

YWCA ALTON IS ON A MISSION

YWCA of ALTON

Child Enrichment Parent Handbook

2019- 2020 School Year

YWCA of Alton
304 E. 3rd Street
Alton, IL 62002
618-465-7774
www.altonywca.com

**eliminating racism
empowering women**
ywca

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CONTENTS

Welcome.....	3
Program Overview Purpose	4
Goals	4
Hours of Operation.....	4
Holidays	4
Daily Schedule	5
Day Camp Schedule	5
Enrollment Procedures.....	6
Fees.....	7
Invoicing.....	7
Payments.....	7
Delinquent Accounts	7
Holiday or Inclement Weather Credit	8
Attendance.....	8
Arrival and Departures	8
Late Departure.....	9
Medication Administration	9
Medical Incidents	9
Field Trips	10
Transportation.....	10
Personal Items.....	10
Food and Nutrition	10
Required Documentation	11
YWCA and Parent Communication	11
Insurance.....	11
Responsible Persons	11
Pest Management Policy	12
Guidance and Discipline Policy	12
Behavior Warning Form	15
Behavior Incident Report.....	16
Discharge Policy and Procedures	17

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Dear Parent or Guardian,

YWCA of Alton staff and Board of Directors would like to extend a warm welcome to the parents and children of the Child Enrichment Summer Program. The YWCA is the oldest and largest multicultural women's organization in the world, with more than 25 million members in 106 countries, including 2.6 million members and students in 210 local associations in the United States.

More important than the numbers, is our mission to eliminate racism empower women and promote peace, justice, freedom, and dignity for all.

As parents, you are an essential part of our Child Enrichment program as we strive to provide children with activities and experiences that promote optimal growth and development. This is achieved through the following:

- Educational enrichment
- Safe, secure supervision at all times
- Age appropriate activities
- Nutritious snacks and meals
- Community awareness
- A positive environment that enhances each child's self-concept

This handbook is prepared for you because it is vital for you to know the policies and procedures of YWCA's Child Enrichment program. Please read this handbook carefully and keep it for future reference.

Please feel free to contact us for an appointment at any time to discuss any questions you may have about your children or the program's policies and procedures.

Once again, we welcome you and look forward to you and your child being a part of the YWCA Child Enrichment Program.

Sincerely,

Kathy Holder
Child Enrichment Director

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Program Overview

Purpose

The YWCA of Alton provides quality Child Enrichment programs that help children achieve and maintain a positive sense of self through cognitive, social, physical, and creative developmental opportunities in a safe, nurturing, and educational environment.

Goals

- Provide a safe and secure environment for all children.
- Promote learning with structured activities in the areas of Service Learning, Cultural Diversity, Arts, Science, Group Games, and Dramatic Play.
- Supplement and support the school district's core curriculum through creative tutorial activities.
- Provide children the opportunity to develop physically through indoor and outdoor active play.
- Develop social skills through group interaction.
- Promote the YWCA mission of "Eliminating Racism and Empowering Women" by using a culturally diverse curriculum.

Three-Day and Five-Day Programs are available for children ages 5 (in Kindergarten) through 12 years old. When enrolling a child in the program, parents or guardians **must** designate either the Three-Day or Five-Day Program option.

The YWCA Child Enrichment School Year program is offered at the following sites:

Alton YWCA, 304 E. Third St., Alton, IL

North Elementary School 5600 Godfrey Rd, Godfrey, IL

Lewis & Clark Elementary School, 501 E Lorena Ave. Wood River, IL

Ivy Heights Church of God, 1901 Old Alton Edwardsville Rd. Wood River, IL

Hours of Operation

Before School: 6:30am- 8:00am – Available for Wood River and Roxana Schools only.

After School Regular School Days: 2:15-6:00pm *Start times vary according to school*

Early Dismissal School Days: start time varies dependent on school district

Full Day Camps: 6:30am- 6:00pm

Holidays

The YWCA Child Enrichment program will be closed on the following days.

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Labor Day Monday, September 1, 2019	Thanksgiving Day Thursday, Nov. 28, 2019	Day After Thanksgiving Day Friday, Nov. 29, 2019
Christmas Eve Tues., December 24, 2019	Christmas Wed., Dec. 25, 2019	Day After Christmas Thurs., Dec. 26, 2019
New Year's Day Wednesday, January 1, 2010	Memorial Day Monday, May 25, 2020	

We will be open for business all days not listed directly above unless school is canceled due to inclement weather. When school is not in session for the entire day (i.e., Columbus Day, Presidents' day . . .), YWCA will hold "Holiday Camps" from 630 am to 6 pm. Staff will send information out to parents regarding Holiday Camps in advance. Parents will be required to sign their children up for Holiday Camps. Dependent on the number of sign ups, we may offer Holiday Camp at only one location (YWCA of Alton). The fee for Holiday Camp is \$28.50 per day.

Inclement Weather Days We will be closed for inclement weather days as we are concerned about the safety of both our children and our staff. Dependent on the number of inclement weather days within one week, the Finance Manager may issue credits to parents and guardians for the days.

Daily Schedule

When children arrive at the site, staff shall sign them in, then wash hands as a group. Snack will be served at approximately 3:30 p.m., 3:45 for Roxana students. After snack, there will be a scheduled homework time of 30 minutes with quiet activities for those children who do not have homework. Afterwards, staff will lead the children in activities in accordance with the curriculum, this time is scheduled for 45 minutes to an hour. Enrichment activities, group games, and free play are all parts of the program. Parents are required to pick up their children by 6:00 p.m.

Below you will find an outline of a typical Camp Day.

Holiday/Day Camp Schedule*

- 6:30-7:50 am: Arrival/Table Toys/Down Time
- 7:50-8:00 am: Prepare for and wash hands for breakfast
- 8:00-8:30 am: Breakfast
- 8:30-9:00am: Clean-Up from Breakfast/Reading Time
- 9:00-10:00am: Morning Activity
- 10:00-11:00 am: Fit Kids (Outdoors if weather permits)
- 11:00-11:50 am: Activity/ Project
- 11:50-12:00 am: Prepare for and wash hands for lunch
- 12:00-12:30 pm: Lunch Time

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12:30-1:00 pm: Clean-Up from Lunch/Prepare for Rest Time

1:00-1:30 pm: Rest Time/Quiet Activity /Reading

1:30- 2:45 pm- Recreational Time/ Outdoor Active

3:00-3:30 pm: Snack Time

3:45-4:15 pm: Afternoon Activity

4:15- 5:00 pm: Afternoon Activity

5:00-6:00: Free Play in Day Room/Departure

Please note the schedule is tentative and subject to change according to activities planned. Adjustments may take place as needed

Enrollment Procedures

All parents must complete the registration package found at www.altonywca.com or available at the YWCA of Alton, 304 E. Third St. Alton, IL. Packages can be emailed to you upon request by calling the YWCA at 618.465.7774. Registration fees must be paid at time of application. Incomplete applications will not be accepted. Children will not be allowed to begin the program until we have received all required documents and approved the completed application. All registration is on a first come, first serve basis.

To enroll a child into the Child Enrichment Program, parents/guardians are required to complete and return all forms, pay the non-refundable registration fee, and submit copies of birth certificate(s) and most current physical(s) to the Child Enrichment Director.

YWCA CE Staff will provide assistance with CHASI paperwork, including instructions if needed.

All families utilizing CHASI or DCFS Community Collaborations are responsible for 100% of YWCA fees, tuition, holiday camps . . . until CHASI or DCFS Community Collaborations approval is received.

A child may be enrolled part-time or full time and can start the program once confirmation is given from the Child Enrichment Director that all required forms and fees have been received. Once in the program, regular attendance is required. If the child will not be attending the program for the day, please notify the Site Coordinator or YWCA as soon as possible.

The YWCA would like to remind parents that it is very important to maintain emergency contact numbers. For this reason, we encourage you to check your child's records periodically and make sure all contacts are current and updated at least once a year.

The YWCA of Alton Child Enrichment Program will telecommunicate using the Illinois Relay Center for the hearing impaired. Please call VOICE at 1-800-526-0857 or TTY at 1-800-526-0844 to arrange for these services.

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Fees

- Registration fee - \$35, \$25 for a second child and \$20 for each additional child. Please note that registration fees are required even if other program fees are subsidized through the state or other assistance programs.
- Program Rates:
 - Holiday & Day Camps – 28.50 per day

	Before School	After School	Before & After School
Full Time	\$48	\$70	\$105
Part Time	\$30	\$42	\$ 65

- A child will be allotted one weeks' vacation throughout the calendar year (5 days for full time children and 3 days for part time children). Parents and guardians will not be required to pay for the one week. Please fill out a vacation request and turn in to the Child Enrichment Director two weeks in advance of the vacation.
- A reduction in fees due to absence because of extended illness or extenuating family circumstances may be considered at the discretion of the Executive Director.

Invoicing

Invoices are created weekly for the previous week and will be sent to responsible parties by email. Payment is required within 7 days. ACH or credit card payments are accepted.

Payments

Registration fees are due at enrollment. The YWCA **only** accepts electronic funds transfer (EFT), or weekly scheduled credit card drafts. Accounts are charged on Fridays. However, depending on differing banks and or bank holidays, your account may be charged on the following Monday or Tuesday periodically. Your account must be current for your child to continue attending the program. Questions regarding payments should be directed to the YWCA Finance Manager Connie Bomar at 618.465.7774 or via email at cbomar@altonywca.com.

Other Fees

A \$25 fee will be charged for all refused EFT or debit card payments (NSF). The YWCA reserves the right to require cash, credit card, or money order payments for refused EFT or debit card payments. Three NSF returns will result in your child being dropped from the program.

Delinquent Accounts

Staff will make every effort to collect receivables on a timely basis. Staff will notify all responsible parties of delinquent balance. Delinquent accounts are defined as 14 calendar days late or more.

YWCA of Alton will report all delinquent accounts over 90 days delinquent to credit bureau and seek payment through a collection agency.

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YWCA of Alton will give Child Enrichment families with delinquent balances the option of executing a payment plan.

YWCA of Alton will suspend participation in the Child Enrichment program when a family has a delinquent account balance for fourteen calendar days (balance amount is greater than \$100) and the family has not entered into Payment Agreement.

YWCA of Alton will contact responsible parties immediately in cases of refused EFT or debit card payments. Responsible parties will be given an opportunity to provide us with an alternate payment method. Should responsible parties not provide us with an alternate means of payment after contact was made by YWCA, YWCA of Alton will charge responsible parties a fee of \$25 for all refused EFT or debit card payments (NSF).

Holiday or Inclement Weather Credits

Credits will be issued to parents of children attending full-time for Thanksgiving and Christmas weeks. For parents with children attending part-time during Thanksgiving and Christmas weeks, credits may be given depending on the child's attendance patterns. No credits will be issued for other holidays throughout the year identified on page 5.

Inclement weather day credits may also be issued depending on the frequency within a week. Full time parents will receive credits for 2 inclement weather days during one week. Parents with children attending part time may receive a credit for inclement weather days during one week depending on a child's attendance pattern.

Procedures

Finance Manager will submit delinquent account balance information after 90 days in default (excluding payment plans in good standing) or when participation has been terminated in the CE Program to a collection agency.

Delinquent balances, lacking an executed payment plan, for families terminated from the CE program, will be turned over to credit bureau and collection agency for processing.

Child Enrichment Director will immediately notify responsible parties regarding termination by telephone and in writing. The Director is to give responsible parties 3 business days' notice of termination (4th day the child is removed).

Attendance

Regular attendance is required. If your child will not attend programming for the day, please notify the YWCA as soon as possible. If a child will not be attending the program due to vacation, parents must notify the YWCA.

No "drop in" option is allowed. Preference will be given to part time clients with set days.

Arrival and Departure

Parents are required to sign each child in or out on site each day the child attends. Failure to sign in will result in dismissal from the program. Only a custodial parent or an adult aged 18 or older designated by the custodial parent may pick up the child. A child shall only be released to custodial parents or other authorized persons listed on the enrollment form at the time of

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registration. The child will not be allowed to be released to anyone not listed as an authorized person. Anyone picking up a child will be asked to provide identification.

Late Departure

If you know that you will be later than 6:00 p.m., please call and notify the Site Coordinator (number to be obtained from the staff) or the YWCA of Alton at 618-465-7774 before 6 pm. This will help relieve any concerns your child and our staff may have as to why you are running late.

If your child is picked up after 6:00 p.m., a late fee charge will be assessed at the rate of \$1.00 per minute per child for every minute after 6:00 p.m.

When a child is left at the program after 6:00 p.m., these steps will be followed:

6:10 p.m. – we will attempt to contact a parent or legal guardian

6:20 p.m. – we will begin contacting people on the emergency contact list if a parent has not been reached

6:40 p.m. – we will contact the local police department to report a possible child abandonment issue if parent or emergency contacts have not been reached.

The YWCA Child Enrichment Staff would like to assure all parents that no child will ever be left alone. The staff will remain with the child until pick up occurs. We will never hold the child responsible and discussion of this issue will only be with the parent or guardian, not the child.

Medication Administration

Site Coordinators will dispense prescription and over the counter medications and maintain a log. A medical authorization form, signed by a parent or guardian, **must** accompany the medication. Medication must be in the original container with the full label intact.

Medical Incidents and Accidents

If there is an accident or medical incident involving a child, parents will be contacted immediately and staff will complete a written report with a copy forwarded to the parent or guardian within 24 hours.

Parents must complete a medical care authorization form (*Consents to Day Care Providers – CFS 593*) at the time of enrollment, allowing or denying staff to seek emergency medical assistance for their child.

Staff will call 911, then a parent (or emergency contact if parent or guardian cannot be reached) if the medical incident or accident is deemed an emergency. If transportation to a hospital or medical facility is necessary, a staff member will accompany the child and remain until a parent or guardian arrives.

If a child becomes ill, staff will call a parent or guardian to make arrangements to pick up the child from the program. **Children must be picked up within one hour from the time the call is received.**

Children should not attend the program if they display any of the following symptoms:

- Temperature of 100 degrees or more. Children may not return to the program until they are fever free for 24 hours.

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- Conjunctivitis (pink eye). Children may return to the program 24 hours after treatment has begun.
- Rash. A doctor's release is required before the child can return to the program.
- Impetigo. A doctor's release is required before the child can return to the program.
- Diarrhea and/or vomiting. Children may return to the program 24 hours after symptoms have abated.
- Severe cold, viral infection, or influenza. Children may return to the program 24 hours after symptoms have abated.
- Contagious diseases including, but not limited to, chicken pox, mumps, measles, fifth disease, or whooping cough. Children may return to the program with a doctor's release.
- Lice. Children may return to the program 24 hours after treatment has begun.
- Unexplained appetite loss, listlessness, irritability, or unusual fatigue. Children may return to the program 24 hours after symptoms have abated. A doctor's release may be required.

Parents will be notified if their child has been exposed to a communicable disease. Parents are asked to notify YWCA staff if their child contracts *or is exposed to a communicable disease. Any known or suspected case or carrier of communicable disease* will be reported to local health authorities and shall comply with the Illinois Department of Public Health rules and regulations for the Control of Communicable Diseases.

Field Trips

On occasion, children may participate in neighborhood walks or field trips during holiday camps. Children must have a permission slip signed by a parent or guardian before being allowed to participate.

Transportation

When transportation is provided, it will be in a YWCA vehicle or rented through a local licensed and insured vehicle rental company driven by a licensed individual at least 21 years of age.

Personal Items

The YWCA of Alton is not responsible for lost or stolen articles. Please do not allow your child to bring toys or personal items from home unless otherwise instructed. Please label all clothing and personal items with your child's name. Students are not allowed to bring cell phones or electronic devices, unless otherwise authorized, to the CE program.

Food and Nutrition

Students will be served an afternoon snack on regular school days and a heavy snack on early dismissal days. For Holiday Camps students will be served breakfast, lunch and afternoon snack. For any child who requires a special diet, the child's parent/guardian must provide written instructions on dietary restrictions/requirements and must be signed by the parent, guardian or physician requesting the specific diet. This instruction list will be maintained on file at the YWCA. The YWCA will follow State of Illinois food and nutrition guidelines and make every

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effort to serve healthy and nutritious food to your children. Menus will be posted in accordance with state law.

Required Documentation

Confidentiality

The YWCA Child Enrichment Program respects the confidential nature of information obtained through the enrollment procedure. Parents or guardians must sign an authorization if they wish information shared with another party.

YWCA of Alton Child Enrichment Program staff are mandated reporters of suspected child abuse and/or neglect.

Health Examination Requirement

Parents or guardians must submit a completed certificate of health examination (*Certificate of Health Examination – IL 444-4737*) prior to the child's attendance at any YWCA Child Enrichment Program. The certificate must be signed by a parent or guardian, and an eligible medical provider.

Birth Certificate Requirement

State mandates require the YWCA of Alton to have a certified copy of each participant child's birth certificate. The copy you provide must be a certified copy, with an official state seal. Hospital certificates will not be accepted.

YWCA and Parent Communication

YWCA staff attempt to communicate using emails, newsletters, Facebook and through our webpage. We urge all parents to "like" the YWCA of Alton and the Child Enrichment Facebook pages. In addition, please check out our webpage, www.altonywca.com.

Insurance

The YWCA of Alton carries the amount of liability insurance required by the State of Illinois Division of Child and Family Services.

Responsible Persons for the Child Enrichment Program

Kathy Holder, Director
Child Enrichment Program, YWCA
304 E. Third St. Alton IL 62002
618.465.7774

Dorothy Hummel, Executive Director
YWCA of Alton
304 E. Third St. Alton IL 62002
618.465.7774

YWCA Pest Management Policy

Products Used:

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- Non-commercial strength pest control products selected for the center:
- Raid Home Insect Control Liquid
- Sevin Liquid

Application:

Pest control products will only be applied on non-business days so that children are not in the building for at least 24 hours after pest treatments. The controls used will be mixed and applied according to manufacturer's directions by a certified extermination company.

Risk Management:

Children will not return to the building for at least 24 hours after pesticides are applied. All items handled by children will be covered or removed from the application areas. Any items that may be exposed to a pesticide application shall be thoroughly washed and sanitized prior to use by children.

Storage: Pesticides will be stored in a locked, isolated area to prevent any contact by children.

Guidance and Discipline Policy

The YWCA Child Enrichment Program strives to provide our families with a safe, fun, and quality child care experience. To achieve this, we work together as a team to promote positive behavior in every area of our program. It is an important aspect of a child's development to practice self-control and learn positive problem-solving skills. We believe it is our responsibility to create a safe and consistent environment that will allow children to gain self-confidence, self-control, and an understanding of their feelings. This is the perfect age for children to learn that their behavior is their choice!

We use the following as behavior guidelines:

- Be responsible & accountable for your own behavior
- Respect yourself
- Respect others – keep your hands and feet to yourself, use kind words and G-rated language.
- Respect Property – Do your part to keep our spaces clean and tidy!

The YWCA Child Enrichment Program has zero tolerance for the following:

- Physical Aggression/ Fighting/ or Physical harm to self or others
- Disobedience & Disrespect
- Sexual or verbal harassment
- Bullying in any form
- Threats to staff or other students
- Inappropriate language / profanity/ obscene gestures
- Non-compliance

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All children are expected to follow program rules.

- Children must remain in the program area. Children must notify a staff member if they need to leave the program area for any reason.
- No running inside the building.
- No standing or jumping on furniture.
- Replace all materials and toys when done using them and before getting out something else.
- Respect others and their property.
- Listen when spoken to; obey staff directions.
- Report any incidents with other children to staff.
- Toys, games, or other items must remain home – unless otherwise noted
- Outside food with permission only

The Child Enrichment staff will:

- Interact with children in a safe and respectful manner. We believe it is important for us to model the behavior we expect the children to learn and show themselves.
- Use strategies that promote positive self-esteem, and self- respect.
- Use positive ongoing communication and consistent guidance practices.
- Work with children and families to resolve problems and issues as they occur.

For all day camps, if a student is exhibiting extreme unsafe behavior (behavior that can cause harm to the child, other children present or staff) the Site Coordinator may remove student from the program for the day with the approval of the Child Enrichment Director. Parents will be notified as soon as possible and given time to arrange pick up.

The YWCA Child Enrichment Program reserves the right to remove a child from the program for excessive unsafe or inappropriate behavior.

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Disciplinary Action Process

Mild misbehavior	Verbal Warning – Redirection When unwanted behavior occurs, staff will student first try to redirect child. If the redirection is not successful, staff will verbally inform the child of their misbehavior and remind child of appropriate behavior. This is best done by pulling the child to the side and speaking to them one on one.
Behavior Warning 1 st 2 nd 3 rd	Redirection – Time Spent away from Group- Written Behavior Warning Staff will verbally remind child of first warning and why they must now be separated from the group or receive a Behavior Warning slip. Staff will notify parents upon arrival, discuss the behavior, and have them sign warning slip if applicable. After three Behavior Warnings, staff will issue a Behavior Incident Report to parents and have parents sign form.
Behavior Incident Report	Time spent away from group- Loss of Privilege- Behavior Incident Report Student is removed from the group. Behavior incident report is written by staff. Parents are notified upon arrival; behavior is discussed. Parents sign the Behavior Incident Report. There will be a conference with the CE Director and Parents. Child may face suspension for 1 to 5 days.
	Please understand that some actions warrant immediate suspension, such as excessive unsafe or inappropriate behavior.

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Behavior Warning

- This is the child's 1st 2nd 3rd Behavior Warning. (circle one)

Child's Name: _____

Date: _____

Site-Coordinator/Site-Assistant filling out report: _____

Other witness: _____

Today your child had a difficult time:

Following/listening to directions

Keeping self to self

Being respectful to peers, teacher, property.

Not using inappropriate language/gestures

Other: _____

Staff Signature: _____ Date: _____

Parent/Guardian Signature: _____ Date: _____

CE Director Signature: _____ Date: _____

Description of Behavior Warning:

Action taken:

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Behavior Incident Report

Child's Name: _____

Date: _____ **Approximate Time:** _____

Site-Coordinator/Site-Assistant filling out report: _____

Other witness: _____

Location of Incident: _____

Detailed description of incident:

Action taken:

Staff Signature: _____ **Date:** _____

Parent/Guardian Signature: _____ **Date:** _____

CE Director Signature: _____ **Date:** _____

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Discharge Policies and Procedures

A two-week notice, in writing, is requested to withdraw a child from the program. The notice must include the child's last date of attendance.

Children may be withdrawn from the program at the discretion of the Child Enrichment Director for, but not limited to:

- Failure to provide required information, including updated contact information or changes in address or telephone numbers,
- Unresolved behavior issues
- Non-payment on consistent late payment of fees
- Failure to pick up an ill child
- Prolonged absence
- Consistent tardiness
- The CE Program staff determine your child's needs cannot be met by the type of care provided by the YWCA of Alton, and
- Failure to comply with policies and procedures of the CE Program.

Thank you for choosing the YWCA of Alton Child Enrichment Program. We will do our best to care and nurture your child in a safe, clean, and respectful environment.