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FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

DUBUQUE COMMUNITY Y CHILDCARE AND SCHOOL AGE PARENT HANDBOOK



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WELCOME

Welcome to the Dubuque Community Y (DCY) Early Learning Center, Preschool & School-Aged Childcare Programs! We are excited that you have chosen the Y to educate and care for your child. We strive to provide a safe, positive educational environment and are committed to maintaining standards which meet the physical, intellectual, emotional and social needs of your child. All of our programs are licensed by the State of Iowa and are involved in the Quality Rating System (IQ4K).

This is your copy of the parent handbook, please review and keep this for future reference as it will help assist you in understanding the program policies and guidelines.

We look forward to getting to know your child and appreciate you choosing DCY as your childcare provider.

Courtney Morgan- Director of Childcare

Kellee Peil-Roussel- Director of School-Age Childcare

DCY MISSION & CAUSE

To put Christian principles into practice through programs that build healthy spirit, mind and body for all. The Y is dedicated to providing comprehensive programs and services that enrich communities — and all of the people who live in them — across the country in fulfillment of our mission.

PROGRAM PHILOSOPHY

The DCY early learning and school-age programs are dedicated to providing quality child care. Each location emphasizes the children's emotional, physical, social, cultural and cognitive developmental needs. Teamwork between parents and staff will ensure the best possible environment for the children.

The objective of the educational philosophy is to foster the growth and education of children in such a way that it makes an important contribution to their well-being. The program is designed to offer a variety of learning experiences.

PROGRAM PURPOSE & OBJECTIVES

- To provide families with a program that is educational, safe, nurturing and inviting
- To offer quality programming including formal curriculum and assessments
- To develop independence and a sense of worth leading to a positive self-image
- To provide the opportunity for enhanced positive self-esteem developed through activities that allow the child to be creative, unique and able to express their ideas
- To assist in developing age appropriate skills including; social, emotional, cognitive, physical and behavioral skills
- To learn to share and cooperate with others
- To learn social skills needed for successful and positive interactions with peers and adults.

- To encourage each child to develop self-care skills
- To provide a written plan of daily activities for children with the same developmental needs.
- To provide alternating periods of active and restful play
- To provide an atmosphere that is conducive to self-expression
- To provide an opportunity for children to explore and read books to enhance early literacy
- To provide an opportunity for both indoor and outdoor, individual and group play experiences
- To develop healthy relationships by believing in the value of all people and helping children appreciate the diversity and uniqueness of others
- To provide a frequent exchange of information between staff and families regarding the child's development and the Y's program
- To provide qualified staff who understand child development and who will consistently work to meet child's individualized needs for emotional, educational and social growth
- To provide support for the family, offering child rearing tips and children's behavior management techniques
- To encourage children and families to become involved in other YMCA programs

ENROLLMENT

Enrollment is open without discrimination to any child ages 6 weeks to age 12. Registration is first come, first served, provided the site has not reached licensed capacity in the appropriate room or site for your enrollment. Enrollment forms are required to be completed and submitted prior to start date annually along with a \$100.00 per child registration fee before your child can begin the program. *Fees are not applicable for students who are covered by Iowa's Child Care Assistance Program.*

After your first year of enrollment, there will be a \$30.00 re-enrollment fee charged the first Friday in January of each year following.

For School-Age Families, our enrollment fees are \$30 upon first enrollment and \$30.00 each year after.

Enrollment forms include but are not limited to:

- Registration Packet
- Up to Date Immunization Card
- Up to Date Physical Exam
- Emergency Medical Consent
- CACFP IncomeForm
- Parent Agreement
- Handbook Acknowledgement
- CACFP Enrollment Form

DRESS CODE

- We ask that children wear comfortable, washable clothing that will enable them to participate freely in the many activities provided. We do many messy activities, so please take this into consideration when dressing your child.

- The Y programs go outside in all types of weather, so please ensure your child is dressed appropriately with the needed extras, such as coats, hats, boots, snow pants, gloves, scarves in cold weather.
- In addition, tennis shoes and socks should be worn all year long in the program. Sandals/flip flops are not permitted and can be very hazardous to play.
- Children wearing dresses are required to wear shorts underneath the dress.
- All children must arrive at childcare clean and well groomed. Children who repeatedly arrive in soiled clothing or who are unwashed may be considered victims of possible child neglect and will be reported to the Childcare Director and President/CEO.

PERSONAL ITEMS

- We ask that children not bring toys, snacks or other items from home, except on the specific show and tell days, for special occasions or as required by the program.
- DCY program staff are not responsible for any articles brought from home.
- If bringing items in, children's names should be clearly marked on all items.

TUITION POLICIES

- Tuition payments are due on or before the Friday prior to the week in which care is provided.
- An automatic weekly payment will be pulled from your bank account or from a credit card every Friday.
- If you are unable to make your weekly payment, you must communicate this with the Director of your child's program before 4PM on the Wednesday prior to the payment. Payment arrangements could be considered by the Director depending on the circumstances of not being able to make a payment. **These decisions will be made on a case-to-case basis and only for extenuating circumstances.**
- If an account accruals two missed payments, a child or children can be removed from programming with only a 24 hour notice. Families can not re-enroll until the missed payments are repaid fully.
- Returned drafts will result in a \$20.00 NSF fee.
- Any unpaid balances will be turned over to a collection agency.
- Tuition Fees are subject to change at any time with a notice to parents
- Any changes to the automatic weekly bank or credit card payment must be made with the Director of your child's program **a week prior to the billing date** you would like the change to be made. If there are extenuating circumstances, please contact your child's Program Director for assistance.

Dubuque Community Y Child Care Tuition Fees for 2024
Effective: January 2025

Thank you for choosing the Dubuque Community Y for your child care needs! Breakfast, lunch, and snacks are included in your weekly rates.

Registration fee is \$100/child and is paid upon registration and a \$30.00 re-registration fee is charged the first Friday in January of each year.

INFANTS/TODDLERS, 6 WEEKS TO 24 MONTHS WILL BE:

- \$244.00 per week for Y members (must be under a family membership)
- \$274.00 per week for non-Y members

TWO YEAR OLDS, 24-36 MONTHS WILL BE:

- \$234.00 per week for Y members (must be under a family membership)
- \$264.00 per week for non-Y members

PRESCHOOL, 3-5 YEARS OF AGE WILL BE:

- \$214.00 per week for Y members (must be under a family membership)
- \$244.00 per week for non-Y members

WRAP PRESCHOOL WILL BE:

- 12:00-6:00 PM: \$160 Weekly Y Member or \$185.00 Weekly Non Y member (Afternoon Only)
- 6:00-1:00 PM: \$160 Weekly Y Member or \$185.00 Weekly Non Y member (Morning Only)
- If a child attends both before and after their 2 ½ hour preschool sessions they will be considered a full time Preschool child and will pay the rates listed as \$214.00 per week Y Member or \$244.00 Weekly Non Member.

PRESCHOOL NON-SCHOOL DAYS:

- Only applicable if your child is attending the Early Learning Center from 6:00-1:00PM or 12:00PM-6:00PM on a weekly basis. This allows your child to attend for an entire day instead of only part time hours.
- Daily Rate for a full day: \$20.00 for YMCA Members or \$30.00 for Non-Members
 - This fee will be charged the week **before** care is taken, and is in addition to your part time rate of \$160 or \$185. There will be a sign up sent out by the Director a few weeks prior to the non-school day with the exception of snow days/ cancellations.

SCHOOL AGE CHILD CARE

Before or After School:

- \$59 per week for Y members (must be under a family membership)
- \$69 per week for non-Y members

Before and After School:

- \$69 per week for Y members (must be under a family membership)
- \$84 per week for non-Y members

Non-School Days:

- \$34 per day for Y members (must be under a family membership)
- \$54 per day for non-Y members

Summer Adventures:

- \$169 per week for Y members (must be under a family membership)
- \$199 per week for non-Y members

Family Memberships: To be eligible for a family discount you must have an active family membership. This cost ranges from \$51-\$61 dollars.

CHILD CARE ASSISTANCE

The State of Iowa offers financial assistance to families that qualify to pay for childcare and preschool. You will have to apply for this assistance and if approved provide a letter of authorization to be kept in your child's file. You will then be responsible for any lapses in authorization or any co-pays. Our programs are full-time, if families are approved for only part-time assistance; payment of the difference is parent responsibility. Childcare Assistant Contracts must be transferred over to the Dubuque Community YMCA prior to your first day of attendance. If you are attending one of our School Agree Programs you must have a Child Care Assistance Contract for Before/After school care and Non-School Day Care.

FINANCIAL ASSISTANCE/SCHOLARSHIPS

The DCY wants to provide a quality education and experience to all members of our community. If your family has some financial hardships, there are scholarships available to the DCY programs. If you are interested in applying for a scholarship please contact the Director of your child's program to get an application. You must have already applied for Child Care Assistance and have been denied by the State before applying for an internal scholarship.

ORIENTATION

The DCY promises to provide a welcoming orientation process where new prospective families may schedule a tour or attend open house options. The families will see all areas that children will be engaged in, along with meeting staff and key personnel. The DCY team will offer additional resources and accommodations as notified for families who may need a translator, visionary aid, or interpreter. The DCY team will provide basic information well walking through the center, and have a packet of information such as registration forms, pricing information, and financial aid information and forms. This orientation will offer time for families to ask questions, visit each site/center and get a feeling of what each room and staff have to offer. Current families may request a tour/informational session to meet other team members and see into the next classrooms as needed throughout the year.

TARDY PICK-UP FEES

It is the responsibility of a parent or guardian to make appropriate arrangements to pick up and drop off their child to and from the facilities. If a child is dropped off or picked up outside of the center's licensing hours (ELC: 6 am to 6 pm, SACC: 6:30 am to 6 pm) a **\$1 per minute per child** charge will apply no matter the circumstances on the following billing cycle. If this is a continued issue your family is at risk of being dismissed from the program within a 24 hour notice.

****The DCY is required to and committed to notifying both the local police and the Department of Human Services to make arrangements for any child who has not been picked up within 15 minutes of closing without prior notice. A parent or guardian notification should include but is not limited to: Pick up is arranged and the time that the members of the DCY team should expect the child/ren to be leaving.**

REFUNDS

- It is the responsibility of the parent or guardian to manage their account and give proper notice to the director(s) when payment needs to be changed or removed. Any discrepancies will be placed as a credit onto the child's account for future payments. If you have not given a proper 2 weeks notice for vacation or withdrawal your account will be charged your weekly tuition.
- Registration Fees are non-refundable no matter your enrollment or waitlist spot.

WAITLISTS

- When the program has reached its capacity, a waiting list will be established.
- Parents will be notified when there is an opening and will then be required to complete the registration form and pay the registration fee before enrollment.

EXITING PROGRAMS

WITHDRAWAL POLICY

Withdrawal from Childcare requires a two-week advance notice to the Program Director by submitting a Withdrawal From Program Form.

If you wish to withdraw from the program with less than a two-week notice, please note you will still have to pay the two week balance for childcare.

Re-admission to the program will require notification in writing or via email with confirmation from the director. Unpaid balances must be paid in full, and at least a 2-business day notice for re-enrollment. Re-admission is not guaranteed and will be based on space availability.

DISMISSAL POLICY

It is the responsibility of the DCY team to provide and care for all children safely and with quality care at the forefront. Participants may be dismissed from the program for the any of following reasons but not limited to:

- Delinquency in the fee payment with no immediate payment coming
- Parents have failed to provide required records or to meet the standards of the Iowa Department of Human Services
- Parents are consistently late in picking up the child or Dropping off prior to the opening of the centers
- Child's needs cannot be met by our program
- The child is unable to follow the procedures and policies
- Child poses a threat to other children, staff or self
- As agreed upon by the director and parent/guardian for the best interest of the child.

DISCIPLINE POLICY

We believe children will learn self-control by being treated with respect and use of the following discipline techniques:

- Setting clear, consistent, fair limits for behavior and helping the children set their own goals.
- Valuing mistakes as learning opportunities
- Redirecting children to a more acceptable behavior or activity by providing choices

- Discussing inappropriate choices and giving an opportunity to make a new choice
- Staff will encourage and assist all school age children in following the [Code of Conduct](#), a copy of which has been provided in the registration packet

Parents whose children cause physical/emotional harm to themselves or others or exhibit ongoing disruptive behavior will be called for a staff/parent conference. Parents may be requested to pick up their child for the day. If a child's behavior does not improve, the child may be released from the program at the discretion of the DCY. Staff is required to handle disciplinary measures at the site. If your child experiences any difficulties, speak with the site staff. Staff adhere to the following disciplinary steps:

- Redirection or elimination of choices
- Separated for a period of time from the rest of the group (1 minute for every year of the child's age)
- If a problem continues, another separation period is used (up to 3 in one day)
- If the child continues to have problems after 3 separations the parent will be called to pick up their child.

The following **will not** be used as discipline in any Y program:

- Corporal punishment, including spanking, hitting, pinching, shaking
- Denial of food or water
- Isolation for long periods of time
- Confinement in small places
- Verbal abuse or derogatory remarks

SUSPENSION POLICY

Parents will be contacted and asked to remove their child if the child becomes unable to control their behavior. A child may be deemed to have a behavior problem if they are unruly, uncontrollable or if their conduct is such that it causes physical harm to other children and does not respond to adult supervision. Children who cannot or will not remain in program areas which then cause ratio issues will be considered to be a behavior issue as well. The procedure for suspension of children from Childcare program is as follows:

- Parents will be notified when picking up their child concerning any incident resulting in unacceptable behavior.
- In the event of suspension, the number of days the child will be required to be out of the program will be determined on a case-by-case basis.
- The decision to remove a child from the Childcare program will only take place after all alternatives have been explored and attempted.
- Removal will be determined by the Childcare Director.

BULLYING POLICY (SCHOOL AGE ONLY)

The DCY is, and always will be, dedicated to building healthy, confident, connected and secure children. The DCY has a no-tolerance policy for bullying. Bullying includes but is not limited to, causing physical, social or psychological harm to others, making verbal threats, spreading

rumors, teasing and exclusion. Bullying is unwanted, aggressive and repetitive behavior that involves a real or perceived power imbalance. To prevent bullying staff are expected to:

- Frequently discuss the definition of bullying and the long term effects it can have on the victim
- Encourage students and staff to report any and all interactions of bullying to the director
- Implement lessons about bullying into lesson plans
- Intervene in any bullying situation promptly and effectively
- Abstaining from joining in on bullying such as teasing, or making light-hearted jokes
- Treat each and every child fairly while meeting their individual needs

Students are expected to:

- PLATINUM RULE: Treat others how they would like to be treated
- GOLDEN RULE: Treat others how you would like to be treated
- Be respectful and inclusive
- Report any and all bullying to their counselors
- Refrain from joining in on bullying.

Any and all bullying will be filed using an incident report. The incident report will document, who, what, where, when and how it affected the victim. If the bullying continues after 3 repetitive incidents, parents will be called in for a conference and an investigation will be launched. There will be preventive measures discussed between the director, staff, the student and the parent. If the bullying becomes or is severe and causes harm to other students, the director of the program will follow the discipline and suspension policies set in place, but not limited to expulsion.

ABSENCES & LEAVE POLICY

- Notification of a child's absence or change in their schedule appreciates all call ins to be called into the Program Director 9:00 am at the Early Learning Center so that all children registered may be accounted for.
- Children may not be dropped off after **10:30 a.m.** unless approved by the director or on-site supervisor **prior to day of service.**
- There is a 10 hour maximum allowance of attendance per day for each child.
- A week family vacation period will be permitted two times annually with no charge to hold your child's place. These weeks need not be taken consecutively but must be taken in one-week increments (Monday-Friday). Parents must contact the Director two weeks in advance prior to using vacation credit and the account must be current prior to vacation. **Vacation credit is not available for School Age children.**
- When a child is absent beyond the vacation period, full fees must be paid in advance or the enrollment slot will be lost.
- In cases of extended illness which results in absence of one or more weeks (Monday-Friday), payment will be waived upon presentation of a physician's note covering the period of illness.
- We do not offer refunds or credits for child absences from the program due to brief illnesses or other canceled days, including Holidays or Weather inclement days that fall during the week.

MONTHLY ABSENCE ALLOWANCE

- If your child or children are covered by the State of Iowa's Child Care Assistance Program there is a monthly absence allowance for your child. Your child or children can not miss more than 4 days in a month, if you are covered by Child Care Assistance. If you exceed 4 absences in a month, you will be billed for the days missed past 4 days.
 - The only exception to this would be the ability to miss 5 days when a vacation week is called.
 - If you are not on a vacation week and you miss more than 4 days in a month you will be billed the daily rate based on your child's age and membership status
 - **Infant/ Toddler Daily Rate:** \$49-Members or \$55-Non Members
 - **Twos Daily Rate:** \$48-Members or \$53-Non Members
 - **Threes Daily Rate:** \$43-Members or \$49-Non Members
 - **Fours Daily Rate:** \$43-Members or \$49-Non Members
 - **Part Time Fours Daily Rate:** \$32- Members or \$37 Non Members

HOLIDAY CLOSURES

All childcare programs will be closed in observance of the following holidays:

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day/following Friday
- Christmas Day
- Christmas Eve and New Year's Eve
- **May need to close at other times based on enrollment or weather**

GRIEVANCE POLICY

The DCY programs believe in community and working closely with our families to provide positive, helpful, kind and understanding programs. We recognize that parenting is one of the most difficult and intense activities an adult can undertake. We want to provide a forum to share your thoughts and hopes for your children. We understand that you want what is best for your child and it is your job to advocate for them.

We as staff make mistakes that can create misunderstandings and occasionally communicate poorly. When these mistakes occur please let us know, so that we can work through the situation. We want you to feel comfortable giving input, suggestions, asking questions, and sharing concerns.

When you have a concern:

- Please speak with your child's teacher directly to talk through the situation. They really want to fix things.
- If you are not comfortable, you may then speak with the director. The director will then investigate and ask the teacher questions. The director will then follow up with you regarding the solution.
- Sometimes we cannot make a change due to other restrictions; however we ALWAYS want to hear your suggestions.
- Consider once is ok rule, with minor issues, allow staff to make a mistake once or twice, but when it becomes a pattern, it is definitely time to bring it to their attention.

CURRICULUM & DAILY SCHEDULE

The DCY utilizes Iowa Early Learning Standards, the Heroic Journey, and other resources as a guide to offer content geared toward the individual needs and abilities of each child. The program includes learning through play, sensory, discovery and imagination. A typical day involves rotating through various centers such as:

- o Dramatic play allows each child the opportunity to develop social skills
- o Science promotes and encourages an understanding of nature
- o Reading in the class library encourages children to select books independently and provides a quiet area for self-reflection
- o Music & Art allow natural expression of feelings
- o Manipulatives (puzzles, stringing beads, Legos) help development fine motor skills
- o Each child will have a nap/rest/quiet period.
- o When weather permits children participate in outdoor activities daily and may include field trips to parks.

Curriculum developed by the lead teachers in the classroom are posted directly where parents and guardians can see them - If you have any questions or concerns about what children are learning please talk directly with your child's teacher and get confirmation.

Daily Schedules are posted where children and parents can see them throughout the room and facilities. Daily schedules are a general guide for teachers and staff to provide a more structured environment. Although this may be what we want to happen, as a DCY team we follow the lead of children and have a flexible schedule that can lead to different activities at different times.

- Breakfast, lunch, and PM snack are a fixed time due to the CACFP guidelines we follow. Please note that in order to eat breakfast, lunch, or snack your child MUST be at the program at the scheduled time or 5 after.
 - Breakfast: 9:00 am
 - Lunch: 12:00 am
 - Snack: 3:00 pm
- Outside time is subject to change and limited to the weather conditions outside. Please note your ProCare app or the note on your child's door to locate your child/ren throughout the building. Please reference page 15 for what items to provide your child with.
- If schedules change or a field trip/fun activity is happening parents will be given a notice to let them know when and where to expect their children in advance.

NUTRITION

- We are committed to providing a healthy breakfast, lunch and afternoon snack. Weekly menus are posted in each room and include balanced nutritional meals and snacks in accordance with Federal food guidelines. Monthly snack menus are posted at each school aged site.
- For infants, the centers provide Makers Mark formula and age appropriate baby foods and snacks. If you prefer, you may bring food from home or a different type of formula/breast milk.
- During meal times, the staff are talking with and interacting with the children while modeling appropriate table manners. Meals are served family style to children and the staff will sit with the children and help them serve themselves.
- If your child has allergies to food, there must be a doctor's diagnosis in the child's file. All allergies will be posted for the staff to see. Please make sure that all food issues/allergies are communicated with the program team. A current list of allergies is kept in each room to ensure that all teachers are aware of any allergies. Dietary restrictions based on family religious preferences need to be communicated so it may be documented for your child's file. Parents will need to provide alternate food
- Our DCY programs participate in CACFP (Child and Adult Care Food Program) federal food program, you will be asked to fill out the corresponding paperwork that is required for enrollment. We ask that you complete these forms even if you do not meet the income criteria. Your income does not need to be on the form but it is our way to prove that forms were offered to all families.
- Children may not bring food from home (except for infants and special occasions) without a letter from a physician stating and explaining special circumstances. In this case, when a lunch is sent, your child's teacher may supplement this lunch with food being served if the lunch from home does not meet all state requirements.
- We are PEANUT FREE and ask that no food prepared with peanuts come into the center. Any food brought to be shared with the children must be whole fruits, pre-packaged vegetables or a commercially prepared and packaged food. No homemade products are permitted.

CHILD & ADULTS CARE FOOD PROGRAM (CACFP)

The DCY programs do not charge for the meals and snacks served. If your income is at or below the eligible Federal Income level, your child may be eligible to be claimed for free or

reduced-price meals. Also, if you receive food stamps, TANF or commodity assistance for your children, they may be eligible to be claimed for free meal reimbursement. This allows the center to receive additional federal money for meals and snacks.

The Child and Adult Care Food Program (CACFP) provides reimbursement to homes and centers that serve healthy meals and snacks to children and adults in approved facilities. The CACFP helps ensure that children from birth through the age of 12 and adults in day care receive nutritious foods as meals and snacks must meet federal guidelines. All programs follow CACFP guidelines per DHS and the same meals will be made available to all enrolled children at no separate charge.

Health and Safety Procedures

HAND-WASHING

Children are required to wash their hands prior to entering the program, before and after sensory play, before and after meals, after playing outside/gym, after restroom use and at other times as needed. Children and staff are required to wash their hands regularly throughout the day. Children are taught to wash with warm water and soap for at least 20 seconds. Hand-washing is the easiest way to prevent illness.

HEALTH/ILLNESS AND EXCLUSIONS

Children who become ill after arrival at childcare will remain in an isolated area in the classroom until such time that reasonable arrangements can be made for the child's release to the parent or parent designated person. Reasonable time after an initial contact is made to arrange for child pick-up is one hour. Failure to arrange care for a child beyond one hour after contact may constitute child neglect. As a federally regulated referral agency, personnel are required to report any suspected abuse or neglect to proper authorities.

A child will be temporarily excluded if one or more of the following conditions exist:

- The illness prevents the child from participating comfortably in activities as determined by the childcare provider.
- The illness results in a greater need for care than the child care staff can provide: therefore, compromising the health and safety of the other children as determined by the childcare provider.
- Obvious signs of a contagious illness such as lethargy, uncontrolled coughing, inexplicable irritability or crying, difficulty breathing, wheezing, or other unusual signs for the child.
- The child shows any of the following conditions:
 - ✓ Fever exceeding 100.4°F (temperature taken under the arm), child may not return until fever free for 24 hours with no fever reducing medications unless the parent brings a note from their physician stating that the child is not contagious
 - ✓ Vomiting
 - ✓ Diarrhea (if stool is not contained in the diaper; if causing accidents for toilet trained children; if stool frequency exceeds 2 or more stools above normal for the child). Children are allowed to return to child care once the diarrhea resolves.

- ✓ Symptoms of other illnesses including: impetigo, scabies, ringworm, chicken pox, conjunctivitis (pink eye), measles, mumps, hepatitis, scarlet fever or strep infection

Children absent from the program with a contagious illness may not return without a signed statement from a medical doctor indicating that the child is no longer contagious and the child must be well enough to participate in usual daily activities.

If your child has been exposed to a communicable disease or condition, please notify staff at once. If your child has been exposed to a communicable disease while in a child care program you will be notified via parent letter and posted at check in/out.

Please refer to the website below for the criteria and exclusion requirements for the State of Iowa Licensed Childcare Facilities.

https://hhs.iowa.gov/sites/default/files/idphfiles/Common_Child_Illnesses_9_22%20%282%29.pdf

MEDICATION ADMINISTRATION

- Medication will be administered within full-day childcare programs only with written consent from parents and health care providers. (Exceptions may be made on a case-by-case basis). Whenever possible, it is best that medication be given at home. Dosing of medication can frequently be done so that the child receives medication prior to going to child care, and again when returning home and/or at bedtime. The parent/guardian is encouraged to discuss this possibility with the child's health care provider.
- If a child can administer their own medication, you must have a signed agreement statement on file for each medication.
- Medications given in the Center will be administered by a staff member designated by the Center Director and will have been informed of the child's health needs related to the medication and will have had training in the safe administration of medication.
 - ✓ If a child is to refuse medication that is not behavior-altering, parents will be called to advise as to how they would like to proceed.
 - ✓ If the child refuses medication that helps them control their behavior, parents will be called to come and administer medication or children will be sent home for refusal.
- **A medication administration form must be completed by the parent or guardian and updated monthly.**
- All prescription and non-prescription medication must be in the original container labeled with the child's name, administration instructions, and the physician's name. All medication containers must be in zip-lock plastic bags with the child's name and program location written on it.
- Medication will only be administered according to the instructions on the label.
- Parents must provide the appropriate measuring tool/device (i.e. cup, syringe) needed to administer the medication.
- Medication will be stored by child care personnel in a locked compartment where children do not have access if not currently being administered. The only medication

that will not be locked up in the medication cabinet will be emergency medication, for example being EpiPen, which will be unlocked in an easy-to-locate spot out of reach of children.

- Medication will not be given on an “as needed basis” (PRN/when necessary).
- Children must be given the medication for at least 24 hours at home before a dose can be administered by child care personnel.
- Medication Administrators will give the prescribed medication according to the Medication Administration Form and labeled bottles (including diaper cream/ointment).
- Over the counter (OTC) medication must have the child’s full name on the container, the manufacturer’s original label with dosage, route, frequency, special instructions for administration and storage, and expiration date must be clearly visible.
- For the child who receives a particular medication on a long-term basis, the staff will advise the parent/guardian one week prior to the medication needing to be refilled so that the needed doses of medication are not missed.
- Unused or expired medication will be returned to the parent/guardian when it is no longer needed or unable to be used by the child.
- Records of all medication given to a child are completed in ink and are signed by the staff designated to give the medication. These records are maintained in the Center.
- Samples of the forms used include:
 - ✓ Food Allergy Emergency Care Plan [English Espanol](#)
 - ✓ [Diet Modification Request](#)
 - ✓ [Medication Administration Log](#)
 - ✓ Asthma Action Plan [English Espanol](#)
 - ✓ [Diabetes Action Plan](#)
 - ✓ [Anaphylactic Action Plan](#)
 - ✓ [Seizure Action Plan](#)
 - ✓ [Other State of Iowa Required Health Forms](#)
- Confidentiality related to medications and their administration will be safeguarded by the Center Director and staff. Parents/guardians may request to see/review their child’s medication records maintained at the Center at any time.
- I understand that the Director or Director Designee may contact the pharmacist or health care provider for more information about the medication the child is receiving.

SUNSCREEN

During the summer months (May - October), we will apply sunscreen before playing outdoors. SPF 50 Sunscreen is provided by the program, however parents may provide their own if desired (no aerosol permitted). All personal sunscreens must be labeled with the child’s name. A specific consent form must be on file annually for it to be applied. Children who do not have sunscreen will not be permitted to participate outside between the hours of 10 am to 4 pm, unless they can stay in a completely shaded area. Children who are medically unable to utilize sunscreen will have to have a doctor’s plan of action to participate in outdoor activities.

CHILDCARE EMERGENCY PREPAREDNESS & RESPONSE PLAN

To review the full procedures and policies please request a copy from the Childcare Director. The DCY Child care centers have written emergency plans and diagrams for responding to fire,

tornado, flood (if the area is susceptible to flood), and plans responding to intruders within the center, intoxicated parents and lost or abducted children. In addition, the center shall have guidelines for responding or evacuating in case of blizzards, power failures, bomb threats, chemical spills, earthquakes or other disasters that could create structural damage to the center or pose health hazards.

- Evacuation to safely leaves the facility
- Relocation to a common, safe location after evacuation
- Shelter in place to take immediate shelter when the current location is unsafe to leave due to the emergency issues
- Lock down protocol to protect children and providers from an external situation
- Communication and reunification with parents or other adults responsible for the children which includes emergency telephone numbers.
- Continuity of operations
- Procedures to address the needs of individual children, including those with functional or access needs.

The Center has procedures for annual staff and volunteer training on those emergency plans and shall include information on responding to fire, tornadoes, intruders, intoxicated parents, and lost or abducted children in the orientation provided to new employees and volunteers.

The Center director and on-site supervisor shall ensure that each staff member, substitute, or volunteer knows the number and names of children assigned to that staff member, substitute, or volunteer for care. Assigned staff, substitutes, and volunteers shall provide careful supervision.

ACCIDENTS/INCIDENTS

If your child is injured or has an incident while at the program, the staff will document the incident and contact the parent when necessary. If medical attention is needed, it is the responsibility of the parent/guardian to seek medical attention unless it is an emergency. Parents will receive a copy of the accident report and the original will be kept in the child's file. In the event of an emergency a call will be made to the parent/guardian. If a parent/guardian cannot be reached an emergency contact will be called.

EMERGENCIES

Scratches and scrapes, which are inevitable when children play, will be treated with water and a bandage. Ice packs will be used when necessary. In the case of an accidental injury of a more serious nature, we make an immediate attempt to call the parent/guardian and summon an ambulance if necessary. It is very important, therefore, that we have current emergency contact information on file in the office at all times.

PERSONS WITHOUT AUTHORIZED ACCESS

109.4(2) H – DHS LICENSING HANDBOOK

Any person in the center who is not an owner, staff member, substitute, subcontracted staff or volunteer shall not have "unrestricted access" to children for whom that person is not the parent, guardian, or custodian, nor may they be counted in the staff to child ratio. * "Unrestricted access" * means that a person has contact with a child alone or is directly responsible for child care. All persons approved to be involved with child care shall have had a record check before

being allowed access. People that have not had a record check and been cleared to work with children may not assume child care responsibilities or be alone with children.

Persons who have not been approved for unrestricted access will be under the direct supervision and monitoring of a paid staff member at all times and will not be allowed to assume any child care responsibilities. The primary responsibility of the supervision and monitoring will be assumed by the teacher unless he/she delegates it to the teacher assistant due to a conflict of interest with the person. Supervision means to be in charge of an individual engaged with children in an activity or task and ensure that they perform it correctly; Monitoring means to be in charge of ensuring proper conduct of others.

Center staff will approach anyone who is on the property of the center that is not an owner, staff member, substitute, subcontracted staff or volunteer, parent, guardian, or custodian of a child enrolled in the facility to ask what their purpose is. If staff is unsure about the reason they will contact their site manager or another management staff to get approval for the person to be on site. If it becomes a dangerous situation staff will follow the "intruder in the center procedures". Non-agency persons who are on the property for other reasons such as maintenance, repairs, etc. will be monitored by paid staff and will not be allowed to interact with the children. A sex offender who has been convicted of a sex offense against a minor (even if the sex offender is the parent, guardian or custodian) who is required to register with the Iowa sex offender registry (Iowa code 692A) shall not operate, manage, be employed by or act as a contractor or volunteer at the child care center. They shall not be on the property of the child care center without written permission of the center director except for the time reasonably necessary to transport the offender's own minor child or ward to and from the center.

The center director is not obligated to provide written permission and must consult with the licensing consultant before providing this permission. If written permission is granted it shall include the conditions under which the sex offender may be present including: the precise location in the center where the sex offender may be present, the reason for the sex offender's presence at the facility, the duration for the sex offender's presence, and a description of how the center staff will supervise the sex offender to ensure the sex offender is not left alone with a child. This written permission must be signed and dated by the director and the sex offender and be kept on file for review by the center licensing consultant.

STAFF QUALIFICATIONS

The DCY is committed to providing quality programs and staffing to our childcare programs. The DCY follows strict Iowa guidelines to hire quality staff. Staff members are thoroughly screened via Iowa SING background checks, reference checks, submitting Fingerprint scans to the FBI, and having staff maintain an updated physical before they start and every three years after. Staff quality is maintained by having mandatory training within their first 90 days of hire. Staff must complete Iowa National Child Abuse and Mandatory Reporting Training, Universal Precautions, and First Aid and CPR. Staff continue 12 to 15 hours of training every year in Early Childhood Courses via the Department of Human Services, Child Care Resource and Referral, Iowa State University, and other approved organizations.

Staff are carefully chosen for their ability to nurture a child's individual needs. Many staff members have training in Early Childhood Education and the DCY provides opportunities for

ongoing education. Staff are required training in several areas, including; lesson planning, discipline, developmentally appropriate practices, communication, Iowa Early Learning guidelines. All staff members are mandatory reporters of child abuse.

STAFF TRAINING

The DCY cares for children with disabilities and various cultural backgrounds. It is important that staff are trained in how to effectively care for and communicate with all children. Staff are required to complete training when they are hired through the DHS training registry. These training include:

- Mandatory Child Abuse Reporter Training
- Passport to Education
- Universal Precautions
- Cultural Competency Training
- Safe Foods or other approved food safety training
- PBIS or other identified social skills training

CONFIDENTIALITY

Staff is bound to safeguard the confidentiality of all information pertaining to children and families. Under no circumstances can there be any disclosure, even indirect, of information obtained by working with children unless written consent from families are on file with the director.

EARLY LEARNING CENTERS AND SCHOOL AGE POLICIES



SUPERVISION

At the DCY we believe that having supervision that is not only age appropriate but keeps all children safe is our top priority. Staff will maintain ratio throughout the day in all classrooms, during transitions, and outside of the facility as guided by the Department of Human Services. Staff will maintain eyesight of children using a face to name check in system during all transitions, and throughout the day, even when in one location. The following are ways the DCY will maintain proper supervision during different times of the day. Staff maintain proper supervision, by having active eyes, no phones and are spaced to see the whole room with minimum barriers. Staff take professional development training provided by the Department of Human Services to teach them how to be vigilant.

Combining of Children:

For a period of two hours or less at the beginning or end of the center's hours of operation, one staff may care for six or fewer children, provided no more than two of the children are under the age of two years and there are no more than six children in the center.

When combinations of age groupings for children four years of age and older may be allowed and may have staff ratio determined on the age of the majority of the children in the group. If children three years of age and under are included in the combined age group, the staff ratio for children aged three and under shall be maintained for these children. Preschools shall have staff ratios determined on the age of the majority of the children, including children who are three years of age.

Operations and Ratio Guidelines:

If a child between the ages of 18 and 24 months is placed outside the infant area, as defined at subrule 109.11(2), the staff ratio of 1 to 4 shall be maintained as would otherwise be required for the group until the child reaches the age of two.

For centers or preschools serving school-age children, the ratio for school-age children may be exceeded for a period of no more than four hours during a day when school classes start late or are dismissed early due to inclement weather or structural damage provided the children are already enrolled at the center and the center does not exceed the licensed capacity.

A copy of the licensing standards is available by request to the director. Each site has a copy of their licensing consultant's name and number available to you. Each program follows the state determined ratios for that age group.

Ratio Guide:

AGE GROUP	IOWA RATIO
6 weeks to 2 years	1:4 (up to 24 months)
2 to 3 years	1:7 (24 months to 3 years)
3 to 4 years	1:10
4 years to Kindergarten	1:12
School Age	1:15
Field Trip Ratios	Ratio + 1

Nap and Meal Time Supervision:

During nap time, at least one staff shall be present in every room where children are resting. Staff ratio requirements may be reduced to one staff per room where children are resting for a period of time not to exceed one hour provided staff ratio coverage can be maintained in the center. The staff ratio shall always be maintained in the infant area. Staff will keep Safe Sleep practices as stated under the Safe Sleep Policy at all times.

At meal times the minimum staff ratio shall be maintained at mealtimes and while serving meals. As infants are eating, staff are in reach of any children in a highchair and do not leave the child's side until they are removing the child from the highchair. Staff are encouraged to sit at the tables and eat the lunch provided while having conversations with the children, encouraging new language development, tasting of new or unfamiliar foods and providing active supervision.

Transportation and Off Site Supervision:

When seven or more children over the age of three are present on the licensed premises or are being transported in one vehicle, at least two adult staff shall be present. Only one adult is required when a center is transporting children in a center-owned vehicle with parent authorization for the sole purpose of transporting children to and from school. When a center contracts with another entity to provide transportation other than for the purpose of transporting school-age children to or from school, at least one adult staff in addition to the driver shall be present if at least seven children provided care by the center are transported. Any child care center-sponsored program activity involving five or more children conducted away from the licensed facility shall provide a minimum of one additional staff over the required staff ratio for the protection of the children.

Supervision Around Bodies of Water:

When the DCY Child Care programs are around or in bodies of water, there will always maintain a ratio, plus an additional staff. Staff will use face to name recognition that will include active supervision. While in a body of water staff will continue to move throughout the water or around the water to make sure that they are in reach of children and can assist if an emergency were to occur. When children are around a body of water staff will walk closest to the water and keep children at a safe distance if not entering the water, staff will spread out through the line/group of children to help keep them safe.

FIELD TRIP POLICY

Children may participate in field trips as part of developmental and recreational programming. Parents will be given information regarding date, time and destination no later than 48 hours prior to the trip. Childcare staff are responsible for taking children on field trips, however parents are encouraged to volunteer and accompany children. Parents volunteering under the guidance of Childcare staff will never be left alone in charge of groups of children. Childcare forms indicate field trips on them, when you register you are giving permission for your child to participate and be transported to/from these trips. All activities and field trips are subject to change, notification will be given as soon as possible when it becomes necessary to make changes.

TRANSPORTATION POLICY

Staff will have the children sit with backs against the seat, or car seat, and facing forward. Staff will not transport children under the age of five in any form of transportation without car seats with the appropriate 5 point harness. Staff will take with them on any experience outside of the building emergency supplies including, but not limited to:

- Class roster, allergy list, and special needs list
- Emergency contact numbers
- First aid kit

Staff will use the class roster to conduct a “face to name” with all children before, during, and after the trip, specifically when loading to return to the center, and again when they arrive back at the center. Multiple staff will double-check along with the bus driver to ensure no child is left on the bus. Children will never be left alone in a vehicle.

It is the responsibility of the parent/guardian to provide the appropriate 5 point harness the day of and take the harness back at the end of the day. The 5 point harness should be within the expiration date and in good condition.

MISSING CHILD

When children are in the care of the DCY staff, every care is taken to ensure the close supervision of all children. To prevent the incident of a child going missing, staff at the DCY have several procedures in place. To ensure the safety of your child, staff are required to complete daily attendance checks. These checks are also required when moving from different locations throughout the day. The checks are face to name. This means that as the counselor takes attendance, they will verbally say the child’s name and look at their face. As children are

leaving various sites such as buildings, vehicles, playgrounds and other locations, staff will check behind all play structures, bushes, shrubs and the immediate vicinity.

In the event that a child goes missing, the following procedures will be followed:

- In an event that a child is unable to be located, staff will immediately inform the other counselors, the lead counselor, and the director of the program (if not on outing).
- During this time, staff will begin searching the immediate area. To ensure that other children are kept safe, staff will not look beyond the immediate vicinity.
- Staff will check for any breaches of security if at center i.e open baby gates, unlocked/open doors.
- While this is happening, the lead counselor will contact the local police department and file a missing child report.
- The director of the program will contact the parents and record the incident.
- Each member of staff present will write an incident report detailing:
 - The date and time of the incident
 - Where the child went missing from
 - Which staff was responsible for the missing child.
 - When the child was last seen, what they were wearing and what they were doing
 - What events have taken place leading up to the time the child went missing
- The director will take written statements from every volunteer, staff, or other persons who were present.
- A recent photo and description of the child will be given to the police.
- As staff support the safety and security of other children, the program director will stay with the parents and the police as the investigation progresses.
- Insurance providers and the Department of Human Services will be contacted.

DEVELOPMENTAL SCREENING MONITORING TOOL (6 WEEKS TO 5)

The DCY believes that using a developmental monitoring tool ensures parents that we are assisting children with meeting their appropriate developmental milestones. By using this tool we are allowing parents to see that their child's development is important to us. It provides useful data in case additional evaluation and intervention strategies are needed early on. We at the DCY have trained staff utilizing the Ages and States (ASQ-3) developmental tracking program to assist with our screening process. Starting in August of 2022 all students will be screened within their 60 days of enrollment and will be used annually along with every 2-3 months if we notice any developmental milestones not being reached. This tool is to help identify children's milestone achievements and any additional evaluation and/or intervention strategies as needed. Parents may be asked to fill out a form at home to help future our ability to help assess their child. Parents may ask to see any screening tool used on their child at any point during the time a child is enrolled and will be shown at a conference in August of each year. If a family were to need additional resources the DCY will work with the family to find the resources needed and implement them here at the program to assist with the development of their child.

DEVELOPMENTAL ASSESSMENT (SCHOOL AGE PROGRAMS)

The DCY believes that using a developmental assessment tool ensures parents that we are assisting children with meeting their appropriate social development milestones. By using this tool we are allowing parents to see that their child's development is important to us. It provides useful data in case additional evaluation and intervention strategies are needed early on. We at the DCY have trained staff utilizing the Heroic Journey developmental tracking program to assist with our screening process. Starting in January 2024 all students will be screened within their 60 days of enrollment. Will be assessed continually as needed based on initial intake and concerns that may arise throughout the year. This tool is to help identify children's social milestone achievements and any additional evaluation and/or intervention strategies as needed. Parents may be asked to fill out a form at home to help future our ability to help assess their child. Parents may ask to see any screening tool used on their child at any point during the time a child is enrolled and will be shown at a conference in September of each year. If a family were to need additional resources the DCY will work with the family to find the resources needed and implement them here at the program to assist with the social development of their child.

CONFERENCES

DCY staff is committed to providing conference opportunities to families in order to share their children's growth and development. Conferences will be scheduled two times per year and additional conferences may be conducted upon request from parent/guardian or staff member. Parents/Guardians are encouraged to sign up and meet with their teachers to discuss parental observations and concerns about child's development.

ORAL HEALTH

At the DCY we believe that good oral hygiene is important for all children. Oral Health activities at home may not suffice to develop the skill of proper tooth brushing or accomplish the necessary plaque removal, especially when children eat most of their meals and snacks during a full day in child care. You will find a link to find a local Children's Dentist information on [the Iowa Department of Health and Human Services](#), and listed below. Pamphlets regarding children's oral health are able to be picked up at the center. Here at the DCY we think it is important that children rinse their mouths out with water after meals, and have time to practice brushing their teeth throughout the day. Sippy cups and bottles are allowed for meal times and for water throughout the day, these items are not available during nap time and are monitored closely. All DCY Child Care Programs follow the guidelines of healthy food for a healthy future provided by the Child and Adult Care Food Program (CACFP) that allows for students to enjoy a nutritional meal. Students will practice throughout the year good oral hygiene by getting a tooth brush when they are in the 3's and older room, rinsing their mouth, and bringing in outside materials like books, toy mouth set with toothbrushes, and listening to songs about brushing teeth.

In case of a dental emergency; knocked out tooth, broken/chipped tooth, etc, the DCY will have leading staff call the parent as the supervisor on duty is getting a hold of the dentist. Once spoken with parents and dentist the DCY staff will follow the best practice provided by the dentist. All final calls will be made by the director of childcare if the child would need to be

transported to the emergency room before a parent gets to them. All primary dentist contact information is held on file and updated annually with registrations.

BITING POLICY

Even in the best child care center, periodic outbreaks of biting occur among infants, toddlers, preschoolers, and occasionally older children. This is an unavoidable consequence of grouping young children together. When it happens, it can be scary and very frustrating for children, parents and teachers. Understanding the reason for biting is the first step to changing a child's behavior. Children bite for a variety of reasons: teething, simple sensory exploration, cause and effect, imitation, crowding, seeking attention, frustration and stress. Childcare group situations are difficult: dealing with others constantly around, sharing attention and toys, and too much or too little stimulation are all very difficult for children. Biting is not something to blame on children, their parents, or their teachers. When biting breaks out, we immediately take action, not to blame the biters, but to change the environment and help children change their behavior.

It is important that the caregivers remain calm and in control of their emotions when biting occurs. Staff should not show anger or frustration towards the child. The caregiver should calmly respond to the child, letting them know that biting is not ok. In addition the following steps will be taken.

1. The teacher will remove the child from the situation and focus caring attention on the child who was bitten.
2. Encourage the biter to help take care of the child that was bitten (hold ice pack, comfort the child)
3. The caregiver should talk to the child who bit (if able to communicate) and talk about different strategies that the child can use next time (give them appropriate words-if able) instead of biting. This should be done in a short and simple way.

It is important to explore the reasons for biting when it occurs. Staff need to work with parents to gather information about the child's behavior and begin observations to determine the reasons for biting. Examples of some triggers would be: communication deficits, transitions, hunger, lack of sleep, need for oral stimulation or teething pain. Once triggers are identified, staff can work on prevention strategies and start teaching replacement skills. Below are some examples of how the teacher will begin this assessment.

1. The teacher will examine the context in which the biting is occurring and look for patterns. The teacher will use the Center Action Plan for documentation and ask the following questions:
 - Was the space too crowded?
 - Were there too few toys?
 - Was there too little to do or too much waiting?
 - Was the child who bit getting the attention and care he/she deserved at other times, other than when he/she was biting?
2. The teacher will change the environment, routines or activities if necessary
3. The teacher will work with the child who is biting to resolve conflicts and frustrations in more appropriate manners, including using words, if they are capable of them.
4. The teacher will observe the child, to get an idea of why and when they are likely to bite.
5. The teacher will identify children likely to be bitten and make special efforts to reduce their chance of being bitten.
6. The teacher, parent, and administration will meet regularly to regulate an action plan and to measure the outcome of these changes.

7. If biting continues, the teacher will observe the group more closely and work with the parents to seek out additional resources as necessary to shadow the child who is biting.

First Aid in response to biting (both child and adult)

1. Wear gloves, clean wounds with soap and water. Run water over the wound for 5 minutes.
2. Apply ice or cool compress to help reduce the pain or swelling.
3. Bandage the wound as necessary.
4. Write a detailed incident report for both children involved with the incident.

First Aid if bite breaks the skin (both child and adult)

1. Wear gloves, clean wounds with soap and water. Run water over the wound for 5 minutes.
2. Control the bleeding.
3. Cover the wound with sterile dressing and bandage.
4. Contact the parents of BOTH children involved and encourage them to contact their healthcare provider to determine if they need to be seen.
5. Write a detailed incident report for both children involved with the incident.

When children bite, their parents are informed personally and privately on the same day. All information is confidential and names of the children involved in the incident are not shared between parents. In addition, biting is always documented on our standard incident form which is completed and signed by teacher, parents and an administrator is notified. One copy is given to the parent and one copy is kept in a locked file cabinet in the office.

When biting occurs, here's what you can expect from us:

- We will put the child's safety first and provide first aid as well as comfort, support and advice to any child who is bitten.
- We will provide appropriate programming for children to help prevent biting.
- We will make current information and resources on biting available to you.
- We will provide teachers with adequate knowledge and training to deal properly and effectively with biting.
- We will take your concerns seriously and treat them with understanding and respect.
- We will tell you what specific steps we are taking to address biting and explain the reasoning behind those steps.
- We will respond to your questions, concerns and suggestions—even when our response to some suggestions is no.
- We will work to schedule conferences about biting with you, at a time you can attend.
- We will keep your child's identity confidential if he or she bites. This helps avoid labeling or confrontations that may prolong the behavior.

We wish we could guarantee that biting will never happen in our program, but we know there is no such guarantee. You can count on us to deal appropriately with biting so it will end as quickly as possible. We want the best for all the children in our program. If you want more information on biting or have questions or concerns, please let us know—we are here to help you and your child on their journey to independence.

SAFE SLEEP POLICY

At the DCY all children under the age of 12 months will be placed to sleep on their back in a crib with nothing else in the crib, any child under the age of 4 months that rolls will gently be rolled back to their back to sleep. Each infant will have a safety-approved crib with a firm mattress and

tight fitted crib sheet. Only one infant will be placed in a crib at one time. No toys, soft objects, stuffed animals, pillows, bumper pads, blankets, quilts, or loose bedding will be placed in the crib or draped over the crib. No crib toys, mobiles, or crib attachments will be used in/on the crib. Wedges or infant positioners will not be used. If an infant needs an additional layer while sleeping, an approved safe sleep sack will be provided by the center (room temperature is appropriate for infants to sleep in) as an alternative to blankets. Infants will not be swaddled while sleeping at this center. The center will not swaddle infants using a blanket or a sleeper that is designed for swaddling purposes. Infants are allowed to have pacifiers in their crib but are not allowed to have pacifiers attached with a string, cord, or other mechanism that might be a strangulation or suffocation risk. Infants will always sleep in the same room and be actively observed by sight and sound by the staff. If an infant arrives at the center asleep or falls asleep in equipment not specifically designed for infant sleep while at the center (i.e. bouncer, swing, car seat), the infant will be immediately removed and placed in a safety-approved crib.

If a child has a medical reason that prevents him/her from sleeping on his/her back, parents must provide the center with a primary physician's note with a medical explanation of the alternative sleeping arrangement and a beginning date and an expiration date for the arrangement. Infants will not be allowed to sleep in any other position without documentation provided by a physician.

Each child will be provided with a crib or cot for napping, cribs will be labeled with the child's name and a mattress sheet will be provided and stay on the crib mattress throughout the day and are removed from the crib once the child has left for the day. The sheet is then washed in a washing machine with detergent and dried to completion. Once the children are gone, mattresses are sprayed with an approved sanitizing solution. A child over the age of 1 will be provided with a cot, cot sheet, and blanket daily. Once the child is awake from the nap, the cot sheet and blanket will be washed in a washing machine with detergent and dried accordingly. The cot itself will be sprayed down with an approved disinfectant solution.

This information on Safe Sleep is found here in the handbook, explained during orientation of the child/ren's start date, and posted in the building for families to review. Staff are trained and taught to always place children on their backs in their cribs once they are asleep or falling asleep. Staff take care courses, or other DHS approved training to continue their education on Safe Sleep and keeping all children safe. This information is available in the infant room for staff access to read and revert to.

STRANGULATION PREVENTION POLICY

At the DCY Child Care Programs provide ways to keep infants and young children safe from injury or death from unintentional strangulation. Eliminating strangulation hazards helps keep infants and children safe. String and cords that are long enough to encircle a child's neck are not permitted in the infant room and are closely monitored in other programs throughout the YMCA with hands-on activity or are only available for children ages 6 and older. The DCY uses

blinds/curtains that have either no string/cord or use the tension or tie down devices that are secured to the window base. Dramatic Play items with handles/straps are not permitted unless shortened or removed. Ties, scarves, necklaces, and boas for dramatic play will only be used by children under the age of three when directly supervised. As stated in Safe Sleep pacifiers and binkies will not be attached to strings or ribbon. Hood and neck, and any other clothing item that contains strings from children under the age of one will be asked to be removed before entering the program. Any lanyards that are used in the program at the DCY will have a breakaway type release to promote safety.

DIAPERING & BATHROOM USAGE

- Diapering will only be completed using the designated changing table and/or in the bathroom for those children who are beginning to toilet train.
- Children that are being toilet trained will be provided help as needed and placed on the toilet regularly. When privacy can be maintained the staff will make every effort to do so. Children wash their hands after each change or use of the toilet. All Children are reminded of the proper times to wash their hands.

BATHROOM & LOCKER ROOM USAGE (SCHOOL AGE CHILDREN)

- Restrooms that are not accessible to the public or family changing rooms will be used whenever possible and available.
- If a public restroom is used staff will ensure there is adequate staff to supervise children in ratio and additional staff to check the bathrooms before children enter. Once the restroom is determined to be free of non-program participants the staff will allow children to enter based upon the number of stalls in the restroom.
- Staff will stand in the doorway of the restroom to effectively monitor the children waiting in the hall as well as those in the restroom to ensure children are using the restroom and washing their hands before exiting the hall.
- Should a non-program participant attempt to enter the restroom, they will be directed to another restroom or asked to wait until our children have exited the restroom.
- At no time will staff members use the restroom facilities while children are present in them.
- If a locker room needs to be used for children to wash their hands or use the restroom the same policies as outlined above for public restrooms will be followed.

CLASSROOM EQUIPMENT / PLAYGROUND STABILITY / FALL SURFACING / INSPECTION

The DCY Child Care programs shall provide sufficient and safe indoor play equipment, materials, and furniture that conform to the standards or recommendations of the Consumer Product Safety Commission or the American Society for Testing and Materials for juvenile products. Play equipment, materials, and furniture shall meet the developmental, activity, and special needs of the children. Rooms shall be arranged so as not to obstruct the direct observation of children by staff. Individual covered mats, beds, or cots and appropriate bedding shall be provided for all children who nap. The DCY developed procedures to ensure that all equipment and materials are maintained in a sanitary manner. Sufficient spacing shall be maintained between equipment to reduce the transmission of disease, to allow ease of

movement and participation by children and to allow staff sufficient space to attend to the needs of the children during routine care and emergency procedures.

The center shall do monthly Playground Equipment Stability and Fall Surfacing Inspections and report to the director of the program any items that are not following the proper DHS guidelines and will avoid using any area that may be hazardous to the children. Staff at the DCY take professional development training provided by the Department of Human Services to learn how to safely inspect playground equipment and fall surfacing. The staff complete a Department of Human Services approved checklist to ensure safety before allowing children to play outside. Once staff have been trained to observe and find any unsafe equipment they are actively looking for safety hazards and tell the supervisor immediately upon spotting the hazard. If a hazard is dangerous, staff redirect students from the item, or remove the item from students and let the maintenance man and supervisor know. Items that can be dangerous or hazardous to children that may hinder playing on the playground/equipment and need to be maintained by supervisor or maintenance personnel may look like: Missing or broken pieces, protrusion of nuts/bolts, Rust or chipping paint, Sharp edges/splinters/rough surface, Stability of handholds, visible cracks, non-anchored large playground equipment, wear/deterioration, fall zone is not at required depth. Items that may be dangerous or hazardous to children that may pause playing on the playground may look like: Broken bottles, broken toys, and discarded cigarettes/vapes, stinging insect nests, and packed play surfacing under frequently used equipment.

Playground equipment is installed and fixed by a professional maintenance personnel and installed according to manufacturer's instructions including how to anchor the equipment for safety. The fall surface used is also installed by a professional maintenance personnel, and bought through an approved site to provide the best and most safe fall surface materials and is maintained yearly or as needed. Any items that may affect long term play time outside, are handled as an "emergency state" and are fixed as fast as possible by retrieving new parts or equipment.

DAILY ADMISSION & RELEASE PROCEDURES

A check in/check out system allows staff to keep an accurate record of attendance for the day. There is an attendance roster kept for all children assigned to that site, building, or group. Staff are responsible for writing down the time a child checks into the facility and when a child checks out. Children are also checked in and out using an electronic system called ProCare. Parents are able to check in/check out their children electronically as well.

Check-In

- Parents are expected to bring their child into the building, sign them in and see the child under the supervision of childcare staff before leaving the premises.
- Parents are not allowed to check-in their child at a location other than the designated building where the program is held, (i.e field trip locations)

- To ensure the safety of your child and the accuracy of attendance, parents will be notified within an hour if there is no communication from the parent/guardian about the child's absence.

Check-Out

- No child is permitted to leave the premises without being signed out by an authorized person on the enrollment paperwork. In the case of an emergency, a child may be released with authorization from the parent to an individual not on the enrollment paperwork. In this case, the individual will be asked for their identification.
- For the safety of your child, ID is required for all individuals picking up the child whom the staff is not familiar with.
- Children will NOT be released to siblings or other individuals under the age of 16.
- Individuals listed as parents on the registration form cannot be denied access to their child unless a copy of the custody agreement is given that relinquishes such parental rights.
- Parents are not allowed to check-out their child at a location other than the designated building where the program is held, (i.e field trip locations)
- Individuals picking up a child and exhibiting signs of suspect intoxication will be reported to the police.

CLASSROOM VISITS

Parents/family/guardians are always welcome in the DCY programs any time during the hours of operation when their child is present. We ask that you be mindful of the children's schedules and cause as little disruption to the day's schedule and activities as possible during your visit. You are encouraged to participate in activities. Depending on the involvement, you may be asked to have a background check completed on file. Along with classroom visits, conferences are available twice a year and upon family request for preschool students.

Visitors:

When visitors enter any DCY childcare programs they will immediately check in with the office staff or on site supervisor at school age sites. They will be required to sign a paper with the following information: They will include their first and last name, reason for their visit and a phone number that we can contact them at. If this visitor is going to be a regular visitor we will make a copy of their license and complete any background checks needed for them to maintain in our programs.

UNDER THE INFLUENCE OF DRUGS AND ALCOHOL

For your child's safety, we will not release any child to a parent or designated pickup person if they appear to be under the influence of drugs or alcohol. If an individual under the influence would arrive to take your child we would contact either the spouse or emergency contact immediately and not allow the child to leave. If necessary, school site, Finley Hospital or the Y security would assist in the protection of the child/ at DCY we would notify the police.

NON-SMOKING & TOBACCO FREE

All DCY programs are non-smoking facilities; please do not smoke on the Y premises or grounds, or use any other tobacco products; including chewing tobacco or vapors.

USE OF Y FACILITY

Summer childcare & non school day program participants will have an area designated as their “home” space that is available to program participants and staff throughout the hours of operation, in most cases this will be a gym area (based on age). In addition to the designated areas the program staff will also utilize racquetball courts, meeting rooms and swimming pool areas. Please check the schedules posted at each facility for planned activities.

SCHEDULED NON SCHOOL DAYS

On scheduled non-school days an additional program may be offered and run from the DCY. You must register your students in advance of the registration deadlines and have all completed registration forms turned in to hold your child’s spot for the day. Registration is limited and is on a first come, first serve basis. If you register after the deadline and space is available you will be charged a late fee of \$15 along with the registration costs.

WEATHER INCLEMENT NON SCHOOL DAYS

When school is canceled or dismissed early due to weather conditions, the School Age childcare program will be considered canceled as well.

- An alternate program may be offered at a YMCA facility, please call (563) 556-0443 to make arrangements.
- If weather conditions are extremely poor in the morning and school closings have not been announced, call the child care office at (563) 556-0443 to make sure staff has made it to the site.
- When school is late starting, staff will be at the sites to run the program until school starts.
- If the school district cancels after you have dropped off your student, you have one hour from the time the decision was made to arrange a pick up for your child.

Immunization records must be on file in the School Age Child Care Office to attend any non-school days.

TECHNOLOGY POLICY (SCHOOL AGE CHILDREN ONLY)

The DCY understands the importance of 21st Century Learning. Technology can be used in a variety of ways that support the development of children. Staff will often use technology such as iPads, computers or televisions to teach a lesson or play a game. Technology can be used for transitions, cool downs, brain breaks, and lesson plans. Technology content is selected by age and academic level. If the child is using technology for learning, the program will ensure that the content is age appropriate and meets Iowa academic standards. If technology is being used for a movie, the movie will be age appropriate as well. There are rules and regulations for technology to ensure the safety of children. These rules include:

- Tech time is limited to 15-30 minutes per day
- Tech time is offered at various times throughout the year
- Children are not allowed to bring their personal devices unless a consent/release form is signed by the parent stating that the DCY is not responsible for lost, broken or stolen items.

- Tech time is monitored by staff

DIVERSITY & INCLUSION POLICY

Here at the DCY programs we value diversity and inclusion. We believe that every child can learn and grow despite their physical, social, mental and emotional development and their socioeconomic background. The DCY will work with local community agencies to promote the diversity of the students enrolled and will obtain training from the local Resource and Referral agency on diversity. Children with disabilities are covered under Title III of the Americans with Disabilities Act. Title III prohibits discrimination on the bases of disability in the activities of places of public accommodations. We will do our best to meet the individual needs of each child. Accommodations will be made to ensure that a child with disabilities thrives. We will support children that use assistive devices. We will conduct a personalized assessment when caring for children with disabilities. This assessment will determine if the child can safely participate in the program. Any child that poses a direct threat to the health or safety of others can be excluded from the childcare program.

SUPPORT

The DCY partners with the Dubuque Community School District, Western Dubuque School District and Keystone AEA to support the development of the children in the Before and After School Program. Within the School Age Programs we are committed to using the Multi-Tiered System of Supports (MTSS) framework to best support students and families. MTSS is a framework that helps educators provide academic and behavioral strategies for students with various needs. We believe that implementing academic and behavioral strategies that are practiced at home and at school will help create a consistent, effective and safe learning environment for all students. The inclusion of the DCY pillars of Caring, Honesty, Respect and Responsibility will be included as we work with children and families to ensure that all children are supported and respected.

HOW CAN PARENTS HELP

- Follow the procedures for checking your child in and out of programs each day.
- Follow all policies and procedures for billing and collections.
- Donate toys, games, art and craft supplies, etc.
- Be involved in your child's activities.
- Provide appropriate positive discipline for your child.
- Maintain open communication with the DCY staff.

FAMILY ACTIVITIES

The DCY team feels that it is extremely important to provide families with opportunities to engage with staff members, other families within the community and program by providing engagement nights or events throughout the year. We encourage all families to attend and participate during these events. These may include but are not limited to:

- Muffins for Mom/Donuts for Dad

- Winter/Fall Showcase
- Grandparent/Adult Recognition
- Family Picnic/Luncheon
- Social Media/Newsletter posts

DUBUQUE Y - ANNUAL CAMPAIGN

Our annual fund-raising campaign provides scholarship support for our DCY programs. Your support in this fundraising effort is greatly appreciated. We rely on your active support for our fundraising to help enhance our program. All contributions, either as cash donations or in the way of materials and equipment, are tax-deductible.

NOTICE

All outlined policies in this handbook are subject to change at any time without prior notice. If you require these documents in another language please notify the director.