



Preschool & Child Care FAMILY HANDBOOK

Rogue Valley Family YMCA

State of Oregon Certified Child Care Centers:

YMCA Main Facility

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Medford, OR 97501
541.772.6295

YMCA Youth Development Center

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Preschool & Child Care Family Handbook reviews and updates:

Policy and procedures from this handbook will be shared with families yearly at enrollment.

This handbook is always available to families on the Rogue Valley YMCA website or as requested.

Updated August 2024

Our Mission

The Rogue Valley Family YMCA's mission is to put Christian principles into practice through programs that build healthy spirit, mind, and body for all.

Our Cause

The Rogue Valley Family YMCA's cause is to strengthen communities by focusing on youth development, healthy living, and social responsibility.

Our Core Values

- CARING: We care about ourselves and others.
- HONESTY: We are honest in what we say and do.
- RESPECT: We respect ourselves, others, and our environment, and we treat them with kindness.
- RESPONSIBILITY: We are responsible for our choices and consequences.

Preschool and Child Care Programs

We help children reach their full potential by providing an environment where all children feel welcome, comfortable, and safe. Children learn through play and that is what we intend to do. In addition to our indoor time, we will also spend time outdoors experiencing the elements of water, sand, and grass. Learning will happen each day through dramatic play, art expression and lots of physical activity. Our preschool programs focus on early school readiness fostering the developmental growth of language, literacy, social, emotional, and life skills. All participants must be able to conduct services of a personal nature (feeding, dressing, toileting) independently. Staff are unable to help participants perform services of a personal nature. If a participant requires personal care, a caregiver may attend with the participant.

Financial Assistance

The YMCA is committed to providing quality programs to all youth and families. If you are needing a financial assistance scholarship to help with the cost of the program, please visit our website, <https://rvymca.org/programs/120053/financial-assistance/?locations=13>.

Specific Medical Needs

Serving youth with diabetes, severe allergies, or other major medical conditions will be handled on a case-by-case basis. When youth have medical orders, they must be followed exactly. Training will be required for staff working with youth who have medical conditions requiring specialized care. Families need to reach out to the Youth Programs office to talk about the medical needs of their youth to see if we can accommodate them.

Clothing

Please keep a change of clothing in a bag in your child's cubby, labeled with their name. Dress in layers for comfort such as a coat, gloves, hat, etc. because we will spend time outside if the sun, rain, and even snow. We believe kids need to be outside.

Curriculum and Activities

A planned curriculum provides learning opportunities for children. Some components of each day's schedule include learning activities such as music, stories, self-directed play, and games. These activities promote growth of language, literacy, social, emotional, and life skills. A weekly lesson plan letting you know what we are teaching for the week will be created. Special events (such as Friendsgiving, Valentine's Day, etc.) and other general happenings will be sent out. Please be sure to check the Friday folders each week for both.

Family Involvement

The family's role at YMCA programs is to support your child and help them progress developmentally and physically. We encourage you to develop a relationship with your child's teachers and to have open communication with them regarding your child's life in and out of school. With this communication, we will be able to better engage your child with our activities. It is important that you thoroughly read this handbook, complete and provide needed paperwork in a timely manner, share concerns/comments with program leadership, and communicate any changes in health, behavior, family dynamic, or other areas that might impact your child.

Immunization Policy

We are required to maintain accurate and up-to-date immunization records of each youth enrolled in our Preschool and Child Care programs. Families need to update these records each time your child receives a new immunization or booster.

Naps

In our Preschool and Child Care program, we have nap & quiet time. Staff rub backs until children fall asleep, often with soft music or stories playing. After 20-45 minutes, quiet activities are provided for non-sleepers. Those who fall asleep are gently woken up around 3:00 pm.

- **Cots** – Cots are used for resting and napping. They are not used as play toys or as barriers. Cots are stored in each classroom by stacking them together and against the wall. After each use Cots are sprayed with Sani-T-10 or appropriate bleach solution and left to air dry.
- **Blankets/Stuffed animals** – Parent/Families are encouraged to bring their child(ren) a blanket and/or small stuffed animal to use at rest/nap time. Blankets and stuffed animals are kept in their child's cubby and are only brought out or used at rest/nap time. On the last day of each week, blankets and stuffed animals are taken home and washed by each child's family and returned on the first day of the next week. The YMCA does not launder or provide children with rest/nap time blankets or stuffed animals.

Nutrition / Meals

Breakfast, lunch, and afternoon snacks are provided by Central Point School District #6. Families need to check the menu for any food allergies and communicate those to the staff. They will deliver hot items in an approved hot storage approved container. Cold items will be delivered and put in the refrigerator immediately. Snack is served at 9:30am, Lunch is served at 12:00 noon, and afternoon snack is served at 3:30pm. Monthly menus are posted in the classroom and sent home at the beginning of the month in Friday folders.

If you choose for your child to not eat provided food, you must provide food for your child. A snack must have at least two food groups. For example, a hardboiled egg and goldfish crackers, orange slices and peanuts, or milk and cereal. Lunch must include one protein and 2 other food groups from the food pyramid. An example of a healthy lunch could consist of but not limited to peanut butter & honey sandwich, carrot sticks, and string cheese. If the parent provided meals do not meet the requirements shared here, child will be provided a meal from District #6. We ask that parents/guardians limit the sweets in their child's snacks and/or lunches and NO SODA PLEASE! If you pack a cookie, pudding or small piece of candy, we will allow your child to eat their treat after they eat their "growing food."

The YMCA provides milk, and water and soy milk for any youth with milk allergies. Any known allergies should be noted on your child's registration form and communicated with the staff.

Nut-free Facility

Preschool and Child Care programs at times will operate as nut-free facilities if we have registered children with an extreme nut allergy. Families will be notified if we need to be nut-free and all families will need to make sure the food they provide is nut-free.

Special Occasion Snacks:

Snacks for special occasions (including birthdays, celebrations, or other events) may be supplied in addition to any meals the YMCA already serves. Snacks provided will consist of store-purchased fruits and vegetables or prepackaged foods in the original manufacturer's containers.

Bathroom Policy

Children must be fully potty trained. We are aware that accidents may happen. If your child has a bathroom accident during the school day, the staff will take your child to the restroom and allow them to change their clothes. Your child's soiled clothes will be put in a bag in their backpack and sent home. Please provide a change of clothes for your child that always stays in your child's bag or cubby for incidents like this.

Sanitizing/Disinfecting

All toys and surfaces are routinely cleaned, sanitized, and disinfected. Toys are sanitized after being mouthed and/or after use. Toilets, sinks, and bathrooms are cleaned and disinfected daily. Tables are sanitized before and after each meal. Blankets and sleeping toys are sent home each week for cleaning. Cots are disinfected between use. Floors are swept and vacuumed daily.

Swimming

When the preschool uses the pool, lifeguards are always on duty. Each child will need a swimsuit labeled with their name, which can be left at school for the entire year. The YMCA will provide and launder swimming towels and swimsuits. Swimming is available to all children in the YMCA Main Facility program, and if a child is well enough to attend school, they are well enough to swim, although families may modify swim time for specific reasons, such as an ear infection. Our swimming ratios comply with the Department of Early Learning & Care regulations, ensuring 1 adult per 6 children and 1 lifeguard per 30 participants at all times.

What To Wear

Youth should wear comfortable, labeled clothes for movement and fun. Expect messy art projects like paint, glue, and dirt, so clothes should be washable. Shoes with back straps are required. A great day at the Y means going home with a smile and a body covered in paint, dirt, markers, and glitter, ready to tell a story!

YOUTH HEALTH, PROTECTION, SAFETY & WEATHER

Prohibiting the Abuse or Mistreatment of Youth

The YMCA has zero tolerance for abuse and will not tolerate the mistreatment or abuse of youth in its programs. Any mistreatment or abuse by an employee or volunteer will result in disciplinary action, up to and including termination of employment or volunteer service and cooperation with law enforcement.

Prohibiting Youth-on-Youth Abuse

The YMCA has zero tolerance for abuse, mistreatment, or sexual activity among youth within the organization. This organization is committed to providing a safe environment and will not tolerate mistreatment or abuse. Conduct by youth that rises to the level of abuse, mistreatment, or sexual activity will result in intervention or disciplinary action, reporting to law enforcement, and possible dismissal from the program. In addition, the YMCA will not tolerate any behavior that is classified under the definition of bullying, and to the extent that such actions are disruptive, the YMCA will take the necessary steps to eliminate such behavior.

Child Abuse Protection / Mandatory Reporting

Child Care Staff are Mandatory Reporters. Oregon state law will be referenced for all mandatory reporting requirements. For additional information please refer to Oregon Revised Statute 419B.

ORS 419B.010: Duty of officials to report child abuse; exceptions; penalty. (1) Any public or private official having reasonable cause to believe that any youth with whom the official comes in contact has suffered abuse or that any person with whom the official comes in contact has abused a youth shall immediately report or cause a report to be made in the manner required in ORS 419B.015.

- Staff are responsible for reading DELC regulations and they are required to report misconduct to the State of Oregon Department of Early Learning & Care at 1-855-503-SAFE (7233).
- Staff are legally responsible for reporting all suspected cases of child abuse and neglect without delay. Under state law, staff are free from liability when reporting instances of child abuse or neglect but are criminally liable for failure to do so.
- Staff do not contact the family of the youth if a caseworker comes to interview a youth. It is the role of the caseworker to contact families if necessary.

Outside of YMCA Contact with Youth

YMCA staff should not have contact or communication with youth who participate in YMCA programs outside of YMCA work time. For purposes of this policy, a "youth" is anyone under (18) years of age who participates in YMCA programs or whom a YMCA employee has met through programs.

Confidentiality and Ethics

We respect your privacy and will not share confidential information without your consent unless required by law. We protect youth's privacy by withholding names involved in incidents. Information given to employees is confidential and will not be disclosed to anyone without a legitimate need. Financial information about the Y will not be shared with outsiders.

Accidents / Incidents

Every effort will be made to try to prevent injury to your child, but due to the nature of children, an accident can happen. If an injury occurs, your child will be given the necessary care needed by staff members and/or 911 will be called. Anytime there is a head injury, we will call a parent/guardian.

Hand Washing

Staff encourage children to sing songs or count to 20 while washing hands. Hand sanitizer will also be made available to every group to use when the sink is inaccessible, or they are outside.

Staff and children are required to wash hands for at least 20 seconds (hand sanitizer with alcohol content between 60-95% is allowed when an asterisk* appears):

- Before and after eating, preparing food, and or bottle preparation.
- Before and after administering medication.
- After toileting or assisting with toileting.
- Before and after diapering.
- After wiping noses, coughing, or sneezing. *
- After coming in from outside. *

Upon entering and leaving the child care facility. *

Illness

There are certain guidelines our center will follow to maintain our license with the State of Oregon and to try to prevent the spread of illness. We cannot admit or retain a child who has one or more of the following symptoms:

- Fever of 101+ degrees Fahrenheit
- Diarrhea (more than one abnormally loose, runny, watery or bloody stool per day)
- Vomiting/Nausea
- Severe cough
- Unusual yellow color to skin or eyes
- Draining eyes (pink eye, cold, sinus infection)
- Skin or eye lesions or rashes that are severe, weeping, or pus-filled
- Stiff neck and headache with one or more of the symptoms listed above
- Difficult breathing or abnormal wheezing
- Complaints of severe pain
- If a youth is notably tired and/or irritable and needing one-on-one care
- Covid – will follow the latest protocols

If these symptoms arise, a family member will be contacted for pickup. Your child may be sent home if any of the above symptoms appear during the day. You will be contacted to pick up your child as soon as possible, no more than 60 minutes. While they wait to be picked up, they will be separated from the rest of the youth. **If your child has had any of the above symptoms they cannot return to the center until they have been "symptom free" for at least 24 hours without the help of medications (48 hours for vomiting and diarrhea).** If a child has mild symptoms, which do not impair their functioning, they can remain in the center and the family will be notified when they pick up their youth at the end of the day. If children have been exposed to a communicable disease within our programs, families of enrolled and incoming children shall be notified. Children diagnosed as having a communicable disease shall be excluded from the classroom. The exclusion time shall follow the Jackson County Health Departments exclusion rules.

In the event children are excluded from the program for illness, program fees will not be prorated.

Lice

We will check a youth's head if lice has been suspected or it is a reported case. Families will be notified and given information on how to treat lice. The following day, we will check the youth's head again. Youth are removed or isolated from the program if they have lice.

Sunscreen

We ask that parents apply sunscreen to their children before arrival in our program. We will provide and apply sunscreen throughout the day as needed. Youth with allergies should bring their own sunscreen from home. All youth will have sunscreen applied by staff when it is deemed appropriate.

Weather and Emergency Closure

Staff monitor weather to decide on outdoor activities. They follow emergency plans and keep children indoors during unsafe conditions like lightning storms, tornados, hurricanes, flooding, and earthquakes. In a weather emergency, we will notify families/guardians to pick up their child immediately.

Pesticides & Herbicides

Using chemicals in our facilities is carefully considered due to the children & staff in our programs. The YMCA uses regular cleanliness and maintenance to help reduce the need to use pesticides & herbicides. When a pesticide or herbicide application is necessary, it should be done during times when children are not present and thoroughly ventilated before children and staff return.

PROGRAM POLICIES

Absenteeism Policy

No deductions or credits will be made for missing days, sick days, vacation days, inclement weather days, or other emergencies resulting in center closures. There are no refunds for weather cancellations.

Active & Outdoor Play

Children should engage in active games and outdoor activities. Our programs offer daily opportunities for moderate and vigorous physical activity: 90 minutes in all-day programs. We encourage running and playing, ensuring participation in any form.

- Activity plans include indoor and outdoor activities, supporting youth regardless of any conditions.
- The plans provide diverse learning experiences to foster self-esteem, self-awareness, self-control, cooperation, problem-solving, decision-making, social, emotional, cognitive, language, literacy, and physical growth. They also promote creativity, experimentation, and exploration.

Attendance Records

Primary Account Holders may inquire about attendance records in person or over the phone. If you need printed copies of attendance records, a court ordered subpoena is required. Attendance records may only be requested for the child for whom you are listed as parent/guardian.

Birthdays

We acknowledge birthdays within the classroom. If you would like to bring a special treat or snack to be shared with everyone for your child's birthday, please talk with the teacher.

Celebration of Holidays

Holidays are recognized for their celebration value rather than their religious significance. To honor diversity and to teach youth about the world around them, we introduce and discuss how different cultures celebrate holidays. This is usually done as some form of group activity in which there can be a discussion, an activity, or a reflection.

Child Profile / Health Information

It is Primary Account Holder's responsibility to keep their Health Form current. If you need to change or update any information, please let us know.

Program Hours 7:30am – 6:00pm (Monday – Friday)

Children must arrive by 9:05am, to keep disruption to a minimum. Accepting children after 9:06am would delay the entire class and starting activities. If you are unable to drop off by this time you may return at 1:00pm for the remainder of the day. The YMCA program ends at 6:00pm.

Late pick-up fees will be charged for each child picked up after the scheduled closing time. Late fees are assessed as follows: 1-15 minutes = \$15 per child. Each minute following the first 15 minutes, is \$1 per minute, per child. 15 minutes following the scheduled closure time all emergency contacts will be called by staff. If no one can be reached one hour after program ends, the police will be called to escort your child(ren) to Protective Services for child abandonment.

Photo ID at Pick-Up

Everyone picking up a child must have photo ID. Authorized pick-ups must be on file. No youth will be released to unauthorized person. Changes to your authorized pick-ups can be made in person, on-line (through your account) or by calling the program.

Teacher to Youth Ratio

One teacher for every 10 youth (State requirement 1:10), Maximum group size is 20 youth

Custody or Restraining Orders

Only the Primary Account Holder can make account or enrollment changes. We do not try and interpret custody or restraining orders instead we ask that the primary account holder makes the required changes, this may mean we will ask a parent that is presenting legal paperwork to work with the Primary Account Holder to get the account in line with the legal agreement. Contact the program Director for specific custody issues. The YMCA may discontinue care if custody issues disrupt the program.

Parent Board

Be sure to check the Parent Board located in or near the classroom entrance for daily schedule, program closures and other important information.

- **Daily Schedule & Weekly Calendar** – You can view the daily schedule on the parent board as well as request a copy of the schedule and calendar by asking the teacher.

Family Concerns

If at any time while your youth is enrolled in a YMCA Program, and you have concerns about program you may use the following grievance procedure:

- Talk to the staff in your child's program and try to resolve the issue.
- If you are not satisfied with the initial results, contact the Program Director.
 - Director(s) will investigate your concerns and let you know the conclusions.
 - When a program concern is shared, an observation of the program will be completed within 72 hours. During the program visit a Program Director will observe staff, youth, health and safety, guidance, policies and protocols.
- There will be a follow up with a person reporting concern after the program visit.
 - While we may not be able to share our course of action, our priority is the health, safety and well-being of all youth and staff in our programs.
- If custodial parent or guardian have a program complaint, families have access to child care areas by notifying any staff member of their concern during the hours of operation and without advance notice.

Field Trips

Our programs will go on walks around our neighborhood and notifications will be on the weekly calendar and a permission slip will be sent home to be signed.

Items From Home

All electronics, cell phones, and toys need to be left at home. The Y is not responsible for lost, broken, or stolen items.

Pictures

Photos and videos of youth in our program may be used for YMCA publicity or news, taken by an approved photographer or site phone. Families sign a photo release waiver upon enrolling, with the option to decline. At YMCA events, please respect other families' privacy.

Record Keeping

The Y maintains the current day's attendance record with each group of youth. All staff will have access to the attendance records to determine which children are in care during their work shift, changes in caregivers, and emergency evacuations.

Our attendance records include:

- Youth's full name
- Time recorded as children arrive and depart

YMCA licensed programs must have an adult visitor log to document all adults that are in the facility. This requirement does not apply to adults that are dropping off or picking up children from the program. If you are visiting the program for longer than a normal drop off or pick-up you will be asked to sign-in with your name, relationship to center (e.g., parent, volunteer, vendor, guest, etc.), and recorded time in and out of the center. Visitors will never have unsupervised access to youth in the YMCA programs.

BEHAVIOR GUIDANCE & DISCIPLINE

Top objectives in all YMCA programs are safety and a positive atmosphere for developing social skills. The YMCA makes every effort to help youth understand clear definitions of acceptable and unacceptable behavior.

We respond to misbehavior and conflicts using the YMCA Discipline Policy (shown below) in an appropriate manner and have zero-tolerance for violence and bullying. We use positive redirection, give choices, and are consistent in our expectations.

Our core values of respect, responsibility, honesty, and caring are woven into our curriculum and our attitude. It is the YMCA's philosophy that encouragement and praise for acceptable behavior is most effective. Using positive redirection, giving choices, being fair, timely, consistent, and appropriate to the behavior, age, and development of each youth, are principles we use to enact this philosophy. We use positive behavior guidance to support youth in developing self-control, self-direction, emotion management, empathy, and compassion for others. We will collaborate with families, school staff, and the Youth Development team to ensure all children have the opportunity to be successful in our program.

The YMCA Staff support child behavior through:

- Setting and teaching simple, consistent, clear and positive rules and limits that youth can understand
- Setting up an environment for success with engaging activities that encourage positive behavior and self-regulation
- Following consistent rules, a daily routine, and a schedule with planned transitions
- Reinforcing positive behaviors

When other methods are not effective, staff may require a child to move from an activity or group for the time necessary to regain self-control. Staff will actively be responsive to the child's needs. When the child has regained self-control, the child may rejoin a group or ongoing activity, or they may be required to be picked up from the program by an authorized pick up person.

Prevention of Bullying and Harassment between Youths

The Youth Development Program is against all types of bullying and harassment, including and not limited to sexual harassment, race, gender, or ethnic discrimination. Program staff will take any incidents of bullying seriously and immediately address any bullying behavior. We also encourage families to let us know about any bullying concerns they may have for their child.

Bullying can include teasing, taunting, gossiping, intentionally hurting others, put downs to another with the intent to hurt, and excluding. Bullying happens when a person or group of people wants to have power over another and use their power to get their way, at the expense of someone else.

Every child has the right to a safe and respectful environment while in our programs, and that by working together as a team to identify and manage bullying, we can help ensure that all youth and staff enjoy their time spent in the program.

Dismissal from the Program

A youth will no longer be able to be in program when:

- Families do not follow through with steps established at meetings.
- There is no improvement after the established time.
- There is another incidence of similar discrimination after the plan of action is completed.

A family may need to remove their youth from the program if:

- The program design does not meet their needs: Youth is unable to adapt to the program despite staff and parent efforts. Regular communication between staff and parent will precede this decision.
- Aggressive or hurtful behavior: Youth is aggressive or hurtful to others.
- Family or Guardian Conflict: Family is disruptive or malicious, affecting staff morale or center stability. Initial discussion with a Director will occur before dismissal.
- Family doesn't respond: Family fails to respond to emails, phone calls, or meeting requests
- Non-Payment: Failure to pay the account.

Discrimination & Harassment

The Rogue Valley Family YMCA's policies prohibit discrimination or harassment. The definition of discrimination and harassment are as follows:

- Discrimination is any act that unreasonably differentiates treatment based on disability, race, color, gender, national origin, ethnicity, sexual orientation, age, religion, marital status, socioeconomic status, cultural background, familial status, physical characteristics, or linguistic characteristics of a national origin group.
- Harassment is unwanted behavior of a nonverbal, verbal, written, graphic, sexual, or physical nature directed at an individual or group based on disability, race, color, gender, national origin, ethnicity, sexual orientation, age, religion, marital status, socioeconomic status, cultural background, familial status, physical characteristics, or linguistic characteristics.
- Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, such as sex-oriented verbal kidding, teasing, jokes, subtle pressure for sexual activity, physical contact like patting, pinching, or brushing against another's body, or demands for sexual favors.

Families of the victim will be informed about the incident, its handling, and the follow-up plan. Support will be provided as needed. This applies to all accident/incident reports.

Families of the aggressor will collaborate with staff and the director to prevent recurrence. This applies to all accident/incident reports.

YMCA Discipline Procedure

Front Line Staff Responsibility

1. We will redirect a child's behavior (a few times).
2. We will use positive reinforcement.
3. We will use a brief time out or loss of privilege.

The actions listed above almost always stops undesired behavior. If it does not work then please speak with the Program Lead or Director and we may have to continue on to:

Level 1 – Time for parent notification

- Unacceptable Behavior Report is completed
- Parent is asked to sign the form
- Consequence(s) may include up to a 1 day suspension, notify supervisor if suspension is used.

Level 2 – Time to enlist parent help (Lead level)

- Unacceptable Behavior Report is completed
- Parent must sign the form
- Consequence(s) may include up to a 1 week suspension, supervisor approves suspension first
- Parent is asked for strategies or techniques that work in other settings

Level 3 – Parent help is required (Supervisor level)

- Unacceptable Behavior Report is completed
- Parent must sign the form
- Consequence(s) may include long period suspension decided by supervisor
- Parent must provide a new strategy or technique to try before returning to program

Level 4 – Program removal (Coordinator or Director Level)

- Unacceptable Behavior Report is completed
- Parent must sign the form
- May continue in other programs at YMCA

Executive Director Responsibility

Permanent Dismissal from YMCA – The Executive Director is the only one that can dismiss participants permanently from the YMCA.

All children and behavior situations are different; the Director may have to accelerate the procedure if other children or staff are placed in a dangerous situation or if disruption is making a negative experience for other children.