

YMCA of Catawba Valley

Childcare & Youth Development Programs Parent Handbook



Find Your Fun.
Find Your Y.



Welcome to the Y!

Welcome to the YMCA of Catawba Valley. We provide child care in multiple locations throughout the Catawba Valley to better serve you in our community.

Our Mission ...

“To put Christian principles into practice through programs that build healthy spirit, mind and body for all”. Guided by our mission and cause to strengthen the foundations of our community, we’re committed to helping kids develop values and confidence: engaging individuals in activities that improve their health: and uniting our community members in support of one another.

For Youth Development ...

We believe that all kids deserve opportunities to discover who they are and what they can achieve. Our Y focuses on preparing more kids for success in school and life by providing education and support, along with the physical and emotional guidance kids need to learn, grow and thrive.

For Healthy Living ...

The Y brings families together, encourages good health and fosters connections through fitness, sports, childcare and fun. Also our Y plays a key role in helping health seekers decrease their risk of lifestyle – related diseases and improve overall health.

For Social Responsibility ...

The Y has been listening and responding to our community needs for over 40 years. We provide social services that support and empower people to overcome obstacles, provide volunteer opportunities, raise and award funds for financial assistance for those individuals and families that need a Y experience but cannot afford one. The Y collaborates with other organizations that share our values to build a healthier community. I am passionate about the good work of the Y and proud of what we do each and every day. I invite you to join us as we strengthen the foundations of our community.

Nat Auten, President/CEO

YMCA of Catawba Valley

YMCA of Catawba Valley • Association Office

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828.324.9622 (phone) • 828.324.2249 (fax)

www.ymcacv.org

PROGRAMS BY LOCATION

Before & After School Care– Burke County, Catawba County, Lincoln County

Summer Camp– Burke County, Catawba County, Lincoln County

Teen Programming– Burke County, Catawba County, Lincoln County

Full Day Preschool– Catawba County

Swim, Sports, and Specialty Camps– Catawba County, Lincoln County

OUR PURPOSE

To provide the highest quality care available to the children enrolled in our programs; to provide a safe, loving and physical environment where constructive growth experiences can take place; strive to meet the total needs of physical care, emotional development, social interaction, intellectual stimulation and spiritual growth of the child.

OUR PHILOSOPHY

At the Y, we believe that learning should be a natural, joyful experience. Our goal is to support your child's social, emotional, physical, and intellectual development by fostering a loving and encouraging environment. We offer a research-based curriculum that emphasizes individual growth through exploration and child-initiated choice. We believe that all children should have the opportunity to be responsible, make choices, and be treated with respect. Our programs are designed to provide early learning experiences that build a strong foundation for your child's skills. We recognize that each child is unique, with their own talents and interests. Our teachers provide customized attention and activities to meet your child's needs, enabling them to learn and grow at their own pace and in their own way. Through this hands-on approach and balanced curriculum, we aim to help children become confident, happy, and self-aware.



TOBACCO FREE FACILITIES

All YMCA facilities are smoke/tobacco free facilities. No smoking or tobacco products of any kind are permitted on YMCA premises. This includes vapes.

STAFF TO CHILD RATIOS

The YMCA follows DCDEE child care ratio requirements. Staff and child ratios vary depending on the age of the youngest child in the group and whether the site is meeting minimum requirements, voluntary enhanced requirements, or the highest voluntary enhanced requirements from the Division of Child Development. Staff and child ratios are posted in each area of approved space used by the Child Care program.

PROGRAM CALENDARS

The Y operates childcare programs year round. Program availability will vary by location. Please visit our website for current program offerings and registration availability. All childcare programs have operating calendars which indicate days of operation and holiday closings for each site. Please contact the Childcare Director or Program Coordinator or visit our website to find your child's program calendar.

HOURS OF OPERATION

Hickory Foundation CDC & O.L. Moretz Foundation ELC:
6:30am-6pm, Monday-Friday

Burke County School Age Programs:

- Before & After School-Mornings: 6am-7:30am; Afternoons: Bell-6pm
- School's Out Camp-7am-6pm, Select Dates
- Summer Day Camp-7am-6pm, Monday-Friday

Hickory Foundation & O.L. Moretz Foundation

- Summer Camp: 7am-6pm, Monday-Friday

Teen Programming:

- Varies, please see website or Program Director for details

Lincoln Co. Family Y- Half Day Preschool:

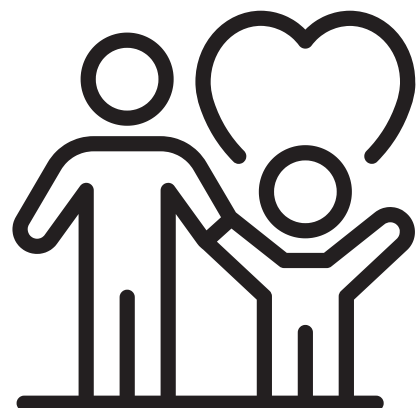
- 9am-1pm, Monday-Friday

Sally's Y- Half Day Preschool:

- 9am-1pm, Monday-Friday

Lincoln County Schools School Age Programs:

- Before & After School-Mornings: 6am-Bell; Afternoons: Bell-6pm
- School's Out Camp-7am-6pm, Select Dates
- Summer Day Camp-7am-6pm, Monday-Friday



REGISTRATION

1. Every parent must complete an enrollment application online by visiting www.ymcacv.org. All information on the application must be accurate.

Requested information includes:

- a. Physical Address
- b. Home and Mobile phone numbers
- c. Emergency contacts including names and contact information, and
- d. Any individuals authorized to pick up students.

2. The application must be signed verifying all the information provided is correct. If any of the information provided on the application should change, parents must immediately provide the Childcare Director or Program Coordinator with updated information.

3. A nonrefundable registration fee is required for each child that wishes to enroll.

4. All forms and signature pages must be on file for a child to begin enrollment.

5. The Childcare Director or Program Coordinator may schedule a meeting with the parent to discuss the student's needs and how those needs can be met in the program.

6. Requests for accommodations in the YMCA Childcare Programs should be directed to the Childcare Director or Program Coordinator.

7. Parents are responsible for submitting immunizations, physical examinations, medical action plans, and any other required medical documentation within the required time frame.

ENROLLMENT CAPACITIES

Enrollment capacity at each site is determined by the size of the available facilities and the appropriate number of staff for supervision. The licensing consultant and senior program director make the decision regarding facility space and capacity. If the program is at capacity for staff requirements, children will be placed on a waiting list and registered as soon as a space becomes available.

UPDATING CHILD & FAMILY INFORMATION

Parents/guardians are responsible for updating children's records annually. If any change is required to the child's file, only the parent/guardian who completes and signs the registration documents is authorized to make changes/deletions/additions, etc., to the information. This includes authorized pickups. All changes to authorized pickups must be made by the parent/guardian by logging into the child's account -or- in person with the Childcare Director or Program Coordinator.

AUTHORIZED PICK-UPS & EMERGENCY CONTACTS

The child's application includes space for authorized pick-ups and emergency contacts. It is required that all children have a minimum of 3 authorized pick-ups and 3 emergency contacts. If the program coordinator reviews your child's file and determines that you have not met this requirement, your child(ren) will not be allowed to attend until you have provided this information.

ACCOUNT MAINTENANCE

Parents/guardians may access their online account at any time by visiting ymcacv.org. Account holders are able to login using either the cell phone number or email address associated with the account and their password. The YMCA does not keep record of usernames and passwords. Parents/guardians are responsible for maintaining their online accounts. Any issues with online accounts should be directed to childcare@ymcacv.org.

SUBSIDY VOUCHERS

If a child receives DSS Subsidy, the payment method is still required to be kept on file; however, it WILL NOT be charged unless the voucher becomes invalid. DSS will contact families in a timely manner to let them know they are in a renewal period. Families are responsible for maintaining their subsidy vouchers and ensuring that their renewal is completed. The YMCA does offer additional financial assistance. This application process can be found at ymcacv.org.

FINANCIAL AID THROUGH THE Y

As a 501(c)3 non-profit organization, the YMCA offers scholarships to allow those in the community to receive memberships and participate in the programs and services offered who otherwise may not be able to afford it. Funded through community donations, the YMCA's financial assistance program allows the Y to achieve its Mission of being for all.

In order to be considered for financial aid through the YMCA, families will be required to provide:

- Denial letter from DSS
- 1040 Tax Return or Letter of non-filing from IRS

The Childcare Financial Assistance Form can be found on our website at ymcacv.org.



FEES & PAYMENT ARRANGEMENTS

Child care fees are due on the Friday prior to the week of care and must be paid through the child and parent YMCA online account. These accounts can be accessed at ymcacv.org. All fees must be scheduled to be paid when registering for the program. (Although all payments are scheduled, they are not charged at the time of enrollment and all payments can be altered by contacting the child care administrator) Fees can be paid through ACH draft or debit/credit card. No cash payments will be accepted on site.

Accounts that are not paid and up-to-date will be terminated after two weeks with no contact and no payment. The responsible adult will be required to contact the Child Care Administrator in order to pay the balance and re-register the child. The child will not be able to attend the program until the account is brought current.

There are no refunds or pro-rating for tuitions, absences, partial weeks or emergency closings. If your child is removed from the program, a new registration fee must be paid before being re-enrolled. Three (3) removals for nonpayment will result in permanent removal from YMCA program for the remainder of the school term. Reenrollment may be limited and your child may result in being placed on a waiting list.

YMCA MEMBERSHIP

The YMCA of Catawba Valley is a non-profit membership-based organization. Everyone is welcome. For information on facility membership, please visit our website at ymcacv.org.

REGISTRATION FEES

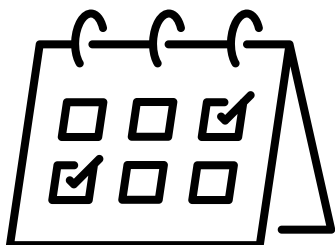
All children attending Y youth programs must pay a non-refundable registration fee when enrolling in programs. This includes children receiving financial aid and subsidy vouchers. Registration fees are due upon enrollment for any program.

ANNUAL SUPPLY FEE

All children attending the full day ELC and CDC programs must pay a non-refundable supply fee annually in April. This includes children receiving financial aid and subsidy vouchers.

SCHOOL'S OUT CAMP REGISTRATION

School's Out Camps are held on certain days when schools are closed. Please refer to the program calendar for predetermined school's out camp dates. School's Out Camps require a separate registration and are NOT included in the before, before & after, or after school tuition.



REFUNDS

All fees are charged on the basis of enrollment regardless of your child's attendance. Refunds/Prorates will not be granted for absences due to illness or vacation. When you enroll, you are reserving time, space, staffing and provisions, whether or not your child attends. Refunds will not be issued.

RETURN FEES

If payment is returned for any reason, a \$20 returned payment fee will be automatically added to your account and will result in a delinquent account.

CANCELLATIONS

In the event you need to cancel a weekly registration for your child, you will need to email the Childcare Administrator at childcare@ymcacv.org no later than Wednesday of the week before the scheduled care. Once payment has been drafted the registration can no longer be cancelled and will not be refunded.

If you would like to withdraw your child from the YMCA program, you will need to email the Childcare Administrator no later than Wednesday of the week before the next scheduled care. Once payment has been drafted the registration can no longer be cancelled and will not be refunded.

Payments are generally drafted by or on midnight of the Thursday before the scheduled week's care. There may be instances where a cancellation has occurred and the draft has already been initiated. For this reason, it is important that you contact us as soon as you are aware that you need to cancel your child's care.

PROGRAM PARTICIPATION & STUDENT NEEDS

The Y operates all childcare programs within the provisions of all applicable laws, including those that provide protection to individuals with disabilities as well as to providers who care for such individuals. Our Y programs welcome all children to the extent we are reasonably able to do so. A child who requires measures that constitute a fundamental alteration to the program or other undue hardship, or a child who poses a direct threat to the health and safety of others, will not be able to participate in the program. The Y **DOES NOT PROVIDE ONE-ON-ONE CARE**. All children who are enrolled in the program must be able to function independently in a large group setting termed as staff to child ratio, which is determined at each program by the state licensing consultant. In order to best meet the needs of your child, we ask that you contact the childcare office of the program you wish to enroll your child in, to inform us of ANY and ALL special accommodations that your child may require (i.e. dietary, medical, physical, mental, etc.).

COMMUNICATION

We utilize Brightwheel as the primary communication tool for all Y childcare and youth programs. Additionally, we will communicate important updates via email, post notifications in programs, and send home information when necessary. To ensure you receive these communications, please keep your email and phone number up-to-date in your online account. The information you provide will be used to send out notifications and communications effectively.

PARENT INVOLVEMENT

Each program has an information center located near the parent sign in/out area. This information board is where calendars, menus, events, updates, activity plans, and monthly newsletters are posted.

All Y staff work closely with families to understand each child's individual needs and how we can provide the best experience for them. All Y programs welcome parents/guardians to actively participate in our programs or to visit anytime. Families can participate in our program by:

- Volunteering
- Sharing a talent
- Becoming a resource for supplies
- Maintaining positive relationships and open communication with Y staff members
- Read the weekly/monthly newsletters
- Participating in the annual campaign
- Attending community and family events



PROGRAM NEWSLETTERS

Newsletters are distributed monthly, providing families with detailed information on the events, nutrition, education, and activities in your child's program and nearest YMCA branch location.

Please be sure you have provided your correct email address in your online account. All emails are populated from the online account. Incorrect or missing email addresses will cause you to miss important communications from the Y and your child's program.

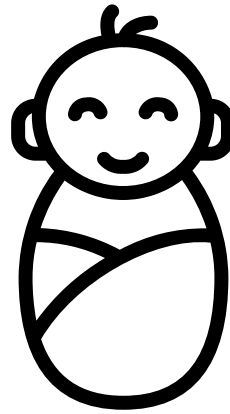
INFANTS

(6 weeks–12 mos)

Infants require a secure and comforting environment outside of their homes to explore, learn, and develop. The Y's infant program is specifically designed for babies six weeks and older, offering a nurturing and stimulating environment that supports their physical and mental growth. Our dedicated Childcare Directors and teachers collaborate with you to ensure a smooth transition for your child, ensuring both your child and you are happy. We are dedicated to building a strong connection with your child to lay the groundwork for their future development. We recognize the crucial nature of the first five years in a child's life and provide a stimulating environment and diverse experiences to support your child's rapid development. Our curriculum emphasizes positive, supportive interactions between teachers and infants through engaging activities like singing, reading, and talking to your child and our classrooms and equipment are appropriately sized for infants, encouraging them to explore, move, and play with confidence. Teachers plan individual, age-appropriate activities tailored to enhance your child's cognitive and social development in a nurturing setting.

Program Features:

- Personalized activity plans for each child
- Group activities to encourage curiosity and socialization
- Emphasis on cognitive and motor skills development through playtime and activities
- Comprehensive child development using age-appropriate materials and toys
- Regular communication between teachers and families to keep you informed about your child's progress



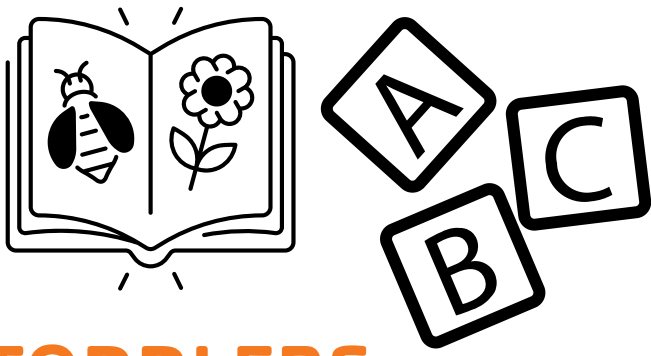
WADDLERS

(12–24mos)

As children grow they become more mobile and social. The Y's Waddler Program focuses on communication, social skills, emotional development, fine and gross motor skills, and sensory-rich experiences. Teachers provide close supervision and prioritize interactive engagement, tailoring their approach to each child's needs.

Program Features Include:

- Daily group activities fostering social development
- A blend of care, play, and educational moments
- Building confidence, self-worth, and a passion for learning
- Interest areas focused on dramatic play, creative arts, language, and sensory exploration, and fine/gross motor skills
- Consistent communication between teachers and families, ensuring you're always in the know about your child's day.



TODDLERS

(24–36mos)

Two-year-olds are naturally curious about the world around them. They spend their days exploring and learning to express themselves. As they start to assert their independence, they also begin to grasp the concept of group play. The Y's toddler program is designed to nurture the development of the whole child, focusing on both academic basics and social skills. Our dedicated teachers keep little hands busy and young minds active with age-appropriate activities. Through games, songs, movement, and art, our experienced teachers provide ample opportunities for creative expression, helping your child develop skills and confidence. By promoting child-led play, we ensure each child progresses at their own pace. Activities like sharing, cooperating, and taking turns teach the value of being part of a group. Your child will blossom into a unique individual, ready to take on the next milestone: preschool!

Program Features:

- Balanced approach to nurturing, learning, and play
- Environment conducive to holistic child development
- Range of activities for cognitive, physical, social, and emotional growth
- Regular updates from teachers to families about the child's daily activities

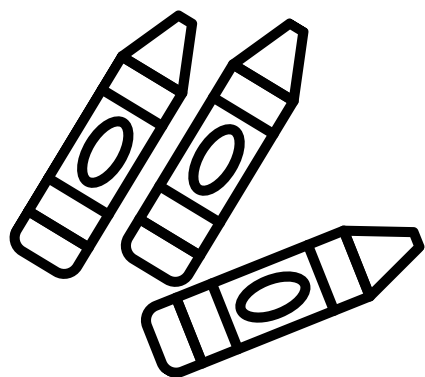
EARLY PRESCHOOL

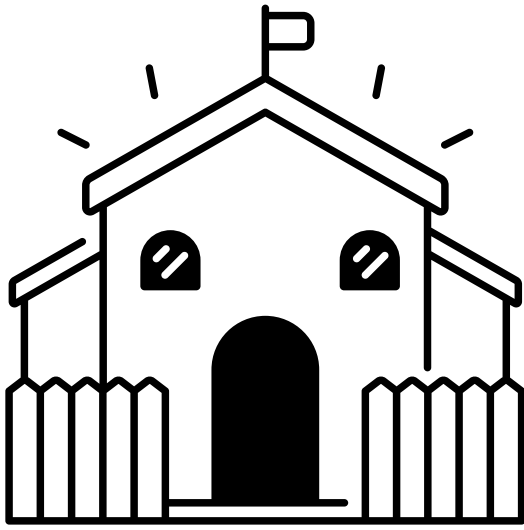
(36–48mos)

At the Y, our Early Preschool program provides three-year-old children with a world of new possibilities as they enhance their coordination, master complex skills, and engage more with their peers. We introduce language, math, science, and social skills through play experiences that support gradual learning. Each child receives ample individual attention to address their unique needs. Our program offers a stimulating classroom environment where children are encouraged to explore, learn, and socialize, fostering the development of self-confidence and friendships. Through entertaining games, children enhance their cognitive abilities, while hands-on activities like collage-making provide creative expression and tactile learning experiences.

Program Features:

- Thematic units to inspire curiosity, self-reliance, and confidence
- Hands-on activities to enhance problem-solving and cognitive skills
- Regular updates from teachers to families about the child's daily activities





PREKINDERGARTEN

(48-72mos)

Prekindergarten focuses on preparing children who are potty-trained and four or five years of age for their upcoming kindergarten experience! The Y's Prekindergarten program emphasizes independence and encourages children to be confident, creative, and caring learners as they prepare to transition to formal learning environments. Our teachers facilitate an environment where child-led and hands-on learning take place with structured activities and schedules. In addition, our dedicated teachers are trained to provide high-quality lesson plans that engage all domains of learning for your child.

Program Highlights:

- Thoughtfully sequenced learning experiences
- Group activities fostering social skills
- Hands-on learning experiences
- Creative Exploration
- Ongoing communication between teachers and families to provide updates on children's daily activities

SCHOOL-AGE

Kindergarten-6th Grade

(5 to 12 years)

Before & After School, School's Out Camps, & Summer Camps:

For over three decades, families have relied on the Y for exceptional before and after school programs that blend education with fun. Our Program Coordinators understand the importance of empowering every child to realize their full potential — both inside and outside the classroom. Our curriculum is designed to bring out the best in children, enhancing their problem-solving, teamwork, leadership, and life skills. Through engaging activities, we nurture children's curiosity, fostering their mental, physical, social, and emotional growth.

Cultivating 21st Century Learning Skills

Our curriculum cultivates essential 21st century learning skills by concentrating on areas crucial for children's future success:

EXECUTIVE-FUNCTION SKILLS: Children excel when they can concentrate and think critically. Our curriculum encourages mental agility and emotional regulation, equipping them to overcome challenges and achieve their aspirations.

SOCIAL-EMOTIONAL DEVELOPMENT: Through daily lessons in community building and character development, we guide children in developing kindness, empathy, and fairness — qualities pivotal for academic success, resilience, and forming meaningful friendships.

INQUIRY-BASED LEARNING: Our STEAM activities (Science, Technology, Engineering, Arts, and Math) fuel children's natural curiosity, empowering them to explore, create, and experiment. We aim to inspire a lifelong passion for learning and equip children with innovative and critical-thinking skills.

Teens

(12-17 years)

Within the teenage years, it is important to have consistent socialization and academic influence in order to become successful young leaders. At the YMCA, our after-school program recognizes this importance and focuses on creating an atmosphere in which these ideals are present. Teens can work on discovering and solidifying their identities by engaging in games and activities that are consistently planned, a room dedicated to homework with caring staff who can assist in academic success, and plenty of equipment that teens can use during free time with their peers. The YMCA provides an environment in which teens can develop a sense of self with safety and confidence.

Program Highlights:

- Standards and boundaries that create a physically and emotionally safe environment
- Homework support
- Sport, game, and art equipment
- Weekly games and activities
- An atmosphere conducive to social and emotional learning
- Opportunities to discover a sense of self
- A trained and caring group of staff
- Frequent and thorough communication with parents



CHARACTER DEVELOPMENT

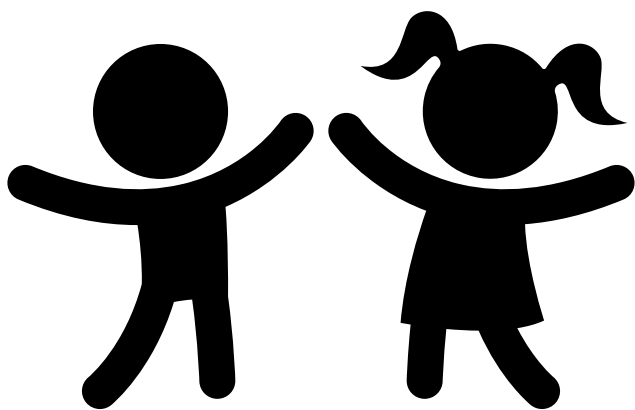
The YMCA Movement defines character as the embodiment of four core values: caring, honesty, respect, and responsibility. YMCA staff purposefully exemplify these values with children, youth, adult members, and volunteers.

Given the myriad of pressures facing modern families and the heightened emphasis on early brain development, families require extensive support to nurture youth potential. This is why the Y's child care and early learning programs prioritize holistic child development. These programs offer a safe, healthy environment where children can learn foundational skills, form healthy relationships, and cultivate self-reliance, all while instilling the Y's values of caring, honesty, respect, and responsibility.

The Y comprises individuals of all ages and backgrounds, united in their efforts to strengthen communities. Together, we strive to ensure that everyone, regardless of ability, age, cultural background, ethnicity, faith, gender, gender identity, ideology, income, national origin, race, or sexual orientation, has the opportunity to realize their full potential with dignity. Our core values of caring, honesty, respect, and responsibility guide all we do.

LEARNING THROUGH PLAY

Since our world is constantly evolving, how do we equip children to navigate its complexities? The answer lies in play. Play is essential for children's development, offering them the ideal environment to learn and grow. It serves as perfect preparation for the future, allowing children to think critically, negotiate, adapt to new situations, and persevere when faced with challenges. By engaging in play, children develop essential skills that will serve them well throughout their lives.



CHILD CHOICE

In life, we are faced with numerous choices. When children are given the freedom to choose activities they are passionate about, it keeps their enthusiasm for learning alive. Every day, children have the opportunity to delve into their interests, whether it's through Arts and Crafts, Books and Reading, Math and Manipulatives, Blocks and Construction, Puzzles and Games, Music, or Science.

FREE CHOICE CENTERS

In free play centers, young children learn a variety of skills and concepts across different areas:

Arts and Crafts: Children develop creativity, fine motor skills, and an appreciation for different art forms. They learn to express themselves through various artistic mediums.

Books and Reading: Children enhance their literacy skills, vocabulary, and comprehension. They develop a love for reading and storytelling.

Math and Manipulatives: Children learn basic mathematical concepts such as counting, sorting, patterns, and shapes. They also develop problem-solving and critical-thinking skills.

Blocks and Construction: Children enhance their spatial awareness, hand-eye coordination, and creativity. They learn principles of balance, structure, and cause and effect.

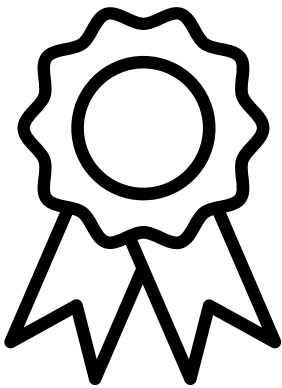
Puzzles and Games: Children develop problem-solving, spatial reasoning, and cognitive skills. They also learn patience, persistence, and how to work collaboratively.

Music: Children explore rhythm, melody, and sound. They develop an appreciation for music, enhance their auditory skills, and may even learn to play simple instruments.

Science: Children explore the natural world, learn about cause and effect, and develop basic scientific inquiry skills. They learn about the properties of materials, nature, and the environment around them.

AFTER SCHOOL CLUBS

Clubs offer students the opportunity to explore specific interests or hobbies that may not be covered in the regular school day curriculum, such as environmental stewardship, outdoor learning, art, or STEM. After school clubs can enhance children's learning experiences and provide additional opportunities for socialization. Clubs can also help students develop a variety of skills, such as leadership, teamwork, communication, and problem-solving. These skills are valuable both in school and in life.



TEEN CHARACTER AWARDS

The YMCA Teen Character Awards are an opportunity to recognize area teens who exhibit the YMCA core values of caring, honesty, respect, responsibility and faith in their everyday lives. Our YMCA Teen Character Award recipients exemplify the Y's commitment to strengthen our community. Honorees will be recognized and three senior nominees will be selected to receive a \$1,500/\$1,000/\$500 scholarship to help them in their academic pursuits.

YOUTH MENTAL HEALTH

Mental health support for teens and youth is crucial, given the challenges many young people face today. The Y offers various resources and programs to support mental health:

The Y's programs are designed to promote positive youth development, which can have a positive impact on mental health. These programs often focus on building life skills, resilience, and self-esteem.

Regular physical activity has been shown to have a positive impact on mental health. Y programs include recreational activities that can help improve mood and reduce stress.

The Y provides a supportive and inclusive environment where youth can connect with peers and caring adults. This social support can help reduce feelings of isolation and improve mental well-being.

The Y is committed to supporting the mental health and well-being of youth through a variety of programs and resources.



HOMEWORK SUPPORT

At the Y, we understand the importance of academic success. That's why we provide youth with homework assistance to support their learning outside of school hours. Our dedicated staff members are available to help students with their homework, whether it's math, reading, science, or any other subject. We aim to create a supportive environment where youth can feel confident asking questions and receiving guidance to complete their assignments. By offering homework assistance, we strive to reinforce classroom learning and help youth develop essential study skills for academic success.

HEALTHY EATING & PHYSICAL ACTIVITY

(HEPA)

HEPA standards are guidelines that promote healthy behaviors in childcare settings, afterschool programs, and camps. These standards emphasize providing nutritious food options, encouraging physical activity, limiting screen time, and promoting overall wellness.

By promoting healthy eating habits and regular physical activity, HEPA standards can help improve overall health and well-being and enhance academic performance. These standards also help establish lifelong habits that can lead to a healthier future for children and youth.

MEALS & SNACKS

Most programs offer breakfast, lunch, and snacks; however, meal service may vary from site to site. To accommodate those with food allergies, certain programs may restrict which food items are served and brought into the site. Please ask your Childcare Director or Program Coordinator for details about your child's program.

In programs that provide meal service, either directly through the Y or through a school partnership, the menu satisfies all applicable federal and state nutrition guidelines. Mealtimes promote healthy eating patterns and fuel your child's readiness to learn.



BREASTFEEDING

Your preferences involving food and feeding practices for your child are very personal. We get that. While you're nursing, we provide you with a comfortable and nurturing environment. Our Early Childhood programs are equipped to handle expressed breast milk. Milk must be bottled in liquid form, not frozen. [See "Infant and Toddler Supplies" for details on labeling and storing bottles.] Please discuss your decision to breastfeed with your Childcare Director to ensure we provide the right environment and support for you and your child.

INFANTS, WADDLERS, & TODDLERS SUPPLIES

When it comes to meeting the nutritional needs of infants and toddlers, families often have specific preferences. Our Early Childhood programs will provide baby food, table food when ready, and even formula if you choose. Once your child is ready for table food, the teacher will provide a current menu that you can select the foods you would like your child to be served through the upcoming week. As meal services and requirements may vary, please consult your Childcare Director for specific details.

Bottles are required to be brought with your child daily, already prepared and clearly labeled with the date, child's name, and contents. For guidelines on preparing expressed breast milk, refer to the "Breastfeeding" section. Staff cannot mix formula bottles or add cereal to bottles. Please do not leave bottles at the program overnight, as their contents will be discarded. To prevent tooth decay, bottles are not placed in cribs or with children. For safety reasons, we do not allow glass bottles in our programs.

All children are required to have two complete sets of clothing labeled with their name. Families are required to provide diapers, wipes, and any diaper creams or other items needed for diapering/toileting.



CELEBRATIONS & BIRTHDAYS

Seasonal and cultural celebrations as well as birthdays are significant events for children, and we understand you may wish to celebrate these occasions in our programs. If you plan to bring food for the celebration, all food items are required to be commercially packaged with clearly labeled ingredient statements to ensure we can accommodate any child food allergies. We encourage healthy snack options such as whole-grain items, vegetables with dip, or fresh fruit platters. Please ensure you provide enough food for every child in your child's classroom. Additionally, to accommodate allergies and coordinate schedules effectively, please arrange the celebration with your Childcare Director or Program Coordinator in advance of the special day.

TOYS & PERSONAL BELONGINGS

Your child will be provided with stimulating, educational toys every day. Children are not permitted to bring other toys or belongings from home, as bringing a treasured object to the program can create tension between children and each child's personal storage space is limited. It's also distressing for children and staff members when things are lost or misplaced.

CELLPHONES & ELECTRONICS

Cell phones and other electronics (iPods, MP3 players, etc.) should be left at home whenever possible. Any electronics brought to the programs must be powered off and kept in the child's cubby. Use of electronics is not permitted in the classroom due to safety and privacy concerns, as well as, the distraction these devices cause. If you choose to allow your child to bring a device to our programs, your child is solely responsible for the storage and safekeeping of the device, and they are not allowed to be visible during our program hours. Use of personal electronic devices is prohibited during program time. We are not responsible for lost, stolen, or damaged devices. Taking pictures with a cell phone is strictly prohibited.

CLOTHING

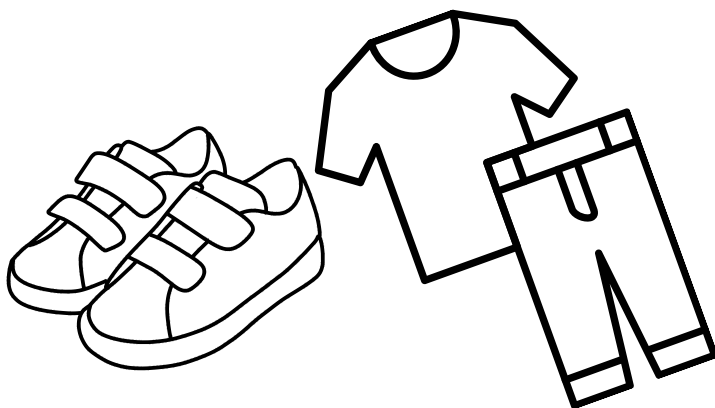
Please provide two complete sets of extra clothes, including socks, for children up to age 5. Clothing should be labeled with your child's first and last name, and reviewed periodically to make sure it fits. For children who have completed kindergarten, a change of clothing is not required; however, you know your child best and if your child may need a change of clothing, we will gladly store these securely in the program.

During cold weather months children should have appropriately layered clothing to create insulation, including: mittens or gloves; caps, hoods, or hats; sweaters or sweatshirts; socks; and warm waterproof outerwear and footwear.

SHOES

We want to be sure your child has fun while playing and learning in our full day programs. For children under 6 years of age, be sure shoes are rubber-soled and closed-toe with a closed heel or heel strap. Flip-flops, sandals, and shoes with wheels are not appropriate in our environment. Per NC Childcare Rules, shoes are required for all walking children at all times.

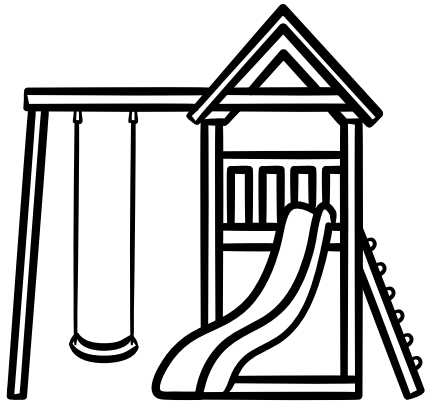
For older youth and teens, please ensure that shoes are appropriate for the daily activities in the program and do not prohibit your child from safely participating. In the event that a child does not have appropriate shoes for the program, the child's parent/guardian will be called to bring a change of shoes.



PROGRAM STRUCTURE

Each Y childcare program will have a schedule and activity plan posted. The schedule and activity plan will vary to fit the needs of each site and the children served.

Each Y program offers a system of hands on learning, gross motor, and educational enrichment opportunities that meet the needs of every child based on the ages and abilities of the children served.



OUTDOOR ACTIVITIES

Article 7, Chapter 110 of the North Carolina General Statutes requires that outdoor play is a part of each child's daily activities, except in cases where there is severe weather conditions.

Please note: if a child is not well enough to go outside, the child should not be in attendance at the Y program.

Please ensure that children have appropriate clothing and outerwear for the weather conditions each day. Children will not be allowed to stay indoors while their group participates in outdoor play due to weather conditions.

NAP/REST ITEMS

Children in the full day early childhood programs may bring a blanket, a special soft toy, or a stuffed animal for rest time.

Children who attend before, after, school's out camps, summer camps, or teen programs are not allowed to bring blankets, pillows, or any other items from home. Youth programs do not have rest/nap times and these items will not be permitted.

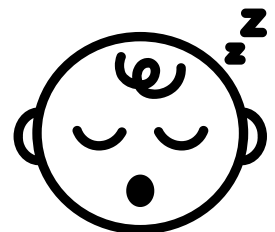
NAP & REST TIME

For healthy growth and development, it's essential for young children to have time to rest or enjoy quiet activities during the day. In our full day early childhood programs, your child will rest in the afternoons for up to two hours, depending on his or her individual needs. Children who don't sleep are encouraged to read a book, play with puzzles, or participate in other quiet rest-area activities. School-age children will not nap. A short period of quiet activities may be provided to help children recharge and rejuvenate.

We provide cozy cribs for infants and cots for children 12 months and older at rest time. Please refer to "Rest Time Items" for information regarding the required rest-time items and any bedding your child may need. Please label all personal rest items with your child's first and last name.

INFANT NAP & REST TIME

Infants sleep according to their needs and the individual plans prepared by you, in cooperation with your child's teachers. Your Childcare Director will let you know about the required bedding linens and give you information on washing all sleep items. Children will be placed on their backs in their assigned cribs. No blankets, bumpers or soft toys are allowed in cribs with infants—per state licensing rules.



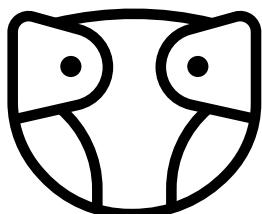
TOILETING & DIAPERING

High collaboration between you, your child, and your child's teachers makes for more successful toilet learning. Children best learn toileting skills through consistent, positive encouragement from all the adults who care for them.

When your child shows an interest, you and your child's teachers will discuss how to work together to encourage toilet learning. We're committed to working with your child consistently, so toilet learning can be accomplished in a developmentally appropriate manner and with minimum stress for you and your child. Every child begins toilet learning at a different age and progresses at a different rate.

We're always available as a resource to answer any questions about your child's progress. Several complete changes of clothes and two pairs of shoes should be kept on-site during toilet learning. Until your child shows an interest in toileting, we'll provide diaper changes on an as-needed basis.

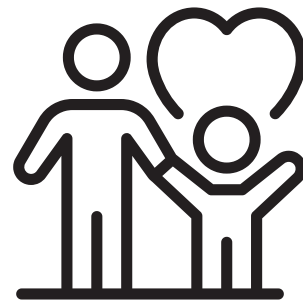
Diaper-changing procedures are posted and the specific times of each diaper change will be listed on your child's daily sheet.



BITING

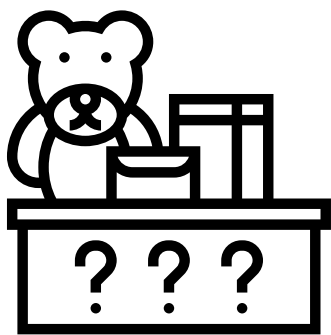
Biting is common among young children. During early childhood years, children are sensory learners and often explore orally. In addition, children at a young age do not have fully developed language skills. Impulse control can lead children to bite as a way of making their needs known. We realize that biting can be a big concern, and we strive to minimize the behavior whenever possible.

Our teachers and staff are trained to recognize triggers and how to prevent and decrease incidents. If your child bites or is bitten, you and the parent(s) of the other child involved receive an Incident/Accident Report that keeps the identity of both children confidential. If you have any concerns regarding a biting incident involving your child, please talk to your child's teacher or the Childcare Director.



TRANSITIONING TO A NEW CLASSROOM

When we consider a transition from one class to the next, we look at your child's developmental and maturation levels, as well as space availability in other classrooms. Parents/guardians will be contacted and the transition process will be discussed prior to a child's transition to a new classroom. This improves your child's adjustment to the new space, teachers, and classmates.



LOST & FOUND

Sometimes, items simply get lost. For that reason, please remember to label all of your child's belongings! Unless it is essential and something we ask you to bring, the best way to prevent the loss of property is to leave it at home! Lost and found will be available each evening at pick up. Items left at the end of the month will be donated to a local nonprofit. Please feel free to check for your child's lost and found items. The YMCA is not responsible for camper possessions that are lost or stolen.

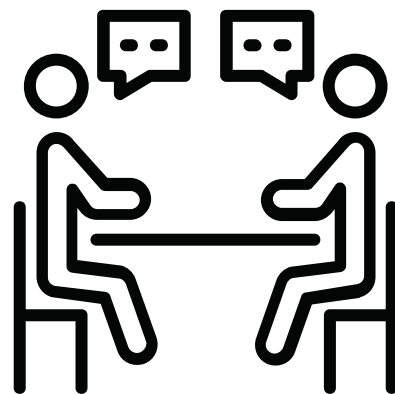
ASSESSMENT

We use a variety of methods and tools — including observations and developmental checklists — to continuously monitor and support your child's development. Constant interaction with the children allows teachers to appropriately assess their skills and developmental levels. Developmental checklists help teachers observe, record, and evaluate each child's skills, knowledge, behaviors, and accomplishments. They reflect common objectives and expectations in classrooms like ours that are structured around developmentally appropriate activities. The behaviors and skills described in the checklists are those considered to be important and developmentally appropriate for children within each age group.

PARENT/TEACHER CONFERENCES

The Y's full day early childhood programs will schedule a time, one or more times each year, to sit down with you and talk about your child's development and accomplishments in the classroom. We want this to be an opportunity for collaboration and partnership and because of that, we ask for your help: Please be prepared to share your observations about your child at home, as well as, questions or relevant information you want to discuss. This is a time to discuss what your child has been learning, and what you can expect as they continue in the program.

All Y youth programs will schedule time to meet with parents/guardians upon request.



VISITORS

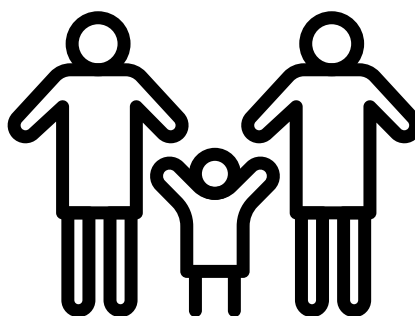
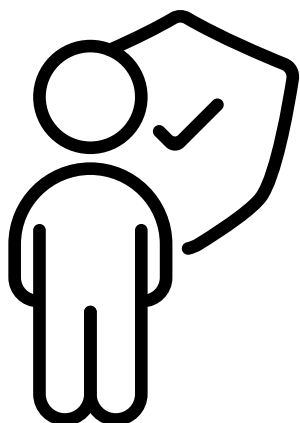
All visitors to Y childcare or youth programs must bring their ID and sign in at the front office. Verification of identification will be required prior to entering the facility. All visitors are required to sign out at the front office when leaving. Visitor logs are maintained for review by the NC DCDEE licensing consultants.

ARRIVAL & DEPARTURE

All Y programs follow Safe Arrival and Departure Procedures. All families are required to sign the program policy at the time of registration. These policies will vary at each location.

- It is essential that children are not dropped off before the designated hours of operation.
- Parents are asked to notify the center of any variations in their child's schedule.
- When dropping off or picking up a child, parents must ensure that a staff member is notified and that the child is signed in or out.
- Children must be accompanied inside the facility by an adult over 18 years old upon arrival, and an adult must come inside to notify staff when the child is leaving.
- Only adults specified in writing by the parent/guardian will be allowed to pick up a child.
- Children are never allowed to be left unattended in the program.

These guidelines are in place to ensure the safety and well-being of all children in our care, and we appreciate your cooperation in following them.



RIDES IN/OUT

Certain programs participate in express drop-off and pick up, also called Rides In and Rides Out. These sites will have a designated staff member that is stationed outside during the drop-off and pick-up times designated for that program. Rides In/Out will not be available if staff/child ratios cannot be safely maintained.

LATE PICK-UP

Parents/Guardians who pick their children up after 6:00 pm will be charged \$5.00 for every 10 minutes they are late. These fees are automatically withdrawn with weekly tuition unless otherwise specified.

NOTE: If a child is not picked up by 7:00 P.M., and attempts to reach parents/guardians or emergency contacts have been unsuccessful, DSS (Department of Social Services) and the Sheriff's Department will be contacted.

Children's Safety

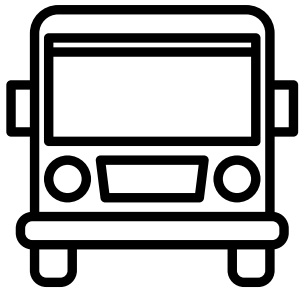
Safety is always the Y's number one priority. If our staff have reason for concern, regarding the safety of a child's release to a parent or other adult, we reserve the right to contact local authorities to make a report. Cause for this course of action includes:

1. Parent/adult suspected to be "under the influence"
2. Parent/adult is abusive or threatening to the child, our staff, or any other persons present.

TRANSPORTATION

In our before/after school programs, the partnering school system will provide all buses and transportation on regular school days. Parents should notify the Y and the school's principal upon enrollment of a child who requires transportation to their school or from their school to the Y program site. Arrangement of transportation is solely the parent's responsibility. In the event that the school system is unable to provide transportation to or from the Y before/after school program, the parent will be responsible for the transportation of the child.

During Summer Day Camp, partnering school systems may provide transportation for field trips. The Y has limited transportation means that may additionally be utilized. All buses are inspected by the NC State Child Consultant and applicable state agencies for safety and compliance.



FIELD TRIPS

Our youth programs will take field trips when appropriate and able. All children must have a signed permission slip and signed transportation policy in order to travel. Children are expected to adhere to all discipline policies when traveling. Failure to do so, may lead to the child being excluded from future field trips.

Children are not permitted to be dropped off at a field trip location. If you are not able to bring your child prior to the departure time for the field trip, your child will not be able to attend the program that day.

AQUATICS POLICY

At least 1 person who has a current lifeguard training certificate must be at the site for every 25 children in care that are participating in aquatic activities. The certified lifeguards will not be counted in child/staff ratios.

The following staff/child ratios shall be maintained whenever children participate in aquatic activities:

- 3 to 4 years 1/8
- 4 to 5 years 1/10
- 5 years and older 1/13

At no time shall there be fewer than two staff members supervising the aquatic activity.

At least half of the supervising staff will be in the water with children at all times.

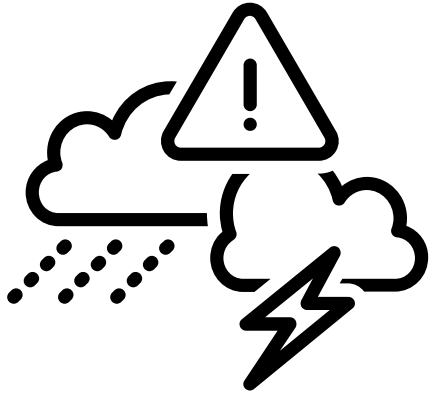
The YMCA of Catawba Valley will not allow children to be in public restrooms or dressing rooms with the general public present.

Staff will check restrooms and dressing rooms to ensure that no one is inside before allowing children in their care to enter public restrooms and remain outside the door to ensure no one enters while the child is in the restroom.

A staff member that is outside the water will supervise the children with their personal needs away from the pool area.

CHANGING INTO SWIMSUITS

Children will change on site following all bathroom supervision requirements. Bathroom supervision requires that children are allowed in the bathroom by the number of stalls available. A staff member must be positioned outside the bathroom, able to hear all children in the bathroom. A bathroom monitor is stationed in the doorway, able to see all activity in the bathroom and to be seen by the staff member.



INCLEMENT WEATHER

In the event of inclement weather, all closings or delays for the Hickory Foundation and O.L. Moretz Foundation programs will be posted on the YMCA Facebook pages and sent through Brightwheel to all families. Programs based in the Y branches will NOT follow the local school system closings and will make the safest decision for all families and staff.

All Y youth programs located in schools will follow the schedule of the partnering school system or, if different than the school system, closing or delays will be posted on YMCA Facebook pages and sent through Brightwheel to all families.

Tuition rates will not be prorated due to inclement weather.

If bad weather occurs while in operation, the Senior Program Directors for the programs will decide as to whether the programs will close early or remain open. If a decision is made to close a program, parents will be notified and will have 30 minutes to pick up their child.

EMERGENCY CLOSING PROCEDURES

In the event of natural disasters or other unforeseeable emergencies, we may need to close. Unforeseeable circumstances could include:

- Loss of power affecting lights and heat/air
- No lights after dark
- No running water
- Earthquake or other natural disaster
- Fire
- Inclement Weather

For programs operating in Y branch locations, a determination of whether or not the program can remain in operation will be made by the Senior Program Director. If the unforeseeable circumstances prevent the program from opening or opening on time, closing or delay announcements will be posted on the YMCA Facebook pages and sent through Brightwheel to all families.

For programs operating in public schools, if school is closed due to any of the above or other unforeseeable circumstances, and the same conditions exist in and impact our Y program site, we will also close. If the unforeseeable circumstances prevent the program from opening or opening on time, closing or delay announcements will be posted on the YMCA Facebook pages and sent through Brightwheel to all families. If any program closure occurs during our operating hours, families will be notified by Y staff and will need to pick children up within a determined time frame.

EMERGENCY ACTION PLANS

In the event of an emergency all Y staff will follow the program emergency action plan. Action plans will vary in each program based on facility and location. A copy of the center's emergency action plan can be found on the parent information board in each program.

EMERGENCY PREPAREDNESS AND RESPONSE

Each of the Y childcare and youth programs have a well-defined plan for emergency and fire evacuation. We conduct and document drills in regular intervals:

- fire drills- monthly
- shelter in place drills- every 3 months
- tornado drills- every 3 months

Documentation of all drills can be found on the parent information board in each program. If an emergency arises at a program, the relocation area will be posted at the site and families will be contacted. Each program has an operating phone for site business and emergency use.

Please be sure that your contact information, as well as, your emergency contact and authorized pick-up information, is up-to-date in your online account. If this information changes at any point during the program, you are required to update it in your account and with your Childcare Director or Program Coordinator.

INCIDENT REPORTS

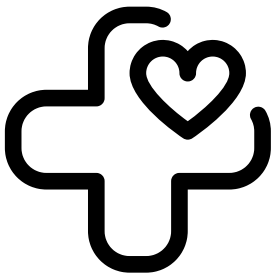
Anytime a child is injured in a Y program, staff will complete an incident report documenting the date/time of the incident, the staff responsible for the child at the time of the incident, the time you were notified and by whom, and specifics of the incident/injury.

NC state licensing laws require that the parent/guardian sign the incident report, staff provide you with a copy, and file a copy for review by state licensing consultants. All incidents are logged and maintained for review by the DCDEE. Parents/guardians can sign the report indicating they do not wish to receive a copy; however, you are required by law to sign the form.

If a child has a serious injury, we will follow the procedures listed in the "Medical Emergencies" section.

If a child has a non-serious injury, but the injury is to the child's head, neck, or face, Y staff will contact the parent/guardian immediately to make you aware and follow your guidance on first aid or treatment of the injury.





MEDICAL EMERGENCIES

In the event of an emergency:

1. The Childcare Director or Program Coordinator on duty will contact the parent/guardian.
2. The Childcare Director Program Coordinator, or person in charge, will ask if the parent/guardian would like the EMS to be contacted.
3. If contact can not be made with the parent/guardian or emergency contacts, the Childcare Director or Program Coordinator will make the decision to contact the EMS at that time.
4. By calling 9-1-1 first responders will be dispatched to the school for immediate assistance.

MEDICAL ACTION PLANS

All children who require emergency medication, who have checked on the application that a medical action plan is necessary, or who require a medical action plan, will be required to have that information on file at the center BEFORE they are allowed to attend. All medication MUST have a medication administration permission form and medication log completed and on file. Y childcare and youth programs will not administer medication without the required signed documents. Y childcare and youth programs will not administer over-the-counter medications without a physician's instructions and signature.

MEDICATION ADMINISTRATION

Prescription Medications

In order for a staff member to administer prescription medications, emergency or otherwise, to your child in accordance with the prescription label, you must complete a Medication Authorization Form. This form can be completed by either the parent/guardian or physician for prescribed medications. A prescription in your child's name demonstrates physician authorization. The Medication Authorization Form instructions must match the prescription instructions.

Nonprescription Medications

In order for a staff member to administer nonprescription medications to your child in accordance with the manufacturer's directions on the label, the child's physician must complete a Medication Authorization Form. No over the counter medications will be administered to children in the Y programs without physician consent and directives.

Topical Nonprescription Medications

In order for a staff member to administer topical nonprescription medications to your child in accordance with the manufacturer's directions on the label, you must complete a Topical Ointment Authorization Form. These forms can be found on our website or obtained from the Childcare Director or Program Coordinator.

MEDICATIONS

All medications, emergency or otherwise, are required to be in original packaging with prescribing information. Over the counter medications are required to be in original packaging. Medications must be in date. Upon expiration, medications will be sent home with the parent/guardian for disposal. If emergency medications expire, parent/guardians are required to supply new medications before the child will be allowed to return to the program. No exceptions will be made.

Do not store medication in diaper bags, lunch bags, backpacks, or any other personal belongings.

We do not mix medication with food, formula, or juice, nor will we dispense any medication in a bottle or cup.

Unused medications must be taken home every Friday or on the child's last day of attendance each week. With the exception of emergency medication and medication needed by school-age children who do not arrive with their parents or guardians on their first day of the week.

PROVISION OF MEDICAL CARE

We are not licensed to provide medical care, and our employees are not trained to provide medical care. Our employees do not provide invasive medical treatments (such as insulin injections), nor do they determine the dosage of medication.

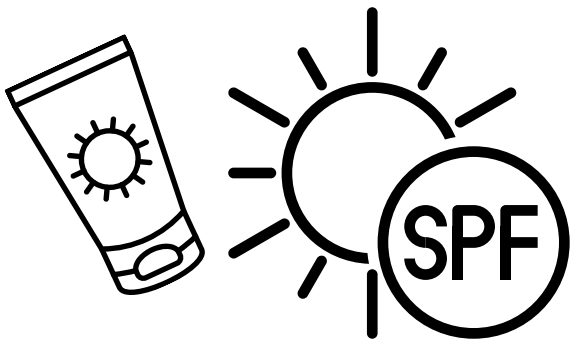


ALLERGIES

If your child has allergies, please inform your Childcare Director or Program Coordinator and list the allergen information on your enrollment application so we can take the right precautions to protect your child's health. We will gladly work with you and your child's doctor to accommodate your child's dietary needs. Due to severe peanut allergies, some of our sites have adopted a "no-peanut" policy. Your Childcare Director or Program Coordinator can inform you if your site has adopted this policy. If your child has severe allergies that may require a medical response (such as the use of an EpiPen), additional forms may be required prior to your child's first day. Please refer to the section, "Medical Action Plans" for more information.

IMMUNIZATION RECORDS & PHYSICAL EXAMINATIONS

At the time of enrollment, a current physical examination by a physician and documentation of immunizations are required for each child in the full day early childhood programs. Documentation of annual physicals and subsequent immunizations are required by NC DCDEE. The child's file must be kept current: failure to comply may result in the termination of child care services. Current medical documentation (annual physical and immunizations) ensures that the Center remains compliant with the NC DCDEE licensing rules and regulations.



SUNSCREEN

During Spring, Summer, and Fall months when the weather is warm, apply sunscreen to your child before arriving to the program. You are allowed to provide your child with a hat to help prevent sunburn during outdoor play. Please note: We require a written authorization from you before we can apply sunscreen/sunblock to your child. Sunscreen requirements may vary from program to program so please check with your Childcare Director or Program Coordinator for specific information.

HANDWASHING

Teaching your child the importance of hand washing at an early age helps maintain his or her health; it also assists your child's ability to take an active role in staying healthy. With that in mind, your child will be required to wash their hands upon arrival to the program, before eating, after bathroom visits, when returning from outside, and at any other appropriate or designated times. We encourage you to reinforce hand washing at home.



CLEANING SCHEDULES

All Y childcare programs follow a daily, weekly, and monthly cleaning schedule. Programs utilize the NC DHHS Cleaning, Sanitizing, and Disinfecting Schedule, which can be found here:

[extension://efaidnbmnnnibpcajpcglclefindmkaj/https://covid19.ncdhhs.gov/child-care-cleaning-and-disinfection-schedule-8-5x14/download](https://efaidnbmnnnibpcajpcglclefindmkaj/https://covid19.ncdhhs.gov/child-care-cleaning-and-disinfection-schedule-8-5x14/download)

In addition, all children's nap items will be sent home weekly, or when visibly soiled, to be laundered.

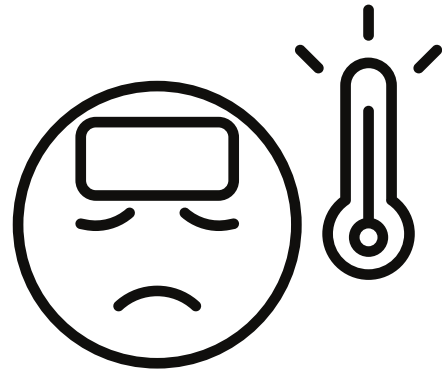
All Y programs use sanitizing and disinfecting solutions to clean all areas of the program and follow NC Childcare Sanitation guidelines.

ILLNESSES

Children may become sick during the day or show signs or symptoms of illness prior to arrival — we know how it goes. If you keep your child at home, please notify your Childcare Director or Program Coordinator. If your child becomes ill while in the program and they need to be home rather than in group care with other children, we'll call you to pick your child up no more than one hour later. To ensure your child's safety, your Enrollment Agreement provides a record of names, addresses, and phone numbers of those people you have authorized to pick up your child. We ask you to keep this information current and supply names and phone numbers of your family doctor and preferred hospital.

TEMPORARY EXCLUSION

To reduce the spread of illness and maintain the health of all children in the program, we may temporarily exclude your child from attending the program. Please refer to the following section for information on the types of illnesses that we cannot support in our programs, as well as the criteria required for return to the program. If you have any questions or need more information on a specific illness or criteria for return, please ask your Childcare Director or Program Coordinator. Additionally, your child should remain away from the program if he or she has an illness or symptom that prevents participation in routine daily program activities, including outdoor activities — or if your child has an illness that requires more individual care than our staff members can provide without compromising the health, safety, and activities of the other children. For their protection, children who have not been immunized against certain childhood illnesses may be subject to longer periods of temporary exclusion. We may also ask you to keep your son or daughter at home if your child has any other illness that local regulations require us to exclude from a group care setting. Unless our corporate policy is more stringent, we use individual state child care licensing regulations and health department regulations when making decisions about temporary exclusion. In addition to the illnesses referenced in the table that follows, we may require health care provider clearance for other illnesses at our discretion.



CONTAGIOUS DISEASES

We value your child's health and recognize that preventing the spread of infectious diseases is a very important part of quality child care. We actively strive to monitor the health and well-being of all children in our care. If a child has certain communicable diseases, it may be that individual state law, your state's child care licensing regulations, and/or our health and safety policies could require:

- Sending the child home
- Documented evaluation and treatment by the child's health care provider
- Notification of the families of other children in our program and staff members
- Notification of local health authorities (e.g. Health Department)

We will keep you informed of any instances of contagious diseases affecting children who may have had direct exposure at the program, and will immediately report such diseases to the local health authorities where required by law. Written health care provider clearance is required where noted in the table included on the following page.

Illness	Criteria for return to the program
Fever $\geq 100^{\circ}\text{F}$ (armpit or ear) accompanied by signs or symptoms of illness or behavior change	When fever is below 100°F (armpit or ear) without the use of fever-reducing medicines
Coughing (severe) including Croup	When symptoms are no longer present
Vomiting more than two times in a 24-hour period or accompanied by fever, green or bloody vomit, no urine output in eight hours, recent history of head injury, or looks/acts very ill	When symptoms are no longer present
Diarrhea — including conditions with diarrhea symptoms (Campylobacter, Yersinia, Giardiasis, Rotavirus)	When the stool of diapered children is contained by the diaper, even if the stools remain loose, and when toilet-trained children do not have toileting accidents OR when stool frequency has reduced to fewer than two stools above normal for that child, even if stools remain loose
Conjunctivitis (eye discharge) or pink eye accompanied by a fever, behavioral changes, or a recommendation for exclusion from the health department	When fever or behavior changes are no longer present and symptoms of red, watery eyes are resolved
Boil, abscess or cellulitis	When lesion(s) are covered and drainage is contained in covering/bandage
Hand-Foot-and-Mouth Disease (Coxsackievirus) accompanied by mouth ulcers or blisters and no control of drooling or fever or behavior change	7 days or when the child feels well, is fever-free for at least 24 hours, and all HFMD blisters completely healed for isolation to end
Chicken Pox/Varicella	When all sores have dried and crusted, usually after six days
Diarrhea if bloody or caused by Cryptosporidium	Health Care Provider clearance required
E. coli (O157:H7)	Health Care Provider and Public Health Authority clearance required
Fifth Disease (Human Parvovirus) accompanied by fever or behavior change or the child has an underlying blood disorder, such as sickle cell disease, or compromised immune system; children with these conditions may shed large amounts of virus and may appear ill	When symptoms and rash are no longer present
Head Lice/Nits or other infestation	When all signs of lice/nits or other infestations are absent for a period of 24 hours
Strep Throat or other streptococcal infection	24 hours after initial antibiotic treatment and when fever is no longer present
Hepatitis A virus	Health Care Provider clearance required
Hepatitis B virus	Health Care Provider clearance required and skin lesions, if any, are dry or able to be completely covered by a bandage
Impetigo	When 24 hours have passed since topical, oral, or other systemic antibiotics were started, if the sores can be kept clean and dry, and if they can be completely covered
Influenza/Flu (Including H1N1 and H5N1) accompanied with fever	Child's fever and signs of fever must be resolved for 24 hours without the use of fever-reducing medications
Lyme Disease (or other tick-borne diseases) accompanied by fever	When fever is no longer present
Measles	Health Care Provider clearance required
Meningitis (bacterial or viral)	Health Care Provider clearance required
Mononucleosis (Mono) accompanied by fever and/or behavior change	When fever is no longer present
MRSA (Methicillin-Resistant Staphylococcus Aureus)	Health Care Provider clearance required
Mumps	Health Care Provider clearance required
Pertussis (whooping cough)	Health Care Provider clearance required
Pneumonia if accompanied by fever, severe coughing, rapid breathing, or behavior change	When symptoms are no longer present
Ringworm (Tinea)	After treatment has been started
Roseola (Human Herpesvirus 6) accompanied by fever	When fever is no longer present
Rubella (German Measles)	(Health Care Provider clearance required)
Salmonella	Health Care Provider clearance required
Scabies	After treatment has been completed
Shigella	Health Care Provider clearance required

EARLY CHILDHOOD POSITIVE BEHAVIOR SUPPORT

Part of what children are learning in their early years is how to get along with others and what behaviors are appropriate in different situations. We take a proactive and preventive approach to guidance that reinforces appropriate behaviors rather than focusing on inappropriate behaviors. To do this, our teachers use various techniques including redirection, praise, and distraction. In this positive guidance atmosphere, most inappropriate behaviors are avoided. However, in extreme situations and as a last resort, a child may be guided to an alternate activity away from the group for the benefit of the child and the rest of the children. The child is allowed to return to the group activity when he or she feels ready to do so. This strategy is not used with infants, waddlers, or toddlers. In accordance with our corporate policy and NC Child Care Licensing Rules and Regulations, our staff never use corporal punishment.

We welcome families as partners in teaching children about socially appropriate behaviors. As your child's most influential teacher, we will partner with you to work through inappropriate behaviors. We understand these issues are sensitive and many different parenting styles are reflected among our families. We ask that, while on our grounds, you refrain from using any form of guidance that is not consistent with our program's positive guidance approach or NC Child Care Licensing Rules and Regulations.

YOUTH & TEEN POSITIVE BEHAVIOR SUPPORT

At the Y, we believe that all children should experience success. We strive for a setting that provides children with opportunities to explore their environment within consistent, age-appropriate limits. In this atmosphere, most behavioral issues are prevented. However, if behavioral issues occur, our philosophy is to help children learn accountability, character development, and problem-solving skills.

Our staff use the following positive guidance techniques:

1. Ignoring: Some negative behavior is produced by a child to get attention. The behavior can be stopped when it does not get the attention desired. We will use this technique unless safety is involved.
2. Redirection/Distracton: We offer alternatives to children engaged in undesirable behavior by suggesting a new activity, engaging the child in an activity with a teacher or another child, or encouraging independent play.
3. Verbal Intervention: The teacher explains to the child the inappropriate behavior and shows him/her the appropriate way to handle the situation with words.
4. Logical Consequences: The teacher helps the child understand the logical consequences of his/her actions by removing the object or activity the child is engaged in.
5. Take a Break: The child is directed away from the group to allow him/her to relax and calm down, and to help him/her not be influenced by peers. The child will have access to activities and will be constantly supervised. The child may return to the group when the negative behavior stops or is significantly reduced. If Take a Break occurs two or more times in one day, families will be notified.

YOUTH & TEEN, PBS, CONTINUED

If these positive guidance techniques are not working effectively and inappropriate behavior persists, the Y will use the following progressive procedures:

1. We will observe and record the child's inappropriate behavior and what we have done to try to change the behavior.
2. Parents/guardians will be asked to participate in a family conference in which a specific action plan will be developed to address the behavior. The action plan will outline the challenging behaviors, the positive guidance techniques staff will use to change the behavior, and how families will be involved in the process. The meeting should allow a free exchange of ideas on the best techniques for changing the child's behavior and any additional information that should be added to the plan.
3. If the inappropriate behavior continues, the child may be subject to a suspension period.
4. If the behavior continues throughout the course of the plan, depending on severity, we may revise the current plan or move to disenrollment.
5. After 3 suspensions from the program the child may be subject to disenrollment.

The Y reserves the right to immediately disenroll any child whose behavior creates a significant risk of harm to the health or safety of other children or staff without following the guidance steps outlined above.

The Y reserves the right to evaluate disciplinary measures on a case-by-case basis.

Program fees and tuition are non-refundable if a child is sent home or withdrawn for disciplinary reasons.

DISCIPLINE POLICY

The YMCA of Burke County Child Care has adopted the state discipline and behavior management policy. Methods will include verbal warnings, redirection, time out, the removal of a child from the group, limiting privileges, and/or consulting with parents. Corporal punishment is NOT an alternative. Staff will give attention to positive rather than negative behaviors and redirect children from unacceptable to acceptable activities.

Discipline and Behavior Management Policy
We:

1. DO praise, reward, and encourage the children.
 2. DO reason with and set limits for the children.
 3. DO model appropriate behavior for the children.
 4. DO modify the classroom environment to attempt to prevent problems before they occur.
 5. DO listen to the children.
 6. DO provide alternatives for inappropriate behavior to the children.
 7. DO provide the children with natural and logical consequences of their behaviors.
 8. DO treat the children as people and respect their needs, desires, and feelings.
 9. DO ignore minor misbehaviors.
 10. DO explain things to children on their level.
 11. DO use short supervised periods of time-out sparingly.
 12. DO stay consistent in our behavior management program.
 13. DO use effective guidance and behavior management techniques that focus on a child's development.
- We:
1. DO NOT handle children roughly in any way, including shaking, pushing, shoving, pinching, slapping, biting, kicking, or spanking.
 2. DO NOT place children in a locked room, closet, or box or leave children alone in a room separated from staff.
 3. DO NOT delegate discipline to another child.
 4. DO NOT withhold food as punishment or give food as a means of reward.
 5. DO NOT discipline for toileting accidents.
 6. DO NOT discipline for not sleeping during rest period.
 7. DO NOT discipline children by assigning chores that require contact with or use of hazardous materials, such as cleaning bathrooms, floors, or emptying diaper pails.
 8. DO NOT withhold or require physical activity, such as running laps and doing push-ups, as punishment.
 9. DO NOT yell at, shame, humiliate, frighten, threaten, or bully children.
 10. DO NOT restrain children as a form of discipline unless the child's safety or the safety of others is at risk

CODE OF CONDUCT

To provide a safe and secure environment for everyone, the program participants and family members will follow the Code of Conduct rules listed in this, the YMCA Parent Handbook, and any school handbook when the school is a partner in the Y program.

All participants, parents/guardians, and staff are required to sign a Code of Conduct Contract prior to their first day in the program.

CHILD'S CODE OF CONDUCT

The YMCA of Catawba Valley is dedicated to providing a safe, positive, and structured environment for all children in our programs. To maximize the benefit of the time available, we require all students to adhere to behavior guidelines that ensure the quality and safety of every participant. These guidelines include showing respect to all YMCA staff, coaches, volunteers, and fellow students, using respectful language, staying with the activity leader, demonstrating responsible care of Y and/or school property and equipment, avoiding disruptive behavior, and complying with all regulations set by the program and/or school administration, teachers, coaches, YMCA staff, and volunteers. Consequences for not meeting these expectations may include suspension or expulsion from the program. It is essential for students, parents, and program staff to understand and adhere to these expectations.

PARENT/GUARDIAN CODE OF CONDUCT

All Y childcare programs expect all parents, guardians, and visitors to respect and support the unique identities of each child and family, without stereotyping based on factors such as gender, race, ethnicity, culture, religion, disability, sexual orientation, or family composition. We maintain strict confidentiality regarding children, families, and staff information and require permission for any photos or videos. It is important to interact with our staff on social media platforms with caution and good judgment. We do not allow any child to be left unsupervised in the program. Positive methods are used to support children's well-being and address challenging behavior, and we do not tolerate corporal punishment, emotional or physical abuse, or humiliation. We expect all individuals associated with our program to conduct themselves professionally and courteously, maintaining respectful relationships with staff, other parents, and participants. Any violations of our Code of Conduct, including threatening behavior, harassment, substance use, or disruptive conduct, may result in restricted access, contact with authorities, or other actions deemed necessary by the program. Parents/guardians are encouraged to contact Childcare Directors and Program Coordinators to discuss any concerns or file complaints.

Parents/guardians are required to review the Student Code of Conduct with their child and sign the Student Code of Conduct Agreement when registering.

Parents/guardians agree that children will follow the Student Code of Conduct as listed above. By signing the agreement, parents/guardians are agreeing that the code of conduct has been discussed with their child(ren) and will be followed at all times.

This form **MUST** be on file for all children individually.

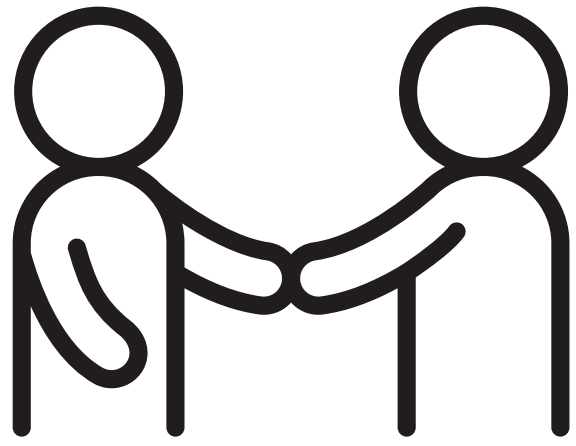
BULLYING & CONFLICT RESOLUTION

Bullying is any unwanted behavior that involves a power imbalance. Here at the Y, our goal is to stop bullying, and we encourage our participants, parents, and staff to be Upstanders. An Upstander is one who recognizes when something is wrong and acts to make it right. If there is disclosure, discovery, or suspicion of bullying we will handle each instance case by case and with care. At the Y we are building a caring, respectful, honest, and responsible community for all; the safety of our program participants is our main concern.

Conversely, we define conflict as a disagreement or argument in which both sides express their views and there is an equal power balance. We believe conflict with resolution is a natural and important part of Youth Development. Conflict can be constructive if managed in the right way. We will identify and resolve conflicts in a healthy and proactive fashion. The conflict resolution skills we learn and practice will make a positive impact on our Y programs and in every child's future.

SUSPENSION FROM ELEMENTARY OR MIDDLE SCHOOL

Occasionally a child is suspended from his/her school due to behavior or discipline issues, and families have asked us to allow their child to attend the program during the suspension period. In such cases, we work diligently to support the school and will honor their decision to suspend, as one of the intended outcomes is to allow the family and child to work on the issue in question and resolve it prior to returning to school.



PROGRAM SAFETY

Safety is paramount in all Y childcare programs. For this reason, our programs will use various forms of security including but not limited to: door codes, swipe cards, and secure drop-off/pick-up procedures.

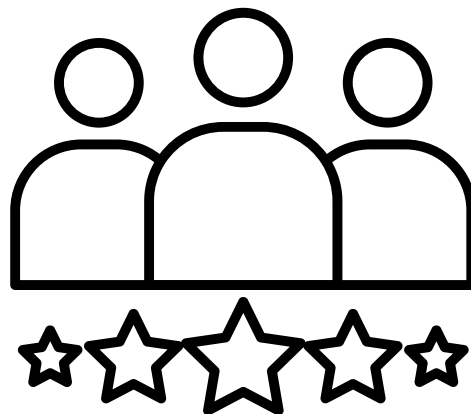
Select Y programs offering before & after school, school's out camp, and summer day camp are operated in local schools. As partners with our schools, we are required to keep all doors closed and locked at all times. Sometimes, a staff member may stand in an open doorway, but you should expect that our entry points for our programs at schools will always be closed and locked. If you need assistance at any of our sites operated on YMCA property or offsite, text or call our program phones to reach a staff member. For programs located in schools, phone numbers are posted at the entry point at each school.

Parents, family members, and/or any other authorized adult must show their photo I.D. or pick-up code in order to pick up children in our care. Please make sure your child's authorized pickups and emergency contacts are up to date in your online accounts. Please also confirm that we have the most up-to-date phone numbers and email for you and your family.

PROGRAM STAFF

Depending on the program your child attends, Y childcare programs may be staffed with the following:

- Childcare Director
- Assistant Director
- Program Coordinator
- Coordinator Assistant
- Lead Teacher
- Teacher
- Floater
- Group Leaders



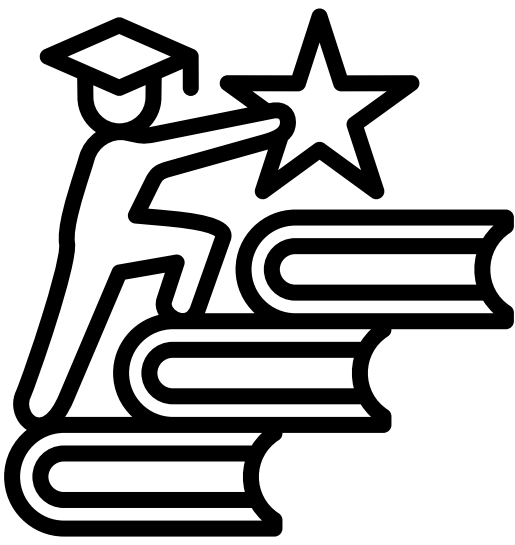
STAFF REQUIREMENTS

Each staff member is chosen for their experience, education and love for children. All potential employees must be able to obtain a comprehensive background check required by the State of North Carolina Division of Child Development and Early Education. For staff that have a background check through the DCDEE that is greater than 1 year old, an additional YMCA background check will be required. All employees are required to complete Presidium Child Abuse Training through the YMCA annually.

All Y childcare and youth staff must be enthusiastic, and eager to make a difference in the growing needs of children under their care. All staff are required to be trained in CPR and First Aid, Recognizing and Responding to Child Abuse and Maltreatment, Health and Safety practices and Principles, and maintain ongoing training in childcare continuing education annually. By providing quality child care for every child, Y staff promote positive practices, give hope, inspire dreams, and build lasting relationships in the minds of children, families and their communities.

- Childcare Director must be at least 21 years old, must possess a Bachelors in Early Childhood or Birth-Kindergarten, and EDU 119, 262, and 263.
- Program Coordinators, Coordinator Assistants, and Assistant Directors must be at least 18 years old, must possess Early Childhood Credentials (EDU 119) or the ability to obtain them within 6 mos. of hire, a minimum of 2 years' experience in licensed child care, and BSAC.
- Lead Teachers must be at least 18 years of age and, at minimum, have completed NC Early Childhood Credential (earned by completion of EDU 111 and 112 or EDU 119 and meeting above criteria). We prefer an associates or bachelors degree in a related field.
- Teachers must be at least 18 years of age and have or be actively working toward completion of EDU 119.
- Floaters must be 18 years old and have a high school diploma.
- Group Leaders must be at least 18 years old, have a high school diploma, and have BSAC certification.

In addition to the state background check, all staff must complete a staff health assessment, TB test, Y background check when appropriate, and drug test prior to date of hire. All staff are required to submit a minimum of 3 references, two professional and one personal, that will be checked before an offer of employment is made. All offers of employment are contingent upon completion of all requirements listed above.



PROFESSIONAL DEVELOPMENT

We believe that ongoing training is key to high quality staff. For this reason, we set aside time for developing and elevating our employees' professional skills. We strongly believe training allows our teachers to better assist you and your child. This continued commitment to our own education lets us provide outstanding quality care in all of our programs. Additionally, the time we spend on our professional development lets us meet North Carolina Child Care licensing regulations for ongoing training.

IN SERVICE TRAINING

All staff members who have responsibility for planning and supervision at a Childcare Program, as well as staff who work directly with children must participate in annual in-service training activities. The number of clock hours of yearly training is based on the staff member's level of education. All staff members are responsible for registering for in-service training.

CONFIDENTIALITY

Confidentiality is maintained for all knowledge and information pertaining to the childcare program participants and their families. To ensure confidentiality, all employees are required to review, confirm, and sign a Confidentiality Agreement when they are hired. Employees agree:

- To respect the confidentiality rights of every child who attends the child care program.
- Not to disclose confidential information without proper authorization or other than when it is necessary to carry out job duties.
- Not to access, report on, extract, or disclose information that is not required in their normal job functions and responsibilities.
- Not to discuss or otherwise communicate any form of information concerning the care or condition of any child with unauthorized individuals.
- That confidentiality applies equally to verbal information and information stored in information systems (databases) and on paper records. Written or printed information will be stored in a secure place and/or disposed of with proper regard for Confidentiality, following all legal requirements related to the information in question.

Violations or suspected violations of the Confidentiality Agreement should be reported immediately.

STAFF BABYSITTING

Our staff cannot baby-sit program participants during non-program hours, according to the YMCA Child Abuse Prevention Policy and Code of Conduct.

REPORTING SUSPICIONS OF CHILD ABUSE AND/OR MALTREATMENT

NC General Statute 7B-301

Any staff member who suspects a child has been abused or neglected must notify the proper authorities. This requirement applies regardless of where the abuse may have occurred, be it at the child's home or the childcare site. The Childcare Director or Program Coordinator will notify the Senior Director and/or Regional Director of any reported suspicion in the event he/she is made aware of potential abuse/neglect immediately.

From <https://www.ncdhhs.gov/divisions/social-services/child-welfare-services/child-protective-services/aboutchild-abuse-and-child-neglect>: "While most of us want nothing but the best for our children, child abuse and neglect are too common. While the words "abuse" and "neglect" are often used interchangeably, each type of maltreatment is distinct. Abuse is the physical, sexual or emotional maltreatment of a child. Abuse and neglect also includes human trafficking. Any minor child who is a victim of human trafficking should also be reported. Neglect, on the other hand, is the failure to give children the necessary care they need. If you suspect that a child is being abused or neglected, or if you think a child may have died from being mistreated, you must report what you know to the county Department of Social Services. This is the law. Do not be afraid to report. As long as you are acting in good faith, you cannot be held liable by law.

* Catawba County DSS: 828-695- 5600 * Burke County DSS: 828-764-9600

110105.4. Duty to report child maltreatment. (a) Any person who has cause to suspect that a child in a child care facility has been maltreated, as defined by G.S. 110105.3, or has died as the result of maltreatment occurring in a child care facility, shall report the case of that child to the Department. The report may be made orally, by telephone, or in writing. The report shall include information as is known to the person making the report, including (i) the name and address of the child care facility where the child was allegedly maltreated, (ii) the name and address of the child's parent, guardian, or caretaker, (iii) the age of the child, (iv) the present whereabouts of the child if not at the home address, (v) the nature and extent of any injury or condition resulting from maltreatment, and (vi) any other information the person making the report believes might assist in the investigation of the report. If the report is made orally or by telephone, the person making the report shall give the person's name, address, and telephone number. Refusal of the person making the report to give a name shall not preclude the Department's assessment of the alleged maltreatment. (b) Upon receipt of any report of maltreatment involving sexual abuse of the child in a child care facility, the Department shall notify the State Bureau of Investigation within 24 hours or on the next workday. If sexual abuse in a child care facility is not alleged in the initial report, but during the course of the assessment there is reason to suspect that sexual abuse has occurred, the Department shall immediately notify the State Bureau of Investigation. Upon notification that sexual abuse may have occurred in a child care facility, the State Bureau of Investigation may form a task force to investigate the report. (2015123, s. 8.) Page 1 G.S. 110 105.4

§ 14-318.6. Failure to report crimes against juveniles; penalty.

(c) Requirement. – Any person 18 years of age or older who knows or should have reasonably known that a juvenile has been or is the victim of a violent offense, sexual offense, or misdemeanor child abuse under G.S. 14-318.2 shall immediately report the case of that juvenile to the appropriate local law enforcement agency in the county where the juvenile resides or is found. The report may be made orally or by telephone. The report shall include information as is known to the person making it, including the name, address, and age of the juvenile; the name and address of the juvenile's parent, guardian, custodian, or caretaker; the name, address, and age of the person who committed the offense against the juvenile; the location where the offense was committed; the names and ages of other juveniles present or in danger; the present whereabouts of the juvenile, if not at the home address; the nature and extent of any injury or condition resulting from the offense or abuse; and any other information which the person making the report believes might be helpful in establishing the need for law enforcement involvement. The person making the report shall give his or her name, address, and telephone number. In the event that a staff member suspects abuse or neglect, the staff member should refrain from interviewing the child/ren involved to maintain the integrity of any investigation that may occur as a result of the staff member's reporting.

Our dedicated staff are here to answer any questions, discuss concerns, and help you with your child's educational and developmental needs at any time.

Each program is supported by a Childcare Director or Program Coordinator who oversee operations of the program. We respectfully ask that families contact the program administration for help with questions and to address concerns.

Program staff should always be the first point of contact.

Hickory Foundation YMCA CDC:

Hollie Newton

Senior Director of Children and Families

(P) 828-838-1565, hollien@ymcacv.org

O.L. Moretz Foundation ELC:

Cassidy Dale

Childcare Director

(P) 828-464-6251, cassidyd@ymcacv.org

Hickory Foundation Teen Programming:

Ryan May

Teen Director

(P) 828-578-6993, ryanm@ymcacv.org

Hickory Foundation YMCA Summer Camp Programs:

Hollie Newton

Senior Director of Children and Families

(P) 828-838-1565, hollien@ymcacv.org

Ryan May

Teen Director

(P) 828-578-6993, ryanm@ymcacv.org

Adrian L. Shuford YMCA Summer Camp Programs:

Hollie Newton

Senior Director of Children and Families

(P) 828-838-1565, hollien@ymcacv.org

Abbey Tarr

Youth and Adult Sports Program Director

(P) 828-464-6130, abbeyt@ymcacv.org

Burke County School Age Programs:

Burke County School-Age Programs Dial Directory - 828-578-6992

Salem Elementary YMCA - 828-999-8614

Hildebran Elementary YMCA - 828-999-8741

Drexel Elementary YMCA - 828-999-8650

Valdese Elementary YMCA - 828-999-8629

WA Young Elementary YMCA - 828-999-8567

New Dimensions Charter YMCA - 828-999-8775

Ray Childers Elementary YMCA - 828-999-8511

Mountain View Elementary YMCA - 828-999-8463

Oak Hill Elementary YMCA - 828-999-7742

George Hildebrand Elementary YMCA - 828-851-7231

Regional Director, Ann Effler - 828-838-3804, anne@ymcacv.org

Regional Director, Jennifer Hawkins - 828-851-7182, jenniferh@ymcacv.org

Lincoln County School Age Programs:

Rock Springs Elementary YMCA- (704) 840-0696

St. James Elementary YMCA- (980) 900-9248

Catawba Springs Elementary YMCA- (704) 840-0698

Pumpkin Center Primary YMCA- (704) 840-0694

Iron Station Elementary YMCA- (704) 840-0695

Norris S. Childers Elementary YMCA- (704) 840-0699

Union Elementary YMCA- (980) 748-5018

Northbrook Elementary YMCA- (704) 607-0388

Lincoln County Family YMCA -

(Love Memorial Elementary, S. Ray Lowder Elementary, Battleground Elementary, and G.E.

Massey Elementary Schools afterschool location):

(704) 716-4500

Youth Development Director, Jon Hotchner- (704) 716-4500, jonh@ymcacv.org

Lincoln County Family YMCA Half Day Preschool and Summer Camp Programs:

Youth Development Director, Jon Hotchner- (704) 716-4500, jonh@ymcacv.org

Sally's YMCA Half Day Preschool and Summer Camp Programs:

Youth Development Director, Crystal Salazar, crystals@ymcacv.org, 704-716-7307

Erica Simmons, Executive Director of School Age Childcare, ericas@ymcacv.org

Parent Handbook Acknowledgement

I acknowledge the receipt of the YMCA of Catawba Valley, Childcare Parent Handbook. Because these policies and procedures directly relate to the care of my child, I have made myself familiar with the information contained in this handbook. My signature below indicates that I fully understand and intend to comply with all rules and regulations set forth by the YMCA of Catawba Valley Childcare Programs and the regulatory agencies with which they comply.

I also acknowledge that I was provided information on the Parent Participation and Communication Policies.

Parent/Guardian Name:

Parent/Guardian Signature:

Date:

Program Director or Coordinator Signature:

Date:
