



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Kennebec Valley YMCA Learning Center and Kid Zone Parent Handbook

2024/2025

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40 Granite Hill Road, Manchester, ME04351
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www.kvymca.org



Welcome to the KV YMCA Learning Center and Kid Zone Aftercare. We are a fully licensed child care center for children ages 6 weeks to 12 years of age. We would like to make your family's transition into our program as smooth as possible. To assist you, we have enclosed all of our policies and procedures in this parent handbook.

Mission Statement of the YMCA Learning Center and Kid Zone Program:

Our Child Care center is dedicated to enhancing the lives of children. We foster supportive relationships, create developmentally appropriate experiences and encourage the unique qualities of children. We welcome families who value children and appreciate the caring, educational, and professional environment we provide.

Mission Statement of the Kennebec Valley YMCA:

To provide the community with an inspirational environment for the enrichment of all people through social, recreational, and learning activities. Caring, honesty, respect, and responsibility are the basis for all we do.

Learning Center Child Capacity: 100 Children

Video Surveillance in the YMCA: Closed circuit cameras are installed in each classroom as well as the Learning Center hallway, Gymnasium, swimming pools and studio for the safety of all children and staff, and for training purposes. If needed, they are reviewed by the CEO or Human Resources Director and only on specific computers within the YMCA. These cameras do not have sound and footage is able to be kept on file for approx 60 days.

Hours of Operation Learning Center:

We are open 51 weeks a year, five days a week Monday-Friday from 7:00 a.m. - 5:30 p.m. (We are closed for one week in June each year)

If your child is picked up after closing time a late fee will be assessed. (See Late Fee section)

Kid Zone Program:

We are open for the School year September 3, 2024 to June 6, 2025

After School hours: 2:45 pm -5:30 pm, Monday-Friday

Early release days: 11:45 am-5:30 pm

Snow days/vacation days/workshop days: 8:00 am-5:30 pm

****All children currently attending Kid Zone must re-register each new school year by July 15th. It is not assumed that a currently enrolled child will be returning the next school year and must re-enroll. This program ends each June and prices are subject to change from year to year because this is not a year round program. Prices will not change during the school year while Kid Zone is in session. If families wish to re-enroll, and do not do so by July 15th, open enrollment to the public starts August 1st and becomes a first come, first serve basis. In order to re-enroll an email can be sent to the program Director. Registration will no longer go through the front desk.**

Shut down week:

The Learning Center will be closed the week of June 9-13, 2025. We will be conducting necessary deep cleaning and painting of the learning center this week. The Learning center will be back open on Monday June 16, 2025. **Tuition will remain the same as any other month and is not prorated. New rates for all children moving up will change on June 15, 2025.**

Family Membership:

Starting on June 15, 2024 all new families will need to have a family membership before enrolling into the Learning Center.
Starting on September 1, 2024 all current families will need to have a family membership to continue staying enrolled in the Learning Center.
This membership allows your family free access to many programs we have to offer at the YMCA. Because you are a Learning Center Family the membership is discounted down to 65.00 dollars a month, which is due on the first of each month. All families who receive the child care subsidy are not required to have a family membership, however if you would like one please ask the program director for help getting it set up.

Kid Zone families are also required to have a family membership in order to be enrolled in the program. All returning Kid Zone families will be given July and August for free.

Daily Schedule:

Each classroom has their own daily schedule that is posted in each classroom. Also a daily schedule is included in each welcome packet. Kid Zone also has a daily schedule and is posted on the Kid Zone parent teacher board outside of the gym.

Age Range and Full Time Tuition:

Chickadees (6 weeks to 1) \$1,050.00/month or \$525.00/semi-monthly
Sparrows (1-2) \$950.00/month or \$475.00/semi-monthly
Ravens (2-3) \$920.00/month or \$ 460.00/semi-monthly
Eagles (3-4) \$900.00/month or \$450.00/semi-monthly
Penguins (4-5) \$850.00/ month or \$425.00/ semi-monthly
Kid Zone (5-12) \$500.00/ month or \$250.00/ semi-monthly
Family Membership 65.00 dollars a month due on the 1st

Kid Zone will have 4 months of prorated prices. Below are the following:

- December: \$375.00 monthly or \$187.50 semi
- February: \$375.00 monthly or \$187.50 semi
- April: \$375.00 monthly or \$187.50 semi
- June: \$125.00 Due on June 1, 2025

Tuition is based on annual days of care and divided into equal payments.

Tuition remains the same regardless of the number of days of care in the month.

1. Tuition is paid two weeks in advance and is due on the 1st and the 15th day of every month. You may choose to make one monthly payment, but payments must be received on the 1st or 15th day prior to care received.
2. A two week written notice must be submitted to the child care Director/Center Supervisor when a child is withdrawn from the program.
3. The YMCA does not send a bill. Tuition payment is to be made by auto draft.

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Credit card (MasterCard/Visa/Discover/American Express). We offer automatic withdrawal from a bank account or credit card.

4. A LATE CHARGE of \$30.00 will be assessed for all payments received four days after the due date. For example if your payment was due on the 1st, a late fee would be assessed on the 5th. If payment was due on the 15th, a late fee would be assessed on the 19th.
5. In the event that your account becomes ten days overdue and you do not contact the Director, child care services will be suspended until payment is made. You will be notified by phone and mail. Your child may not attend until your account is current.
6. Tuition for all child care programs is due regardless of absence from the program (illness, holidays, inclement weather).
7. Our Tax Id# is 01-0211811. By each January 31st, we will provide a receipt of total payment for tax purposes.
8. All fees must be paid before services are rendered, including late fee payments and late pick-up fees.
9. In order to keep your child care spot each month needs to be paid in full before the first day of the next month. For example in order to return on July 1 all of June must be paid in full.

Storm/Cancellation Policy:

The decision to close the child care center will be made by administration and only if weather conditions are judged to be dangerous or to cause undue hardship to the YMCA community. Parents are advised of delays or closings on our own website, on Facebook, Procure and by telephone. In the event that the center closes early, parents will be contacted by phone. All updates about facility closings can be found on our website www.kvymca.org or by calling 622-9622.

We do not follow the Augusta School System.

Admission and Payment Policies:

Timely payments are necessary to ensure financial stability of our child care center. Families are expected to adhere to the guidelines listed in your individual Payment Agreement contract.

- Your child must visit the child care center prior to enrollment.
- Admission forms and up-to-date immunization records must be completed and given to the child care center Director/Center Supervisor prior to enrollment. Additionally, a copy of your child's birth certificate is required for infants.

Termination of Enrollment:

Families are expected to follow the YMCA'S core values of **Respect, Responsibility, Honesty** and **Caring**.

Reasons for termination

- Failure to make an attempt on payments
- Failure to not follow Learning Center and Kid Zone policies

*** The Learning Center and Kid Zone reserves the right to terminate enrollment if at any time it is decided that it's not the best fit for the Learning Center or Kid Zone.**

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Expulsion and Suspension Practices:

Unfortunately, there are sometimes reasons we have to ask that a child be removed from our program either on a short term or permanent basis. We want you to know we will do everything possible to work with the family of the child(ren) in order to prevent this policy from being enforced.

WHEN A CHILD IS HAVING A PROBLEM IN THE CLASSROOM

- Staff will try to redirect the child from negative behavior.
- Staff will reassess classroom environment, appropriate activities and supervision.
- Staff will always use positive methods and language while disciplining children.
- Staff will praise appropriate behaviors.
- Staff will consistently apply consequences for rules.
- Children will be given verbal warnings.
- Children will be given time to regain control.
- Child's disruptive behavior will be documented and maintained in confidentiality.
- Parent/guardian will be notified verbally.
- Parent/guardian will be given written copies of the disruptive behaviors that might lead to expulsion.
- The director, classroom staff and parent/guardian will have a conference(s) to discuss how to promote positive behaviors.
- The parent will be given literature or other resources regarding methods of improving behavior.
- Recommendation of evaluation by professional consultation.

SCHEDULE OF EXPULSION

If after the remedial actions above have not worked, the child's parent/guardian will be advised verbally and in writing about the child's or parent's behavior warranting an expulsion. An expulsion action is meant to be a period of time so that the parent/guardian may work on the child's behavior or to come to an agreement with the school.

The parent/guardian will be informed regarding the length of the expulsion policy. The parent/guardian will be informed about the expected behavioral changes required in order for the child or parent to return to the school.

PARENTAL ACTIONS FOR CHILD'S EXPULSION

Failure to pay/habitual lateness in payment.

Failure to complete required forms including the child's immunization records.

Verbal abuse to staff.

Parents threaten physical or intimidating actions toward staff members.

CHILD'S ACTIONS FOR EXPULSION

Failure of child to adjust after a reasonable amount of time.

Uncontrollable tantrums/angry outbursts.

Ongoing physical abuse to staff or other children.

A CHILD WILL NOT BE EXPELLED

If child's parents:

- Made a complaint to the Office of Licensing regarding a school's alleged violation of the licensing requirements.
- Reported abuse or neglect occurring at the school.

- Questioned the school regarding policies and procedures.

A child will not be expelled without giving the parent sufficient time to make other child care arrangements.

Please note we do not allow firearms or weapons on the property.

Excluding Law Enforcement

Drop Off and Pick Up

Learning Center:

Please walk with your child into his/her classroom as morning communication between staff and families is important for a successful day. The Learning Center opens at 7:00 am.

No one is allowed into the center beforehand.

If someone new is going to be picking up your child/ren please ask them to bring a photo ID. We will not release children to anyone who does not appear on your Authorized Pick-up list and does not show proper identification. The Learning Center closes at 5:30pm.

Kid Zone:

If your child will be arriving by bus directly from school we need to know this upon enrollment. If there are changes to your child's drop off it is up to the parents to communicate with the bus company.

Procare:

The Learning Center and Kid Zone program uses an app platform called Procare. All families are required to have procare. This app allows communication between parents and Staff, allows for quick updates about your child's day and keeps communication clear. All parents will be sent an invite. It is important to open this invite and set up your profile in 7 days. If you do not open it up in 7 days please ask the director to re-invite you. We ask that all parents add a picture of themselves to their profile and also any emergency contacts or authorized pick ups. After your child is signed out at the end of the day you will have a summary of your child's day emailed to you.

Late Fee:

Our center closes at 5:30 p.m. While we understand that emergencies occur, we ask that you pick up by closing time. In the event of an emergency, we request that you call the YMCA to notify staff. After 5:30 p.m. a late fee of \$5.00 will be charged until 5:35 p.m. and \$1.00 per minute thereafter. After three late pick-ups, the fee will increase to \$2.00 per minute and you may endanger your child's slot in the program. Late pick-up fees will be tallied and applied to your account at the end of each month, according to sign-out records.

Vacation Policy: When planning a vacation please notify your child's teacher or the director regarding how long your child will be out. **Tuition remains the same.**

Changes to enrollment:

Any family wishing to change their child's enrollment or terminate enrollment must give a two week notice in writing to the Director.

Scholarships:

The KV YMCA strives to serve all residents of the community within our available resources. Every effort will be made to accommodate all who wish to participate in our child care centers. If your family is experiencing economic hardship please see the Director for assistance.

Pluralism:

The KV YMCA child care centers are deeply committed to the provisions of programs and services, which are enriched through the admissions of children of any ethnic origin, culture and/or religion. We promote acceptance, while valuing differences. Integral to the curriculum are activities involving sensitivity to gender, disabilities, culture, and ethnicity.

Clothing:

We request that all families bring a labeled full set of clothing (socks, underwear, pants, shirt and shoes) to leave in your child’s cubby. Shoes or appropriate slippers must be worn in the classroom at all times. All children experience outside time everyday unless there is extreme weather conditions. We ask that you provide the necessary items to keep your child comfortable for play both inside and outside. If your child participates in the YMCA swim classes you will need to provide a bathing suit, towel, easy to slide on and off swim shoes (flip flops, crocs, etc.,) and a swim diaper (if the child is still potty training) on swim days.

Center Calendar:

The Learning Center and Kid Zone will be closed on the following days. Please keep in mind the Kid zone program is only open from September-June.

- Kids Zone program will end on June 6, 2025
- Penguins Graduation June 6, 2025
- Shut down week June 9-13, 2025
- Camp KV starts June 16, 2025

Month	Day	Holiday
September 2024	2nd	Labor Day
October 2024	14th	Indigenous Peoples Day
November 2024	11th	Veteran’s Day
November 2024	28th and 29th	Thanksgiving
December 2024	24th and 25th	Christmas

December 2024	31st the YMCA will close at 12:00pm	New Years Eve
January 2025	1st, 20th	New Years Day, Martin Luther King Jr. Day
February 2025	17th	President's Day
May 2025	26th	Memorial Day
June 2025	9th-13th, 19th	Shut down week, Juneteenth
July 2025	4th	Independence Day

Developmentally Appropriate Curriculum:

Our emphasis is on learning through play. This focus allows children to explore the world around them at an individual pace. The planning and provisions of activities at our child care center is based on the developmental needs of children. Although initially groups may appear to be designated solely by age, in fact, equal attention is given to the developmental levels of every child in our program. Age spans within the groups are designated to accommodate differences among children in terms of physical, emotional, social, and intellectual development. Children are transitioned to another group when it is determined by staff and parents that they are ready and able to participate fully in the program. The flexibility exists to move children back and forth between groups. The Learning Center is devoted to promoting the cognitive, motor, emotional and social growth of each child enrolled. We do this in part by creating a thematic curriculum using the Creative Curriculum. This is a published curriculum that is used in YMCAs throughout the country, and the Maine Early Learning Guidelines. Some daily aspects of the curriculum include art, science, math, literacy, healthy habits and sensory exploration. The classrooms are set up in centers which allows children to explore different areas throughout the day.

Penguins Pre-K Program:

All children going into the Penguins classroom must turn 4 years old before October 15th. This class is designed to prepare your child for Kindergarten. This year is our first year Miss Suzanne will be using the Pre-K for ME Curriculum. That is the same curriculum that the Augusta Public Pre-K is using. If you are an Augusta resident we strongly encourage you to also enroll your child into Augusta Public Pre-K. We ask that you register your child for the afternoon slot. The school bus comes right to the YMCA to pick up the Pre-K students and returns them afterwards. This class ends on June 6th 2025. We will have a full cap and gown graduation for all the Penguins Pre-k students on June 6th. After June 6th your child has the opportunity to enroll in Camp KV for the summer. This is a separate program from the Learning Center. Open enrollment for camp starts on February 1, 2025. Children in the Learning Center are not automatically enrolled into camp. Parents are responsible for

registration. Miss Suzanne does follow her class out to camp and runs the Kinder group at Camp KV making it an easier transition for the children.

There is no care for Penguins children after graduation on June 6, 2025 at the Learning Center.

Meals:

We serve all children regardless of race, color, national origin, sex, age or handicap. Menus are updated on Procure monthly and posted in the classrooms. A healthy breakfast, lunch and afternoon snack is served to all children developmentally ready to receive food. Menus are subject to change and any changes will be posted.

All meals are served family style to provide children with choices. Staff does not insist that children eat one item before another, however, they encourage healthy choices that will lead to positive eating habits. Remember, studies show that children need to try different foods multiple times before they decide they actually like the food!

Whole milk is served to children under age 2. Skim milk is served to children age 2 and over. Water is always available to all children throughout the day and at meals. Please let us know if your child has any allergies or intolerances so that appropriate accommodations can be made.

Infant Feeding Practices:

We provide iron-fortified infant formula for babies not receiving breast milk. Parents may provide their own if they wish. When it comes time, we practice infant-led feeding. We work with families to determine when a child is developmentally ready to accept solid foods, usually around 5-6 months of age. We also prepare the food differently depending on the developmental needs of the child. For example, "carrots" on the menu may be prepared as a puree for younger babies, mashed, or cooked and diced for finger food.

We value communication with our families, so if you have questions about minimum serving amounts, developmental readiness, hunger cues in children please don't hesitate to ask.

Infants under 1 years old must try a new food at home before they are able to try it at the center. Parents please continuously update the Chickadees classroom when your child has tried a new food.

Food From Home:

The following items are considered safety hazards and may not be sent to the center; **soda, hard candy, gum and glass items.** If items of this nature come to the center, they will be left in your child's cubby to be taken home at the end of the day. **WE ARE A NUT FREE ZONE.** Please check ingredients for nuts before sending them to the center. Please do not send sugary drinks or snacks. Please pack lunch boxes with ice packs to keep food fresh if you choose to send your meals from home. If you do not wish for your child to receive ANY food from the Y, please provide a letter stating that you are choosing to provide your own meals. Thank you.

Healthy Choices:

The Learning Center takes pride in providing healthy life choices such as:

1. Limit unhealthy choices for snacks and celebrations; provide healthy choices.
2. Limit or eliminate sugar drinks; provide water.

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3. Prohibit the use of food as a reward.
4. Provide opportunities to get physical activity every day.
5. Limit recreational screen time.

Celebrations:

Celebrations and events are exciting and important for children and staff. Birthday parties and holiday celebrations provide a unique opportunity to help make healthy eating fun and for children to practice wise food choices. During these times, parents are welcome, but should not feel obligated, to bring a **healthy** snack to share with their child's classmates. We also focus on non-food ways to celebrate our children, such as having them wear a special hat, sash, or letting them lead age-appropriate activities.

Parents/guardians need to communicate with their child's lead teacher before bringing in anything for a holiday or birthday.

We do not serve unhealthy treats from our kitchen. We do not serve any sugary drinks. Water is provided at all times. We do not use food as a reward. Children are given opportunities for physical activity each day, whether that is in our gym, studio, pool area, or outside. Screen time is limited to special occasions and only for children at least two years of age.

Book Orders:

From time to time we distribute book order forms from Scholastic Book Clubs. This is a great way to buy books for your child. It also helps the child care centers earn free books and bonus points towards supplies for the classrooms. All checks should be made payable to: Scholastic. You can also order books online at www.scholastic.com/bookclubs and then enter in our password: PL3VY. By ordering online you earn the classroom more free books! If you have any questions about book orders please contact Miss Suzanne in the Penguins classroom at penguins@kvymca.org

Parent Involvement:

We encourage parents to visit, volunteer and become actively involved in our child care center. A variety of communication techniques, such as newsletters, parent meetings and procure are in place to keep parents informed. Parent/teacher conferences will be held to discuss your child's progress. We always welcome volunteers to help enrich our program. We also appreciate any donations of lightly used books, toys or supplies. Wish lists or center needs lists may be posted on parent boards throughout the year for families interested in making donations.

Illness Policy:

Illness is always an issue in child care settings. While we understand the needs of parents, we must protect children and staff from the spread of contagious illnesses. **Your child should be well enough to be able to participate in all of our program's activities, as we are unable to provide for sick children.** For protection of all children and staff and to meet state licensing requirements, your child must be kept home and will be sent home, if she/he displays any of the following symptoms:

- an elevated temperature (101°)
- diarrhea, vomiting
- an unexplained rash
- discharging eyes, nose or ears
- continuous coughing

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If a child is sent home from the center for any of these reasons, she/he will be unable to return until the symptoms have been gone for 24 hours (without medication), except with permission from the Child Care Director. Parents should exercise every caution and keep their child home should other unusual symptoms occur.

If your child has been exposed to a contagious disease, details should be reported to the center. Strep throat, covid, viral illness, measles, mumps, chicken pox, fifth disease, scarlet fever, conjunctivitis, diarrhea, head lice (we have a "no nit" policy) and impetigo, are among those categorized as "highly contagious". Should your child contract Chicken Pox we require a one week absence. Additionally, sores must be scabbed over and dry prior to her/his return.

Please keep in mind these are guidelines. If the Learning Center Director believes your child cannot fully participate in the program, you will be notified and you must pick up your child within an hour of the request. A doctor's note may need to be provided before your child can return.

COVID-19:

If your child has COVID-19 the following procedures are in place:

- Your child may return to school as long as they have been 24 hours fever-free with no fever reducer medication and symptoms are improving.

Medication Policy:

Children requiring prescription medication during child care hours will receive it only on receipt of a written order from a physician (this may include a written label on the medication). We will administer medication only if it is not possible for all doses to be given at home.

- Parents are required to fill out a medication form before any medication will be administered.
- All medications will be handed to the teacher upon arrival. (It is unsafe to leave it in your child's backpack or cubby space).
- All medications must be in the original container and be labeled with the child's name, the medication name, the amount to be given and the time it should be administered.
- The child care center will not administer the first dosage of any medication.
- Non-prescription medication must be accompanied by a written, dated non-prescription medication form.
- Non-prescription medications will not be administered for more than three consecutive days before a physician's order must accompany the parental request.
- Only a staff member of the Learning Center Department may dispense medication, and each dispensation will be recorded on the "log" section of the medication release form.
- Parents must take home all medications that are not currently being administered.
- Medication that has expired will not be administered and will be returned to the parent for disposal.

Outdoor Play:

Research shows that children stay healthier when they go outside every day. Each classroom has two hours each day scheduled for the playground one in the morning and one in the afternoon. In the winter we go outside unless it is below 20 degrees or stormy. In the summer we go outside unless it is too hot and humid (See the Maine Child Care Health and Safety Inclement Weather-Heat Policy which can be found online or in the LC office). Please send your child with all the appropriate shoes and attire so that he/she can be warm in the winter and cool in the summer. Families have the choice to provide their own sunscreen or use YMCA provided. We encouraged parents to provide a hat to protect their child from harmful UV rays

Rest Time:

State licensing requires that we provide an opportunity for a rest of one (1) hour or longer according to the age and needs of the children. Please bring in a blanket, sheet (for a mat or cot) and a small cuddling toy for your child to have during this time.

- **No child is required to sleep at any time**, if a child does not fall asleep then they will be given a book or quiet activity to do on their cot. **They will not exceed 20 minutes without anything to do.**

- Babies in the nap room will not be left to cry for longer than 5 minutes, after 5 minutes a staff member will walk in and reassure the child. **It is not up to the staff to "sleep train" any baby**

- **Rest time is no longer than 2 hours** in all rooms except the infant room (babies are on their own schedule) after 2 hours all lights on and shades are up, sleeping children can be allowed to wake up on their own. **By 3 all children need to be up.**

If a child is not resting and they are being disturbing to the classroom they will be giving a few options of a quiet activity for their bed. If that option doesn't work and the child keeps getting up, a staff member will then try to sit with the child and read a story or do an activity with them.

Toys From Home:

Please refrain from bringing in personal toys. We provide a wide range of activities, toys and games for your child/ren to explore while they are in our care. (It is ok to bring in a cuddling toy for rest time.)

Injury Policy:

Slight injuries will receive first aid attention from a YMCA staff member. Parents will be informed of all injuries with an Accident/Incident report. If an emergency should occur, we will make every attempt to notify you or an emergency contact, but will administer and procure treatment at the nearest hospital if necessary.

Child Abuse & Prevention Policy:

To provide the highest quality care for your family, the following procedure is in place to ensure the wellbeing of all children in the child care center. We are mandated reporters of child abuse and will report suspected child abuse and neglect to the Department of Health and Human Services. The specific Program Directors are always available and should be your first point of contact regarding any suspected abuse. As part of the child care enter

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procedures, all child care staff under-go background checks and receive child abuse prevention training.

If the parent or guardian has exhausted all Program Director communication or the parent or guardian does not feel comfortable addressing their concerns with the specific Program Directors, the following person is available for contact: Ranae L'Italien (CEO): 622-9622 ext. 121.

Per DHHS Licensing rules the Learning center is required to report all serious injury or child death.

The Rights of Children:

Children receiving Child care from Child Care Facilities have the following rights.

1. Children must be free from emotional, physical and/or sexual abuse, neglect and exploitation.
2. Each Child has the right to freedom from harmful actions or practices that are detrimental to the Child's welfare, and to practices that are potentially harmful to the Child.
3. Each Child has a right to an environment that meets the health and safety standards in this rule.
4. Each Child must be provided Child care services without discrimination to race, age, national origin, religion, disability, sex or family composition.
5. Children must be treated with dignity, consideration and respect in full recognition of their individuality. This includes the use of developmentally appropriate practices by the Child Care Facility.
6. Each Child has the right to the implementation of any plan of service that has been developed for that Child in conjunction with community or state agencies by the Child Care Facility.
7. Each Child has the right to Developmentally Appropriate activities, materials, and equipment.
8. Children with disabilities have the right to reasonable modifications to Child Care Facility policies and practices.

Rights of parents and legal guardians of Children receiving Child care from Child Care Facilities.

1. A Child's Parent or Legal Guardian must be fully informed of items or services which are included in the rate they pay for Child care services.
2. A Child's Parent or Legal Guardian has the right to be fully informed of findings of the most recent inspection conducted by the Department. The Child Care Facility must inform Children's Parents or Legal Guardians that the licensing inspection results are public information and inspection results must be posted in a prominent place on the Premises.
3. Parents or Legal Guardians must be notified by the Child Care Facility within two business days of any actions taken against the Child Care Facility by the Department, including but not limited to, decisions to issue conditional Licenses, refusal to renew a License, or to impose fines or other sanctions.

Guiding Children's Behaviors:

In our child care center we practice many techniques to handle conflicts that may arise. They all help to reinforce the YMCA core values: caring, honesty, respect and responsibility. Teachers help children solve problems with their peers by using guiding language with one another and helping the children formulate a solution. Our staff is committed to developmentally appropriate practices. We will adhere to the following procedures to help guide positive behaviors:

- Redirect children regarding both their manner of play and speech as an initial attempt to change the behavior.
- Draw on the knowledge of the individual children and their developmental levels when interacting with them regarding discipline issues.
- Be clear and consistent with children regarding classroom behaviors and the consequences of one's actions, both favorable and unfavorable.
- Children will spend time away from the group only when the above practices fail and it becomes necessary for the safety of the child or the other children.
- Meetings between staff and parents will be scheduled to address areas of concern.
- If areas of concern do not improve, referrals to outside resource agencies will be made.

Should the concerning behaviors continue after the above steps have been taken, the Child Care Director reserves the right to terminate your child's slot within the center. Referrals to outside sources for guidance can be made with the Parent's consent. Our goal is to have a positive working relationship with all families. Consideration must be given to the safety and security of all children.

Biting Policy:

The following steps will be taken if a biting incident occurs (we understand that biting is a normal development behavior in young children. It is when it becomes a continued occurrence that concerns are raised):

1. The biting will be interrupted with a firm "No...we don't bite people!"
2. The bitten child will be comforted.
3. The biter will be removed from the situation.
4. The wound of the bitten child shall be cleansed with soap and water and ice applied if the child is willing.
5. The caregiver will work with the child who bit to learn other behaviors like using their words.
6. The parents of both children will be notified of the biting incident and a written record will be kept.
7. The names of the children involved will be kept confidential. This is to avoid labeling of the children which makes it more difficult to work quickly and positively toward stopping the biting.

If the biting continues-

1. Room Staff and Director will meet to advise, support and begin strategy planning.
2. Chart every occurrence, including attempted bites, and indicate location, time, participants, behaviors, staff present, and circumstances.
3. Let parents know that there is a problem and the procedures that will be followed to address it.

4. "Shadow" children who indicate a tendency to bite and try to head off biting situations before they occur, and teach non-biting responses to situations and reinforce appropriate behavior.
5. Adapt the program to better fit the individual child's needs and work together as partners with the parents of both biting children and frequent victims to keep all informed and develop a joint strategy for change.
6. Hold a conference with the parents of the biting child to develop a written plan of action. Schedule follow-up meetings or telephone conversations as needed.
7. Prepare the parents of the biting child for the possibility that the child may have to be removed from the Center and help them to make contingency plans.
8. If it is deemed in the best interest of the child, center and other children, terminate the child from Center enrollment for the duration of the biting stage. Written warning will be given to the parents before this action will be taken.

*The first thirty days are probationary for the center, parent, and child. Enrollment may be terminated at any time during this period. Parents are responsible for any fees incurred.

*The KVYMCA Learning Center reserves the right to withdraw a family from the program because of chronic neglect of policies and procedures.

Potty Training Policy:

In your child's classroom, teachers encourage all children of potty training readiness to use the potty at consistent times during the day – before going to the gym or playground, after eating times, and after waking up from nap time, or approximately every two hours. When a child has success going to the bathroom on the potty, positive affirmation is used to celebrate, whether that is a celebratory dance with our friends or perhaps stickers on a potty chart. We do not force children to sit on the potty, and we do not let them spend long periods of time on the potty as we believe this can sometimes teach children that potty is play time.

Our commitment to our families is to work with you and support what is being taught at home. Please feel free to speak to your child's teacher about how we can help, or if we can provide you with some resources to help at home.

The day care setting is very different from a home environment, with more children and a lot more going on. Our teachers do have to operate within the parameters of health and safety for *all* the children in the class. **Unless your child has been dry and clean in the classroom for at least a week, please do not send them to school in underpants.** Pull-ups are a great way to transition from the changing table to the bathroom, and easy to pull-up pants will help in the process (no overalls or pants with tricky buttons). Please keep an eye on your child's supply of diapers/pull-ups/extra clothes so that we can keep your child as clean and comfortable as possible.

Emergency and disaster procedures and relocation plan

Fire drills:

Fire drills are conducted once a month by the director. An alarm method is used. We have 5 classrooms that need to evacuate the building. For all Classrooms the meeting place is at the City's playground across the parking lot.

Chickadees classroom: Infants

- All babies are placed in the evacuation cribs
- Staff are reasonable for doing a headcount of all children, checking the nap room, shutting off lights, doors and hanging the evacuation sign before leaving.
- The Chickadees have two exits, one that goes directly outside, the other one goes into the learning center.
- Staff must take the first aid bag and classroom clipboard with all children's emergency information in it.

Sparrows classroom: Young toddlers

- All children are placed in the evacuation crib
- Staff are reasonable for doing a headcount for all children, shutting off lights, doors and hanging the evacuation sign before leaving.
- The Sparrows have two exits, both go directly into the lobby, one in the main entrance of the YMCA, the other one in the lobby of the YMCA near the dance studio.
- Staff must take the first aid bag and classroom clipboard with all children's emergency information in it.

Ravens classroom: Older toddlers

- All children line up at the exit that goes directly to the main entrance of the Ymca.
- Staff are reasonable for doing a headcount of all children, checking bathroom, shutting off lights, doors and hanging the evacuation sign before leaving.
- The Ravens have two exits, one that goes directly to the main entrance of the Ymca, the other goes directly into the learning center.
- Staff must take the first aid bag and classroom clipboard with all children's emergency information in it.

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Eagles classroom: Preschool

- All children line up at the exit door that goes directly outside onto the playground.
- Staff are reasonable for doing a headcount of all children, shutting off lights, doors and hanging the evacuation sign before leaving.
- The Eagles have two exits, one that goes directly outside to the playground, the other exit goes directly into the Learning center.
- Staff must take the first aid bag and classroom clipboard with all children's emergency information in it.

Penguins classroom: Pre-K

- All children line up at the exit door that goes directly outside.
- Staff are reasonable for doing a headcount of all children, shutting off lights, doors and hanging the evacuation sign before leaving.
- The Penguins have two exits, one that goes directly outside, the other exit goes directly into the Learning center.
- Staff must take the first aid bag and classroom clipboard with all children's emergency information in it.

Kid Zone: Aftercare program

- All children line up at the exit doors that go directly onto the playground.
- Staff are reasonable for doing a headcount of all children, shutting off lights, doors and hanging the evacuation sign before leaving.

In Neighborhood Evacuation Procedure:

Learning center evacuation procedures are exactly the same as a fire drill, outlined previously. Depending on classroom location, the direct route the children and teachers will take to the designated meeting location is either through the emergency door directly to the outside, or through the lobby doors to the outside, across the front parking lot directly in front of the YMCA to the City playground and field. If it is an extended evacuation, all staff and children will take shelter in the Maine DOT Headquarters located at 24 Child street, Augusta Maine. We will be in conference room 216. Once we arrived at the DOT all families would be notified to come pick up their child. The DOT has water, snacks and activities available for us in the events of an emergency. We will also have our evacuation suitcase with us that has water, snacks, change of clothes, diapers, wipes and first aid supplies in it. The Learning center will practice a full evacuation to the DOT twice a year.

Out of Neighborhood Evacuation Procedure:

In the event the Learning center needs to evacuate the neighborhood and the Maine DOT is no longer safe for us to relocate to, the Learning center staff will transport all children to the Buker Center located 22 Armory Street in Augusta Maine. Once we arrive all families will be contacted to pick their children up.

This is only in the event of a severe emergency and we will not be practicing this drill, however the Buker Center knows and will be ready for us.

Lockdown of the Facility/ Shelter-in-Place:

If there is a need to shelter-in place or lockdown, the Learning Center procedure is:

- Close all classroom doors
- Gather all children in classroom bathroom(s) or nap room of infant classroom
- Do NOT close the window shades to the outside (police need to see in if applicable)
- DO close interior door/ window shades
- Staff will try to keep children entertained and quiet until it is safe to resume normal activities or until an evacuation is ordered by law enforcement or management if needed.
- In the event of a lockdown/ Shelter-in-Place, parents and guardians will be notified by phone once it is safe to do so.

Needs of Individual Children & Children with Special Needs:

In the event of any emergency all children and staff will follow safety procedures. Any child with special needs will be assisted in an appropriate manner and carried out of the building to evacuate. Any child needing additional assistance will receive it.

Coordination with Local Emergency Management Officials:

The Learning Center's fire alarm system automatically contacts emergency officials and they arrive on site in a timely manner.

Should any other emergency occur, each classroom as well as the Director's office is equipped with a phone that can call 911 and each Lead Teacher has a cell phone that can also call 911 if outside the YMCA if an emergency situation was to occur.

Continuation of Child Care Services after an Emergency:

In the period following an emergency, if emergency personnel advise it is safe to return to the Learning Center, childcare will resume as usual. Should it not be safe to return, all children will be moved to the Maine DOT Headquarters located at 24 Child Street Augusta Maine, and parents/ guardians will be notified to pick up their children.

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