is licensed for 47 children and serves ages 6 weeks-5 years of age.

## **Philosophy and Goals of the Program**

*The Young Wonders Early Childhood Center strives to provide a loving, caring, learning environment where families, children, and staff are given the respect, commitment, and attention that each individual deserves.*

*We believe that families deserve to be acknowledged as experts on their children. We value honesty, communication, patience, and collaboration with our families. We maintain an open-door policy, flexibility, and security for the families who trust us with their most precious miracles.*

*We believe that children deserve a safe, warm, nurturing environment where they are provided with stability while building strong attachments with caregivers. We value learning where children can learn and delight in achievements through play and opportunities to explore. We strive to build each child's self-worth.*

*We believe that staff deserve appreciation, resources, understanding, advocacy, and support to remain a professional in the early childhood field. Staff are valued for their vision, their delight in children, their skill, heart, knowledge, commitment, and ability to play.*

## **Center Schedule/Holidays**

**Young Wonders is open M-F from 6:45am-5:45pm. We ask that children are picked up by 5:30pm.**

The center will be closed for **one day** to observe the following holidays:

- \* Martin Luther King Day
- \* President's Day
- \* Memorial Day
- \* July 4th
- \* Labor Day
- \* Thanksgiving Day

If one of the above holidays falls on a Saturday or Sunday, the center may choose to close either the Friday before or the Monday after the holiday or not at all.

The center also closes two additional days for Staff development (A Friday in spring and fall). As these dates are confirmed, postings will be available so you can plan accordingly. These are paid holidays for staff and full tuition will still be collected.

Young Wonders will be closed annually for 5 days second week of August, and for Christmas break from December 24<sup>th</sup>-January 2<sup>nd</sup>. If January 2<sup>nd</sup> falls on a weekend, the center will re-open the following Monday.

## **Weather Related Delays or Closures**

In instances of extreme weather, Young Wonders administration may decide to close the center or delay our opening time for the day. The YWCA front Desk (607.772.0340 x0) will first be alerted to any change of operation. Our YWCA Binghamton facebook page will also be kept up to date. WBNG and WIVT, our local CBS (Action News) and WIVT/WBGH (News Channel 34) will display any alterations.

## **Firearm Restrictions**

As an OCFS licensed child care facility, no firearms (handguns, rifles, shotguns, etc.) are permitted in the building, regardless of permits or licenses held. Violation of this policy will result in immediate termination of enrollment.

## **Enrollment Procedures**

All paperwork necessary for enrollment will need to be submitted at least 24 hours prior to start date, or the Friday prior to a Monday start. This will give the classroom staff time to review the child's paperwork and familiarize themselves with family members and names. Each new family is invited to visit their child's classroom several times before the child begins attending. This gives the child a chance to adjust to his/her new environment, and parents have the opportunity to meet the staff, learn about the programs and philosophy of the center, review the policies in the policy manual, understand the terms of the Parent Agreement, and ask questions. A tour of the building is also given. A Family Information questionnaire is also requested in order to give us some background information about the child and family. This helps the staff to make the transition for the families easier. Each parent, upon the registration of his/her child, receives a copy of the Parent Policy manual and Parent Agreement. This policy manual gives the details on all policies, practices, and procedures of the center. Parents should keep this handy throughout the year for policy references.

## **Arrival**

Please try to follow your agreed upon schedule for arrival and departure as this is essential to staffing patterns. Children may not arrive before their scheduled time and should arrive according to their schedule. For the protection of your children, you *must sign your child in and out each day*. The daily attendance sheet is located in each classroom in a binder or on a clipboard. Please inform staff if your child will need some extra attention when you depart for the day. Staff are trained to make the child feel as welcome as possible. Each child will be greeted in his or her native language in an effort to ease the transition. If there is anything you practice that you feel will help the separation, please don't hesitate to let us know. We understand and realize each home culture is different, and we embrace these differences as your child arrives each day.

Upon registration you will receive a security key fob for building entry, or your fingerprint will be scanned into our secure entry system. You will also receive entry codes to the security doors. If you do not have your fob or do not know the code, you will be asked to wait in the YWCA vestibule while the front desk staff notifies the director or a teacher who will then come out to the lobby to verify your entry is secure. *Please ask any visitors who may be accompanying you to wait for you in the lobby.*

A child must not be left alone or sent to the classroom area without a responsible adult accompanying him or her. Children must always be escorted to their own room. Please help your child put his/her outer clothing in their cubby. We are only responsible for supervising children signed in to the facility. Once you sign your child out, we are no longer responsible for his/her care.

*You must make sure that a staff member sees your child before you leave.* It is important to give any information he/she should know about your child at this time. The teachers will do daily health checks on each child upon arrival, and may ask you about visible injuries.

Please wash your child's hands when they arrive in the room. This will help us to prevent the spread of germs.

### *Saying Goodbye-The Four B's*

Some strategies to aid in separation:

1. Be aware of your own feelings! Don't pass your anxieties onto your child.
2. Be firm! Say, "Good-bye, I'm leaving now." Do not try to sneak away when the child becomes involved in activity.
3. Be specific! Young children have a hazy sense of time. "I'll see you right after snack, or lunch" is better than "I'll be back at a specific time on the clock."
4. Be there! Don't betray your child's trust. If you're going to be late or if someone else will be picking up your child, be sure to call the office so we can alert a staff member to inform your child.

### *First Day Jitters*

Separation for the first few days can be difficult for the child and the parents. Please keep in mind that it is normal for your child to cry when you leave. It is very important for your child to learn that you will leave and you will come back. Helpful hints:

- If possible, visit the center with your child before they start.
- If your child is crying, say good-bye and give a hug, but try not to prolong their upset.
- Normal time for a child to stop crying is 10 minutes or less.
- Parents, on the other hand, stay upset all day! Please feel free to call when you get to work to see how your child is doing.
- You should let us know when you are ready to go to work and then we will comfort, hold your child, and assist in your departure. We will wait until you tell us you are ready.
- We will not talk to you very much when you are leaving because this will bring the child's attention back to you. We will concentrate on getting your child involved in the program.
- If you do not know what or why we are doing something, please ask us right away. We do not want you to be upset or unsure about our policies. If you have any suggestions we would be happy to hear and discuss them.

**Our goal is to make this a positive experience for children and parents.**

## **Departure**

If you do not have your fob or do not know the entry code, you will be asked to wait in the YWCA vestibule while the front desk staff notifies the director or a teacher who will then come out to the lobby to verify your entry is secure. *Please ask any visitors who may be accompanying you to wait for you in the lobby.*

When you pick up your child, please be sure to sign out on the daily attendance sheet. This is extremely important for attendance records and safety measures in emergencies, as well as for billing purposes. Also, please check your child's cubby and/or mailbox for daily notices and artwork.

Prepare for a good pick-up by leaving a few minutes to talk to the teacher about your child's day. We love sharing news of accomplishments and goals. We also might need to pick your brain about a struggle or two. It is important for your child to know we hear each other, and that we are on the same page.

Please make sure that you pick your child(ren) up on time. Our teacher/child ratios need to be maintained at all times and late pick-ups affect staffing patterns. *We understand that extenuating circumstances occur from time to time, but continual tardiness interrupts the program and staff time.* Please call the

center if there is some reason why you will be arriving past your scheduled pick up time. When a child is left beyond their agreed upon schedule, it can be traumatic and stressful to them. The center closes promptly at 5:45. We require the families to arrive at the building by 5:30 for sign out and information exchange so that the teachers can close the center and punch off the time clock by 5:45. Parents arriving after 5:45 will be called and receive a written warning for late Pick-up, which could result in termination from the program. If a parent or authorized person is unreachable for pick up, center staff will hold the child until 6:30pm, at which point the police will be called.

## **Authorized Entry**

No child will be released to an unauthorized person. You must have the names of persons authorized to pick up your child on file. Please remember to update this information as necessary. Please let your child's teachers know if someone is picking up that may be authorized, but out of the normal routine. Please make sure that any person picking up your child has a photo ID to present to a staff member before they can take your child.

In case of emergencies, an unauthorized pick-up person will be permitted FOR ONE DAY ONLY if the parent/guardian reports this change to the director or their child's teacher via written note or email. The parent must provide the pick-up persons address and phone number so identification can be checked upon pick-up and safety can be ensured.

\*All permanent changes on the Pick-up authorization must be done with the director in the child's master file. We will ensure the classrooms receive the new information. This helps keep forms identical throughout the center.

Please provide the center with any current court orders pertaining to any restricted persons from the center. Due to licensing regulations, without up to date court agreements, we are unable to stop biological parents from visiting/picking up their children, pending proof of identity.

## **About the Program**

### **Curriculum**

Young Wonders Curriculum is consistently guided by developmentally appropriate practice (DAP). DAP is an approach to teaching grounded in the research on how young children develop and learn and in what is known about effective early education. Its framework is designed to promote young children's optimal learning and development.

### *Screenings*

Upon entering our program, we conduct a developmental screening on all children using a tool called the Ages and Stages questionnaire. **Every precaution will be taken to ensure each child understands screening questions to rule out error. Translation services can and will be provided if needed.** If we feel that based upon this screening tool or based upon observations throughout the child's enrollment, that a child should be referred for evaluation through additional support services, we will communicate this with you and seek your permission. Early Intervention is an exceptional, free service that can help children advance their development before they begin formal schooling and can even advance. Children qualifying for special services will be accommodated and space needed for services to be administered will be provided. Staff will provide any additional support required to fulfill a child's Individualized Education Plan such as scheduling, attendance at CPSE meetings, ongoing training, assistance with screenings or evaluations etc.

### *Intentional Teacher Model*

Young Wonders provides child-centered, active, learning environments where children learn by doing. Our curriculum is designed to follow the **INTENTIONAL TEACHING** model from NAEYC (National Association for the Education of Young Children). An **intentional teacher** acts with knowledge and

purpose to ensure that young children acquire the knowledge and skills they need to succeed in school and in life. To be “intentional” is to act purposefully, with a goal in mind and a plan for accomplishing it. Thus an **intentional teacher** aims at clearly defined learning objectives for children, employs instructional strategies likely to help children achieve the objectives, and continually assesses progress and adjusts the strategies based on that assessment. **Intentional teachers** use their knowledge, judgment, and expertise to organize learning experiences for children; and when an unexpected situation arises, they can recognize a teaching opportunity and are able to take advantage of it. **Intentional teaching** requires wide-ranging knowledge about how children typically develop and learn. Teachers must have a repertoire of instructional strategies and know when to use a given strategy to accommodate the different ways that individual children learn and the specific content they are learning. **Intentional teaching** combines both child-guided and adult-guided experiences. Children have significant, active roles in adult-guided experiences, and adults play intentional roles in child-guided experiences, taking advantage of both planned and unexpected learning opportunities.

Our Intentional teaching model is composed of **FOUR** parts:

1. **Observations-** Recording observations of a child’s development are an important part of the curriculum. A basic screening tool, called Ages and Stages is used to assess a new child’s development within the first month they begin attending Young Wonders.
2. **Developmental Checklists-** are used to chart developmental progress and serve as a reference when selecting individual goals for children in your care. Infant and Toddler programs use a Developmental checklist based on the Creative Curriculum. Preschool and Pre-K utilize a developmental checklist prepared by the Binghamton City School District.
3. **Individual Goals-** Based on the outcome of the developmental checklist, caregivers can then plan individual goals. Individual goals are prepared in the areas of Language, Social/Emotional, Physical and Cognitive learning.
4. **Group Planning-** The Young Wonders lesson plan format is designed differently for each age group. Each lesson plan provides for environmental changes, as well as small group activities. Activities planned reflect the individual needs of each child, as well as the group as a whole.

The four components are repetitive as throughout a child’s enrollment as consistent and brief observations are made. These observations should help document developmental achievements, as well as help caregivers formulate new goals to challenge the children and enhance the learning experience.

## Program Placement and Transitions

### *Classroom breakdowns*

- **Infants:** Ages 6 weeks- 18months, 1 teacher: 4 infants, max group size of 8.
- **Toddlers:** Ages 18mos-3 years, 1 teacher: 5 toddlers, max group size of 12.
- **Preschool:** Ages 30mos-4yrs, 1 teacher: 7 children, max group size of 18.
- **Pre-K:** Ages 3-5 years, 1 teacher: 8 children, max group size of 21.

### *Continuity of Care*

All the classrooms are structured with mixed age groups to allow children the opportunity to spend a full 1 ½ years with their primary caregiver before transitioning into a new classroom when possible, with no more than one transition in the first two years of life. The classroom age groups are as follows: Infants (6wks to 17months); Toddlers (18 months up to 3 years); Preschool (2 ¾ years through 3 years); Pre-k (3 and 4 years). The lead teachers and primary caregivers are also not used to cover ratios in other classrooms. We value continuity by scheduling and keeping the lead teachers in their assigned classrooms.

## *Transitions*

Transitions into new classrooms will be scheduled over a two week time period. The child will begin visiting their new classroom and teachers for short periods of time and then increase the amount of time each day over the two weeks. Their primary caregiver will also accompany the child initially during visits to the new classrooms if needed. We encourage families to conference with the current primary caregiver and the new primary caregiver before the transition to help make the transition smoother. Information about attachment and separation will be passed out to help your child through the transitional period as well as help you understand what feelings your child may be experiencing.

## **Diversity**

Young Wonders is rooted in a commitment to the inclusion and celebration of differences of all kinds, to multilingual and multicultural education, and to early intervention. We welcome every opportunity to expand the child's view of the world as a place rich in many cultures, races, religions and customs. Young Wonders is open to all families, regardless of ethnicity, religion and sexual orientation. We will work with families to provide an inclusive environment for all children. Diversity extends to the family structure as well, and we are committed to the philosophy of treating all family situations equally and without bias, respecting all family's religious traditions. We encourage you to share your family's traditions with our children and staff. Evidence of cultural inclusion is present throughout the center, reflected in our displays, learning centers, toys and materials.

## **Special Needs Inclusion**

Young Wonders does not discriminate or restrict enrollment based on varying abilities or chronic illness. Our goal is to meet the needs of every child by acknowledging that all children have their own special needs at one time or another. We are often the first educators to identify these needs, and we see facilitation of early intervention services as a critically important aspect to our work with young children.

The program will integrate children with disabilities and other special needs (such as chronic illness) and children without disabilities in all activities possible. Every reasonable accommodation will be taken welcome children with physical disabilities or chronic illnesses. Special health care plans are put in place prior to enrollment to help families communicate alternate or additional needs and to help staff learn how to provide optimum care. These special care plans are reviewed with staff and parents prior to the child's start date.

## **Clothing**

Active indoor and outdoor play is a regular part of our day. "Messy" activities such as painting, clay, and sand play are also part of the routine. Your child will be more comfortable in washable play clothes and *sneakers* for running, climbing and various other activities. "Flip-flops" (rubber thongs) should NOT be worn. Please do not get upset with your child if their clothes get dirty; it is a normal part of the day. If you are worried about your child getting dirty, feel free to send alternate clothes for messier activities. **The children are required to go outside daily except in cases of inclement weather.** Children must have proper dress for outdoors in the winter (boots, snow pants, hat, and mittens) and in the summer (sunscreen, hat, protective clothing). Parents may be called to bring in these items if they are not provided.

## **Supplies From Home**

Young Wonders requires parents to bring in the following items:

- Infant Room
  - Diapers and Wipes
  - Bibs

- Blanket for Naptime
- Bottles
- Security Items
- 2-3 complete sets of extra clothes
- Toddler Room
  - Diapers/Wipes
  - Toothbrush and toothpaste
  - Blanket for naptime, pillow if desired
  - 2 complete sets of extra clothes
  - Winter outerwear (when applicable)
- Preschool/Pre-K Room
  - Diapers/Wipes (if needed)
  - Toothbrush and toothpaste
  - Blanket for naptime, pillow if desired
  - 2 complete sets of extra clothes
  - Winter outerwear (when applicable)

**A complete set of clothes is: shirt, pants, socks, underwear, and an extra pair of shoes if possible.** Sheets and blankets will be washed weekly. Soiled garments will be sent home in a plastic bag, please remember to replace soiled clothing that is sent home. Parents may be called to bring in items or children may be restricted from staying at the center if items such as diapers, wipes, and extra clothes are not provided. Children are discouraged from bringing in toys, jewelry, money, and valuable items from home. **The center will not be responsible for destruction of toys, loss of money, and/or lost or stolen items.** At no time will children be permitted to bring in toys that could cause pain or injury to another child or staff member.

### *Supply Warnings*

Staff will make every attempt to notify parents of a supply need at least 2-3 days in advance. While the center keeps an emergency stash of *some* items (extra clothes, wipes), other items cannot be substituted (diapers, topical ointments etc.). When a parent is notified of a supply need, a signature or initial will be required. The policy on supplies will be sent with the parent. Attendance may be paused if supplies are not received in an appropriate timeframe.

- **Diapers, Topical Ointments, bottles, or Medicines-** One time supply notice required before enrollment paused
- **Wipes, extra clothes-** 3 time supply notice required before enrollment paused
- **Blanket, toothbrush/toothpaste-** 5 time notice required before enrollment paused

### **Meals and Nutrition**

The center serves a nutritious breakfast at 9:00am, lunch at 11:30am-12:00pm and an afternoon snack around 3:00pm. Menus are distributed monthly and posted in the lobby and meals are prepared in our onsite commercial kitchen. The menus are planned carefully to provide each child with a well-balanced selection of nutritious foods, and comply with nutritional guidelines from the Child and Adult Care Food Program (CACFP). An early morning snack is also provided for children who arrive before 8:30. All families must complete a food application as part of the registration packet, even if you do not qualify for free/reduced lunches, so that CACFP can reimburse our center. Please alert us to any food allergy your child may have. Some substitutions can be purchased by the center with approval from a child's physician. Staff members encourage, but never force children to try different foods. Children will also have the opportunity to help teachers prepare different recipes in the classroom. Please feel free to bring in recipes for traditional dishes served in your home so that we may prepare in the classroom.

The center supports providing children with five servings of fruits and vegetables per day. In order to help parents reach this goal, Young Wonders includes a fruit with breakfast, a fruit and vegetable for lunch (or two vegetables), and a fruit or vegetable for snack meeting four of the five recommended servings.

The center supports mothers and babies who are breastfeeding by providing proper, clean storage facilities for breast milk and by providing mothers with a comfortable, private place for them to breastfeed before, after, or during care.

For safety reasons, children are not allowed to bring candy or gum to the center; **please leave these items at home.**

## **Dietary Restrictions and Food Allergies**

While we understand every child has different dietary needs and restrictions, the center's limited budget dictates what we can and cannot reasonably accommodate. In cases of religious beliefs, the center is happy to accommodate pork free diets. We can also supply cheese, eggs and beans to support a vegetarian diet. Single allergies to individual fruits or vegetables can also be substituted easily. We are able to provide alternate milk or formula with documentation of need from a physician, although the documentation must state the substitution as a health need. More intricate dietary restrictions, such as gluten free, dairy free, soy free or vegan, we are happy to accommodate with nutritional supplementation from parents. If your child has a dietary need that is not listed above, or you are unclear about what the center can provide for your child's diet, please see an administrator. Young Wonders has a responsibility to provide certain nutritional components at every meal served. We have the right to refuse care if food supplements are requested and not provided.

### *Allergies (Other)*

Please notify us immediately if your child has any allergies. It is important for us to be familiar with, and alert to, specific symptoms of allergic reactions so we may take the proper precautions and administer any necessary treatments immediately.

## **Outdoor Play**

All children in our care, including our children under the age of 12 months, go outdoors daily for fresh air and exercise as required by regulations unless it is bitterly cold, extremely hot, or raining. They are given the opportunity to explore and move freely. Parents need to be sure children are dressed for the weather. In the winter, this includes boots, coat, snowsuits, mittens, and hats. **Please label everything.**

If you **do not** wish your child go outside (because of a cold, etc.) please do not send him/her to school. Staff to child ratios limitations will not allow staff to supervise a child who is unable to go outdoors for play. Fresh air can also be very good for children who are slightly ill.

## **Obesity Prevention**

### *Physical Activity*

Enrolled children will be provided ample opportunities to be physically active throughout the day. Infants will be provided daily opportunities to move freely. Caregivers will engage with infants on the ground each day to optimize adult-infant interactions, especially through tummy time. Toddlers through Pre-K children are provided opportunities for light, moderate, and vigorous physical activity for at least 15 minutes per hour while children are in care. Daily outdoor time or gym time will be offered for physical activity daily. Both structured and unstructured activities are offered for large motor play. Caregivers join children in physical activities and a variety of materials that challenge children are offered.

### *Healthy Eating*

The program supports breastfeeding and breastfeeding mothers. Caregivers are responsive to nonverbal cues for infants. A healthy variety of foods are offered with appropriate portions. Menus are approved and monitored by the Child and Adult Care Food Program (CACFP). Family style service is practice to teach the children independence at meals, and encourage them to try new foods. The center helps families enroll in programs that enable access to healthy and nutritious foods. Teaching staff has annual training on CACFP policies and procedures.

### *Media and Screen Time*

The definition of technology tools encompasses a broad range of digital devices such as computers, tablets, multitouch screens, interactive whiteboards, mobile devices, cameras, DVD and music players, audio recorders, electronic toys, games, e-book readers, etc. With guidance, these various technology tools can be harnessed for learning and development; without guidance, usage can be inappropriate and/or interfere with learning and development. As recommended by the Let's Move initiative, the use of passive, non-interactive technology in the center will be restricted for children, allowing this only a few times per year. Television and/or video will never take the place of adult interaction and involvement at mealtimes or transitions into rest periods. We also strongly encourage families to limit the use of passive, non-interactive technology for children to one hour per day. Technology will not be used for activities that are not educationally sound, not developmentally appropriate, or not effective (electronic worksheets for preschoolers, for example). Passive use of technology and any type of screen media is an inappropriate replacement for active play, engagement with other children, and interactions with adults.

### **Pets/Animals**

Classroom pets or animals are present in the classroom to benefit the children and learning environment. Pets enhance a classroom's science area and provide sensory experiences. For older children, pets teach social skills as "Pet helpers" in the classroom replenish food and water and give treats. Animals in the center presenting symptoms of disease will be removed for the duration of illness or until the animal receives veterinary care and is safe to return to the classroom. All animals in the center (visiting or stationary) who require a license and/or vaccinations must supply these before entrance into the program is granted. Any animal that bites a child will be removed from the program permanently. Finally, parents are notified of any changes in the Young Wonders pet roster, and of any injury caused by a Young Wonders pet or visiting animal. Currently, Young Wonders has the following pets:

1. **Infant room-** Circle Neck Dove
2. **Toddler Room-** Fresh water Fish tank with various fish/snails (nonpoisonous)
3. **Pre-K-** Rabbit
4. **YWCA MASCOT-** Percy (Canine, licensed, immunized)

### **Field Trips**

We plan field trips for children whenever possible. We also try to invite different speakers into the center such as fire fighters, police officers, environmentalists, and other community workers. Permission slips and information regarding specific field trips will be released to parents at least two weeks prior to any and all field trips. If you do not wish your child to attend a field trip, we have to ask that you keep them home that day as we will not be able to maintain proper staffing to stay behind. Of course, Young Wonders welcomes parents to attend field trips to volunteer and offer helpful hands.

### **Nap Time/Sleep Policy**

Upon registration, a signed agreement regarding rest time is a requirement to enroll. Rest time is provided every day in each classroom. For all children, sheets will be provided and washed on a weekly basis. Blankets for children must be provided by the family, but will be laundered at the center unless the parent prefers to wash at home. Parental and physician written permission must be provided in cases of medical need where the child has to sleep on their side, stomach, or on a different surface other than a

crib, cot or mat. Young Wonders staff is not permitted to alter the duration or window of sleep without a note from the child's physician. All staff receive training on safe sleep practices for children.

**Infants:** Each infant will be provided his/her own crib. All infants will be placed on their backs to sleep and infants will not be permitted to sleep with any toys or loose objects in their crib to reduce the risks of SIDS. While infants will always be placed on their backs for sleep, when an infant can easily turn over on their own, they can remain in whatever position they prefer to sleep. All infant heads will be uncovered while sleeping. Infants will not be over-layered to prevent overheating. Bibs, loose clothing and hats will be removed for sleep. Pacifiers will not be tethered to child in any way. Children will be rocked to sleep, or backs will be rubbed/patted. No positioning devices will be used unless approved and permitted by a physician. Swaddling will be discontinued once a child shows signs of mobility in the crib. Sleep sacks will always be recommended. Only OCFS approved cribs will be used. Infants will not sleep in car seats, swings, bouncy seats, boppy pillows or other soft surfaces. If infants fall asleep anywhere other than a crib, they will promptly be moved to a crib to continue sleep. Crib sheets will be provided that are snug and fit tightly to mattress with no loose fabric. Sleeping infants will be checked on every 5-10 minutes.

**Toddlers, Preschool and Pre-K:** Each child who is here after lunch, will be assigned their own mat, or be given a mat that is sanitized daily between uses. While rest time will be offered, no child will be forced to rest. Teachers may rub backs or heads, and play soft music at rest time. Quiet activities will be provided for children who do not fall asleep or wake early. Children who fall asleep will be supervised closely and examined every 5-10 minutes for safety.

## **Donation Policy**

We are happy to accept donations from our families, as long as there is a need. Please ask Young Wonders administration prior to bringing in used toys, clothes, etc. to allow us to assess the need for these items before you bring them in. Due to health and safety standards, we cannot accept used bottles, sippy cups, or other materials used for individual food consumption.

## **Cameras/Surveillance**

To ensure the safety and security of all children, staff, parents, as well as the security of our daycare facility, 24 hour surveillance cameras are utilized. Each classroom is equipped with two surveillance cameras. Additionally, there is one surveillance camera in the staff room, one in the Pre-K/Preschool hallway and one in the gymnasium. There are also multiple cameras around the perimeter of the building and outside areas and alleys. The cameras are intended to help promote the safety and security of people and property and can assist Young Wonders administration in reviewing an incident not seen by a teacher or director. It also permits Young Wonders administration to evaluate teachers to ensure they're providing the highest quality of care. Because we insist on protecting the privacy of all children, parents, and staff, our surveillance system/security cameras are for internal purposes only. Security camera recordings will be periodically deleted by Young Wonders, as they are on a system with a limited amount of storage.

## **Staff Qualifications and Eligibility**

Our professionally trained staff consists of a Director, Program Support Assistant, Lead Teachers, Aides and Substitutes. Each staff member meets the strict educational requirements established by the New York State Office of Children and Family Services. Lead Teachers are trained in CPR and First Aid and there are a select few who are trained in Medication Administration. A health care consultant also assists the staff with any health related issues and visits as needed.

Please take the time to get to know your child's caregivers. Feel free to speak honestly and openly about any concerns or specifications. In order to provide the most nurturing caregivers for you and your child, staff are encouraged to develop professionally and are constantly given a broad range of opportunities to enhance their knowledge and skills. Young Wonders also allows staff time to plan and prepare their curriculum away from the classroom to allow more time for facilitated, rather than directed learning. As your partner, the lines of communication and trust between families and caregivers must always remain open and honest.

### *Experience and Education*

The following guidelines outline eligibility for the various child care positions at Young Wonders.

- **Program Director**-Minimum Bachelor's degree, one year experience teaching, one year experience supervising staff in child care.
- **Lead of Group (Lead Teacher)** - Minimum 9 credits in early childhood education with plan of study leading to associates degree, bachelor's degree or child development associate credential. At least two years' experience working with children in a formal setting. Less experience required with associates degree, bachelor's degree or child development associate credential.
- **Aides, Substitutes, Food Prep Coordinator**- Minimum high school diploma or equivalent, at least 1 year experience working with children in a formal or informal setting.

### *Background Checks*

As required by state law, each staff member is placed through a rigorous screening process to ensure safety and security measures are maintained. Each staff background is processed through the following databases:

- New York State (NYS) Criminal Background
- Federal Criminal Background
- NYS Child Abuse/Maltreatment
- NYS Sex Offender Registry
- National Sex Offender Registry
- NYS Justice Center (abuse/maltreatment of persons with special needs)
- Medical screening with tuberculosis screening, physical and mental health screening questions.
- Reference check with professional and personal sources
- Proof of educational records, official college transcripts or diplomas

### *Volunteers*

Young Wonders coordinates with the Foster Grandparent program for volunteers. Other volunteers who have consistent and regular contact with children receive a complete background screening. At times, students from local universities may come to perform an observation in a classroom or on a particular aged child. These students are categorized as "visitors", and do not have regular and substantial contact. While in the classroom, the visitors must sign in at the front desk and will *never be left unsupervised, or left alone with any child of Young Wonders.*

### *Staff Orientation*

NYS regulations require each staff person to receive 15 hours of training within the first 6 months of employment. Upon hire, each staff member completes extensive health and safety training to ensure state regulations are followed. A five hour, state issued online training must be completed. Following this, Young Wonders issues an additional 2-3 hour training to teach staff how regulations are followed

using our specific materials and procedures. Staff will also receive introduction to our behavior guidance program and learn some beginning techniques to help them in the classroom.

### *Long Term Teacher Absences*

Lead teaching staff will notify parents of any long term absences (one week or more) in writing. He/she will include information about who will be covering his/her absence in the classroom, as well as noting an "in-charge" person while he/she is gone.

### *Ongoing Professional Development*

Every two years, each full time staff member must obtain 30 hours in professional development or training. This is obtained through staff meetings, in-service training days, or through outside offerings from PACT, SUNY Broome, STIC or Quality Stars NY. Other online trainings are available through NYS Office of Children and Family Services, which are used to meet training requirements as well. The center supplies developmentally appropriate resources to staff that are in line with our philosophies and best practice. These are available for staff review, training and education at all times.

State regulations require the following training categories are touched upon every two years:

1. Principles of Childhood Development
2. Nutrition and Health Needs of Children
3. Child Day Care Program Development
4. Safety and Security Procedures
5. Business Record Management
6. Child abuse and maltreatment identification and prevention
7. Statutes and Regulations pertaining to child day care
8. Statutes and Regulations pertaining to child abuse and maltreatment
9. Shaken Baby Syndrome Identification and prevention

### **Our Partnership with Parents and Families**

Please address any concerns or issues that you may have immediately with the teachers or program administrator so that it can be evaluated and a plan of action or solution can be devised. How can we fix something that we don't know is a problem? Slander towards the teachers, the center, or the YWCA will not be tolerated among parents or in the community and may be cause for dismissal from the center.

### **Parent/Teacher Communication**

We believe that families and teachers are partners in the upbringing of the young children we serve. Only through the cooperative efforts of the center staff and the parents can we offer strong quality childcare.

### *Open Door Policy*

You are welcome to visit the center at any time! Parents have unlimited access to their children at all times.

### *Communication Strategies*

- Daily Reports- Each day in our toddler, preschool and Pre-K classrooms, you can receive a verbal or written report about eating habits, naps, diapering or toilet training, and special activities. Please let our teaching staff know if you would like this type of communication, or prefer a different method such as verbal communication or a notebook to write back and forth in. In the case of our Infant program, daily reports are always completed.

- Parent Boards- A calendar can be found in the lobby. It will be used to post center events, parent meetings, menus, schedule changes, children's birthdays, etc.
- Newsletters- The center publishes a quarterly newsletter, which contains information on past and future events, news about staff and children, classroom topics, and activities, parent tips, and ideas to try at home. Please see the Director if you would like to contribute.

### *Parent/Teacher Conferences*

We strongly encourage on-going informal discussions with your child's teachers throughout the year. Parent-teacher communication is important to alert both to problems, concerns or interests of the child. Family conferences will be held every six months. Available times will be given for you to sign up during a time that will work for you. We will discuss the children's social, emotional, cognitive, and motor development as well as address any concerns that you may have. Conferences are typically held in April and October of each year. However, a conference with a teacher or the Program director can happen anytime at the request of the parent.

Additionally, conferences may be scheduled for children leaving the program to enter kindergarten or when a family decides to leave the program for other reasons. An exit survey is provided to give feedback to the center and teachers. It is also best to provide scheduled time for your child to say their goodbyes to the teachers and friends they have as well as gather their belongings they want to take home with them. Two week notices are preferred to give the children time to adjust to the changes. Transitioning out of a program where children feel safe and secure as well as have fun can cause some fears and anxiety if they are not allowed to go through a good-bye transition.

### **Parent Involvement**

We welcome parents to visit and/or help out in the center in a variety of ways. The participation of parents is fundamental to the successful operation of the center. We ask that you are involved in all of the following areas for the best interests of your child:

- Attend parent interview before enrollment or visit the classroom
- Read quarterly newsletter
- Attend parent/teacher conferences
- Attend parent meetings when requested
- Volunteer in the classroom
- Share your talents, hobbies, culture, or profession with the children, teachers, and classroom
- Volunteer on field trips
- Be a guest at Storytime or circle time
- Organize a supply drive
- Connect Young Wonders administration with a local business who may want to partner on a project
- Read resources that are sent home
- Use the center's lending library to borrow or donate books
- Cleaning out clutter? Ask the center if we could use any old furniture, toys, materials, clothes etc. that you were going to toss or donate elsewhere.

### **Child Birthdays**

Parents are welcome to bring in a special snack for birthdays or other occasions. Please make arrangements *ahead of time* with your child's teachers. Please try to avoid sugary items (Kool-Aid, etc.,) and bring in only **store-bought** (pre-packaged) snacks. Some suggestions include frozen yogurt/cones/sherbet, cheese and crackers, bake shop cookies and muffins, banana bread or cake, vegetables and dip, fresh fruit, Jell-O, milk, water or 100% fruit juice.

## Behavior Management

It is the philosophy of the center that children learn best through discipline and not punishment. We utilize techniques outlined by Dr. Becky Bailey's Conscious Discipline program. One of the goals of discipline is to help children develop tools to problem solve. Young children learn by experimenting, testing limits, and experiencing the consequences of their behavior.

The teachers at the center use "positive" discipline strategies in order to keep children's **self-esteem** intact. We want each child to feel good about him/herself, yet understand that there are some "limits" in the classroom. The teachers will: anticipate behaviors, provide alternatives, redirect, tell children what they can do, provide natural consequences, encourage and model appropriate language, help children to problem solve.

There will never be any form of corporal punishment used, including the withholding of food, rest or bathroom privileges. We encourage parents to practice the center's discipline strategies at home--- children benefit from consistency and routine.

We would be glad to give you any suggestions for appropriate discipline strategies regarding typical childhood behaviors, such as biting and aggression, to try at home.

### *Ongoing behavior challenges*

Sometimes, children can struggle in a new environment, or changes in their lives can feel pretty disruptive to their world. Young Wonders staff are trained to help children in times of distress and teach them new helpful choices. In cases of severe behavioral challenges, the following steps will be taken:

1. The parent is made aware of the existing problem and communicated with throughout the process.
2. The teaching staff have a meeting with the Program Director. The specific behaviors are discussed, and observation tools are selected to acquire more data and information to help us develop a plan.
3. Once data is compiled, a meeting will be conducted between Director, Teaching staff and the child's parents/family. During this meeting, the behaviors and observational data will be shared with the parents/family. The parents/family can also take this time to ask questions and share their own observations of the child in his/her home environment. Finally, a behavioral plan will be introduced possibly including any of the following:
  - Changes/additions to the classroom or environment
  - Specific intervention steps of teaching staff if the child is under distressed. These will be used universally in the classroom.
  - Changes in at home procedures or strategies (if applicable).
4. Together, a time frame will be selected to meet again and review strategies. This timeframe will be anywhere from 2 to 8 weeks. The Program Administrator will be observing and checking in on the teaching staff throughout this time. At the second meeting it will either be decided to leave the current plan or make adjustments if needed. If adjustments are made, another meeting will be scheduled to follow-up.
5. If the behavioral problems persist to a level deemed extremely disruptive or unsafe, or if the parent does not remain a contributor to meetings or behavior modifications, the center has the right to determine the following:
  - The child may attend at a different frequency or schedule.
  - The child may be better suited at a more intensive program with lower adult to child ratios. In this case, the center will assist in the transfer or enrollment elsewhere.
  - The child requires a level of care we are unable to meet, and will have to be disenrolled.

### *Biting*

Our program recognizes that biting is, unfortunately, not unexpected when infants and toddlers are in group care. We are always upset when children are bitten in our program, and we recognize how upsetting it is for parents. While we feel that biting is never the right thing, we know that children bite for a variety of reasons and most of these reasons are not related to behavior problems. Our program, therefore, does not focus on punishment for biting, but on effective techniques that address the specific reason for the biting. Some reasons children bite include: teething pain, sensory exploration, learning about cause and effect, developing autonomy, needing more attention, expression of frustration, anger, tension, anxiety, or excitement.

When biting occurs, we have three main responses:

1. Care for and help the child who was bitten.
2. Help the child who bit learn other behavior.
3. Work with the child who bit and examine our program to stop the biting.

Our teachers express strong disapproval of biting. They work to keep all children safe. We will give immediate attention and, if necessary, first aide to children who are bitten, however, we do not and will not use any response, to children that bite, that harms that child. When ongoing biting occurs, we will develop a written plan with specific strategies, techniques, and timelines to work on the problem and share those strategies with all our families. As educated professionals in the early childhood field, we do not feel that children should be excluded from the program for biting.

Lastly, we always keep the name of the child who bit confidential. This is to avoid labeling and to give our teachers the opportunity to use their time and energy to work on stopping the biting. We wish we could guarantee that biting will never happen in our program, but we know there is no such guarantee. In addition, we have current resources on biting available for staff and families and we encourage families to bring their concerns and frustrations directly to the teachers or director. Thank you for your patience and understanding.

### *Toilet Training*

Learning to use the toilet is an important self-help skill for toddlers. We consider potty training to be a process that will help children gradually master toileting as a self-help skill. We want potty training at our program to be a non-stressful experience that is appropriate to each child's individual development and involves the child, parents and caregivers. We believe that when a child is in group care, parents and caregivers must work as partners so children can be comfortable, confident and successful while they learn toileting skills.

We will work with parents to ensure that the toilet training process is consistent between home and our program. Parents and caregivers will maintain communication about progress, concerns or any questions they may have.

### *Developmental Concerns*

Through routine screenings and utilization of developmental checklists, Young Wonders teaching staff may identify developmental delays in the children we serve. When this occurs, the following steps will be taken:

1. The teaching staff will bring concerns to the Program Director. If needed, additional screening tools may be used to solidify our concerns. Young Wonders may also request parents to complete screening tools.
2. Using the screening tools, a meeting will be requested with the child's parent/family members to review screening scores and to express our thoughts and observations. At this meeting, parents/family will be encouraged to share their concerns and thoughts as we walk them through

the steps of a referral process. Literature/resources will be provided regarding age appropriate developmental milestones.

3. The parent/family can either decide to proceed with the referral process, elect the Young Wonders staff to create specific and intense learning goals to help the child improve, or to hold off on the referral process.
4. If the referral process is selected, Young Wonders will assist the parent in completing this process, and provide any documentation/information needed to the screening agency.
5. If the referral process is not selected at the initial meeting, another meeting will be scheduled to review progress if needed. A decision to refer the child will be revisited.

## **Confidentiality**

It is a strict policy that all child files will be kept confidential. Young Wonders administration may choose to share child records with staff when updates are needed or when medical information could assist in a determination of developmental needs. Any records shared will be completed with extreme precaution and care. No information or records will ever be shared with anyone outside the Young Wonders team with the exception of state agencies that govern the center when necessary. If a parent is requesting release of records to an outside agency, Young Wonders requires a written release from a parent. Records can be released directly to parents with a written request. If the parent chooses to designate another adult to pick up any records, that also must be received in writing.

## **Photographs/Publicity**

Upon enrollment, each parent signs a photo release form. This form permits one of the following options:

1. All photo video- Photo/video of your child can be used in the center, advertising, media outlets, television spots, newsletters, etc.
2. In house only- Photo/video of your child can be used in the center only.
3. No photos- Photo/videos cannot be taken of your child at any time.

You can change/edit your photo video release preferences at any time. Keep in mind that each child attending Young Wonders has an individual photo preference. Parents should take caution and gain supervisor approval before taking pictures at center events that may feature other children. Please refrain from sharing any photos on your personal social media accounts or with any 3<sup>rd</sup> party without permission from Young Wonders administration.

## **Rights of Non-Custodial Parents**

In cases of custodial vs. non-custodial parents, the custodial parent will be responsible in determining the non-custodial parent's access to center mailings, conferences, emergency contacts, and accident authorizations. Young Wonders encourages all parents to participate in their child's development and relationship with the program but it is the custodial parent's responsibility to communicate these events with the non-custodial parent, unless the center is permitted to contact them regarding these important events. Restriction of contact, visitation or pick-up of a non-custodial parent can only be completed with a court order or order of custody agreement. Otherwise, the center must legally provide both parents access to the child.

## **Health and Safety**

### **Required Medical Records**

A completed, OCFS approved (Medical Statement of Child in Childcare) form must be completed prior to start. This form must be renewed each year, however, updates to immunizations should be reported and proven to the center as they occur. Due to New York State immunization laws, parents are no longer permitted to refuse immunizations due to personal or religious beliefs. If a child cannot obtain required

immunizations due to a potential health reaction, a letter from the child's physician must be submitted to Young Wonders administration and updated annually thereafter. The letter must contain the following:

- Date
- Patient/Child name and Date of Birth
- Physician name, Telephone Number and Address
- Name AND dose (if applicable) of exempt immunization
- Letter does not need to state specifics of health concern, but **MUST** state the immunization would be detrimental to child's health and is therefore restricted by physician.
- Physician signature

## **Lead Screenings**

At least one lead screening needs to be kept on file for each child in care, as soon as the child's age allows eligibility. If the child has not been lead tested, Young Wonders requests parents to schedule a lead test, or sign a statement of recommendation and accountability.

## **Illness Procedures**

### *Prevention*

To minimize the spread of infection, the children and staff at the center will wash their hands before and after meals, after using the bathroom facilities, and after contact with secretion (nasal, oral), excretions (urine, stool), or blood. Tables will be washed and sanitized before and after meals, and classroom furniture, cots, and equipment will be sanitized regularly.

A part-time health consultant will visit the center as needed to answer any health-related questions and to check children's immunization records. Please let us know if you have any concerns regarding your child's health and development, and we can ask the health consultant.

### *Daily Health Check*

A daily health check will be made by staff members to ensure that each child is free of symptoms of illness, communicable disease, and abuse or neglect. Staff will be asking questions about visible injuries, will make physical contact with children to check for fevers and signs of congestion. They will ask questions to help them care for the child throughout the day, such as how the child slept the previous night, any medications the child has taken or last time the child was changed or has eaten. This is a NYS child care regulation and is universally followed.

### *Illness*

If your child is ill and/or exhibits any symptoms listed below, please keep him/her at home (a child should be excluded from childcare when the potential for contagious illness exists or when they cannot keep up with the regular activities of the classroom).

If your child becomes ill while at the center, we will make every effort to contact the parent immediately. **It is extremely important that we have up to date phone numbers where you can be reached in the event of an emergency.** If we cannot contact you, we will call someone from the pick-up permission list; please make sure that you include **2 or 3 emergency phone numbers.** You will have one hour from the time of notification to pick up your child.

### *Exclusion Criteria*

A child will be excluded and/or medical evaluation will be obtained if:

- a) the illness prevents the child from participating in activities;

- b) the illness requires more care than the staff are able to provide without compromising the needs and health of other children.
- c) the child has a specific condition that is likely to expose others to a communicable disease.
- d) if after treatment has begun, evidence of improvement in condition is not observable.

**Signs and symptoms requiring exclusion and/or medical advice and when to readmit:**

- a) fever of 101 or greater. Immediate medical attention will be sought for:
  - Any child with a temperature greater than 104 and parent cannot be reached or arrive within 30 minutes to seek medical attention for the child.

Readmit: when fever free with no medication or when medical evaluation determines the child may remain in care.
- b) symptoms of severe illness such as lethargy, uncontrolled coughing, inexplicable irritability or crying, difficulty breathing, wheezing, or other unusual signs  
Readmit: when medical evaluation determines the child can remain in care.
- c) diarrhea two or more times in 24 hours, defined as more watery, less formed, more frequent stools not associated with a diet change or medication—a stool not contained by the child’s ability to use the toilet. (Children in diapers who develop diarrhea that cannot be contained by the diaper, must be excluded, and children who have learned to use the toilet, but can’t make it to the toilet in time, must also be excluded).  
Readmit: when stool can be contained within diaper or if toilet trained, accident free for 24 hours.
- d) blood in the stools not explained by diet change, medication, or hard stools  
Readmit: when medical evaluation determines the child can remain in care.
- e) vomiting two or more times in 24 hours  
Readmit: 24 hours after vomiting has ceased and child is able eat regular food.
- f) persistent abdominal pain  
Readmit: when medical evaluation determines the child can remain in care.
- g) mouth sores with drooling  
Readmit: when there is no drooling and no oozing sores
- h) rash  
Readmit: when medical evaluation determines the child can remain in care
- i) purulent conjunctivitis (pink or red eye lining or whites of the eyes with white or yellow pus coming from the eyes)  
Readmit: 24 hours after medical evaluation and treatment is started
- j) diaper rash that consists of oozing lesions from skin infection  
Readmit: 24 hours after medical evaluation and treatment is started

**EXCLUDABLE COMMUNICABLE DISEASES <sup>2</sup>**

	<u>When to Readmit</u>
Chicken Pox or Shingles	6 days after onset of rash or sooner if all lesions are crusted and dry and medical evaluation determines the child may return
German Measles (Rubella)	7 days after onset of rash and medical evaluation
Haemophilus Influenza	May return with medical clearance
Hepatitis A	May Return with Medical clearance
Impetigo	24 hours after medical evaluation and treatment begun Measles
Meningitis	6 days after onset of rash and medical evaluation
Mumps	May Return with Medical clearance
Pneumonia	9 days after onset of swelling and medical evaluation
Ringworm	able to participate
Scabies	24 hours after treatment begun
Scarlet fever	24 hours after medical evaluation and treatment begun
Strep Throat	24 hours after medical evaluation and antibiotic begun

Whooping cough (pertussis) 3 weeks after onset of cough or after 5 days of  
Antibiotic therapy with medical evaluation

For further information please refer to the Center for Disease Control and Prevention at [www.cdc.gov](http://www.cdc.gov).

**In the event of two confirmed cases of a serious or severe contagious illness, Young Wonders reserves the right to request medical clearance to return to care.** While this may not be necessary with any and all illnesses, certain illnesses might require further documentation. Although this is at times an inconvenience, we must keep the health and safety of all of the children our top priority. We appreciate your cooperation in advance.

### *Sickness*

Please notify the center if your child will be absent. It is important to let us know if your child has a contagious illness so we can alert parents of symptoms to watch for. (We will not release the name of an ill child.) We are licensed to care for a certain number of children per day, and we hire staff necessary for that care. Therefore, we must charge full tuition if your child is absent. If your child has a prolonged illness, please see the Center Director.

### *Health Notifications*

When a confirmed diagnosis of a communicable illness occurs at the center, Health Notifications will be published in each classroom to alert parents and families. The name of the ill child will never be revealed. When applicable, literature regarding the contagious illness will be distributed to inform families of signs and symptoms.

### **Medications**

New York State regulations state that: children must not be given any medication, prescription, or any other remedy or treatment, nor can specific medical procedures be carried out, except: upon written order of your physician specifying diagnosis, name of medication, reason for medication, dosage, and the time(s) for administering medication as well as the most common side effects. Forms for administering medication are available upon request.

Medication must be in the original container so that the child's name is clearly visible. A printed or attached list of potential side effects is required (Suggestion: Ask your pharmacist to split the dosage and put it in two separate bottles so you can store one at the center and one at home.) Please give the medication and signed permission form to your child's provider, who will store it in a safe place away from children. No medication will be administered until the form is signed and approved by a Medication Administration Trained staff member. Teachers will document date and time medication was given on an authorized form. Parent/Guardians will be notified immediately if there is any stoppage, delays, errors, or missed medication.

Parents: Do not store any kind of medication in children's diaper bags, cubbies, or backpacks. All medication must be given to a staff person so as to ensure that it is out of children's reach

### *Topical Preparations*

Topical applications are applied to the skin. These may include diaper creams, skin lotion, insect repellent, sunscreens, etc. that the parent supplies or is kept on hand at the center. The childcare center staff can only apply these preparations with written parental permission. Written documentation will be kept on the application of any topical treatments. A form is included in your registration packet for this purpose. If your child requires a specific type of topical ointment, it is then the parent's responsibility to provide it. We will label the item and use it exclusively for your child.

### **Accidents and Injuries**

Young Wonders staff are trained to follow strict procedures to prevent accidents and injuries. While these are enforced, children are unpredictable creatures and may succumb to injuries here and there.

### *Medical Emergencies*

In the event of a medical emergency, we will make every attempt to contact you immediately. Therefore, it is vital for you to notify us of any changes in your work or phone numbers. Should a child need immediate medical attention, he/she will be taken to the nearest hospital by ambulance for emergency treatment. The Program Administrator or designee will go to the hospital with the child. Parents will be notified of any minor accidents when you pick up your child. All accident reports will be part of your child's permanent record. The Office of Children and Family services will be contacted to self-report the incident.

### *Ouch Reports and Incident reports*

Ouch and incident reports are two forms the center uses to document injuries. Ouch reports require a signature from Young Wonders administration and typically are used for bumps, bruises, scratches, or other minor injuries sustained while at the center. Incident reports are used for more serious events or injuries, mostly leading to call for external help (Poison Control, 911, Police, etc.). Incident reports require more signatures including the Executive Director of the YWCA. Once signed, a copy of the ouch and/or incident report will be provided for your records. Young Wonders will keep a copy for the child's master file.

### *Parent Notification*

Each parent can choose to be notified immediately about small injuries/incidents. Please notify your child's teacher and discuss when you would like to be reached. Some parents are comfortable learning about smaller injuries at the end of the day upon pick-up, and that is ok too!

### *First Aid/CPR*

Young Wonders contracts with Family Enrichment Network to ensure that all Lead Teaching staff receive CPR/First Aid certification. Support staff may also receive training pending financial availability and room in the course. The courses are offered at least annually, and remain active for 2 years.

## **Safety and Security Procedures**

### *Emergency Contact Information*

In the event of a change of address and/or contact phone numbers, it is your responsibility to inform us immediately. It is mandatory that all information be current while your child is in our care. Failure to keep us informed of such pertinent information can result in your child's dismissal from the program, or worse, pose a threat to their well-being. Emergency Fact Sheets, completed at the start of enrollment, will be renewed formally every six months through Young Wonders administration. The classroom staff may ask you informally to review your child's information more frequently. Please notify staff if you will be unreachable, out of town or unavailable for illnesses/emergencies for short periods of time. The center staff will request you to appoint a lead contact for the duration of your absence.

### *Fire Drills/Evacuations/Shelter in Place*

Evacuation Drills are practiced each month so staff and children are well trained in emergency exiting from the building. Fire evacuation procedures will be posted throughout the center. The emergency evacuation, assembly site is located at the Staff Kings Building on the corner of Exchange and Isbell St. If the children have to be evacuated for an extended period of time, we will re-locate to the YMCA on the

corner of Isbell and Susquehanna St. You will be instructed to pick up your child at this location in the event that the children cannot re-enter the center.

Shelter in Place drills are conducted twice annually. These are to ensure a lock down procedure is followed in case of an environmental, criminal or medical event inside or around the facility. The center keeps nonperishable food storage in the center in case of electrical outages. Parents will be notified in advance of a shelter in place drill

Any emergency evacuation that forces us to leave the center will be performed as quick is possible. The teachers will not entertain any action or request that will slow down evacuation. Under no circumstances will we stop to put on outerwear or footwear, or attempt to stay inside if children are sleeping/eating, etc. The main objective is to get all of the children out safely as quickly as possible. Waiting just one moment could be extremely costly in an emergency situation.

### *Child Abuse and Maltreatment Reporting*

The center is a mandated reporting agency for suspicion of child abuse and maltreatment. If any staff member suspects child abuse or neglect, he or she, by law, must report their suspicion the Child Abuse Registry. If you suspect or witness any abuse or maltreatment of a child, please report it to the director who can then follow the necessary steps for reporting or investigating a situation. If you do not feel that the situation has been handled appropriately you may call the public child abuse hotline number posted in the Young Wonders lobby and between the Preschool and Pre-K classrooms, or listed below. Young Wonders staff will protect the anonymity of the mandated reporter. We will not confirm or deny a call was placed.

**New York State Child Abuse Hotline: 1-800-342-3720**

### *Regulation Compliance*

Young Wonders Early Childhood Center is committed to adhering to all state regulations and requirements. Policy manualss, containing the staff manuals, parent policy manualss, health care plan and New York State regulations are kept in Policy Binders in each classroom for reference. Updated copies of the New York State regulations for Child Day Care Centers are kept for parents and families in the Young Wonders lobby and between the Preschool and Pre-K classrooms. If you should have any questions, please do not hesitate to ask staff or administration, or use these resources for answers. If you should ever need to report a violation to OCFS, our governing agency, the following information will guide you:

- Theresa Lewis- OCFS Licensing Agent (315) 423-3932
- OCFS complaint main number- Ask for Person of the Day (315) 423-1202

New York State Office of Children and Family Services, Division of Child Care Services, Syracuse  
Regional Office, 100S. Salina Street Syracuse, NY 13202

### **Financial Policies**

#### **Registration Fee and Security Deposit**

A one-time registration fee of \$30 (\$10 for each additional child) is required upon enrollment. Additionally, one week's tuition is required as a deposit to begin care. This deposit will be applied to your final week of care, pending a 2 week notice of disenrollment is given.

#### **Tuition Fees**

Parents select if they would like to make weekly, bi-weekly, or monthly payments. Payments are then due by the Wednesday of each payment week. Bi-weekly and monthly payments should be placed in advance of the weeks for which the payment is applied. For example, the monthly payment for

September should be paid by the first Wednesday of September, not at the end of the month. If you are unsure how to do this, please see the Young Wonders director and arrangements can be made.

The YWCA can accept checks, credit/debit card transactions, cash or money orders for child care payments. Please make checks/money orders payable to YWCA. The front desk staff can take electronic payments from 8am-center close (unless a front desk sub is scheduled who has not been trained to do so). If the front desk attendant is unable to take your payment, please find a Young Wonders administrator to assist you. You are also able to place cash, check or money orders in the drop box next to the front desk. The payment area is under security video surveillance. Receipts will be issued immediately for all "in person" payments. We can also take payments over the phone. If you would like to sign up for automatic payments, please speak to Young Wonders administration.

### *Vacations and Discounts*

When submitted in writing to Young Wonders administration, a 50% tuition reduction is available for vacation days. Your child will not be permitted to attend during these approved time, and there is an annual cap of 10 days on which this can be applied. There is a 10% to your total bill for multi-child or sibling discounts. Discounts will only be applied when a family balance is current.

### *Closings/Holidays/Short Term Illnesses*

Full tuition will be collected for snow days, weather delays, holidays, in-service training and for short term illnesses. If your child is absent for 3 days or more, please notify Young Wonders administration. It is possible arrangements can be made to assist you. Payment will not be collected/required for the closings in June and Holiday time. Young Wonders will not hold spots for children who do not require summer care, but we are willing to work with parents to secure an opening again in the fall. If you do not require to bring your child throughout the summer, please speak to a Young Wonders administrator.

### *Late Payments/Returned Checks*

If payment is not received by Wednesday of the current week of care the tuition will be subject to a **\$20.00** late fee. If payment becomes more than one week overdue, the child will not be allowed to attend further days until payment is made in full. The child will be terminated from the program if payment is not brought up to date after **two weeks**. A \$20.00 fee will be charged on all returned checks.

### **Our commitment to you...**

- The physical and emotional security of the children will always be our first priority.
- Parent satisfaction is vital to the success of our program. Issues may arise from time to time that cannot be addressed with a family policy manuals. We promise to listen with open minds and hearts to the opinion, frustrations and inquiries our parents might have. We will make decisions on policy considering the best interests of all involved parties.
- Our program will thrive on helpful suggestions and feedback! Please stop by anytime as we love to hear from you!

If you have any questions about any policy written in this manual, please don't hesitate to ask a Young Wonders administrator. It is your responsibility to read the policy manual upon initial receipt and in times of policy change. Receipts for family policy manual are attached on the next page. The family policy manual receipt is required upon enrollment, and renewed annually when the policy manual is updated. Clear deadlines will be given for policy manual receipts. A suspension/termination of enrollment will occur if the policy manual receipt is not signed and turned in by the posted due date each year, or returned to begin care.

**Young Wonders Family/Parent Policy Manual Receipt**

I have received a copy of the Young Wonders Early Childhood Center's Parent and Family Policy Manual. I understand and agree it is my responsibility to read this policy manual and comply with the policies & procedures of Young Wonders Early Childhood Program as outlined in the attached policy manual.

Please provide your email to be added to our Young Wonders parent/family email list.

**Child's Name:** \_\_\_\_\_

**Parent's Name:** \_\_\_\_\_

**Parent Email:** \_\_\_\_\_

**Parent Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Director's Signature:** \_\_\_\_\_