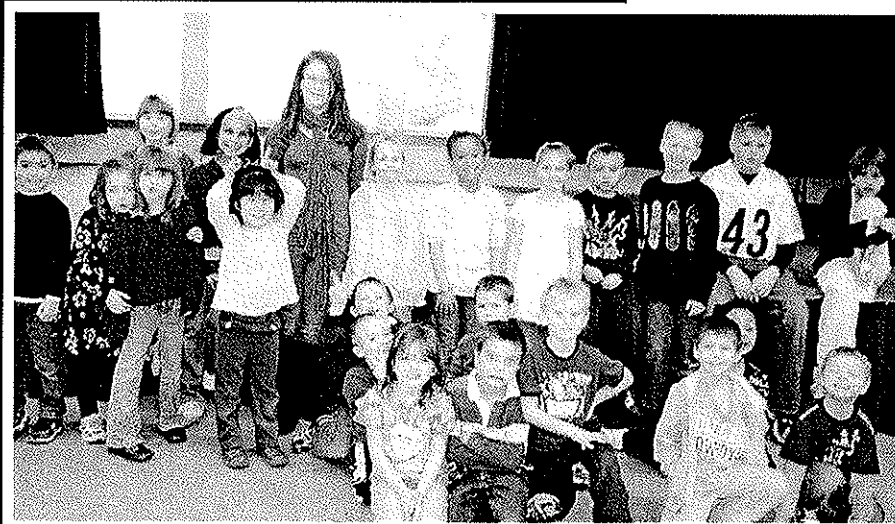


**ywca**  
**school age**  
**child care**

**Penn Manor School District**  
**2011-2012**

**Registration forms enclosed**

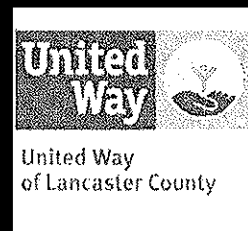
**Parent**  
**Handbook**



**eliminating racism**  
**empowering women**

**ywca**

**YWCA of Lancaster**  
**110 North Lime Street**  
**Lancaster, PA 17602**  
**717. 393.1735, ext. 265**  
**Fax 717.396.0513**  
**[www.ywcalancaster.org](http://www.ywcalancaster.org)**





YWCA of Lancaster  
110 North Lime Street  
Lancaster, PA 17602

T: 717.393.1735  
F: 717.396.0513

July 15, 2011

Dear Parents,

Thank you for your interest in the YWCA Penn Manor School Age Child Care (SACC) Program. Enclosed you will find the 2011-2012 Parent Handbook and Registration Packet. Please read the handbook thoroughly as it contains important information about our program, policies and procedures.

Registration for all sites will begin on July 27th. **We will be holding two open registration nights at Eshleman Elementary on Wednesday, July 27<sup>th</sup> and Monday, August 1<sup>st</sup> from 3:30-6:00pm.** All families are encouraged to register during this time. However, if you are unable to make one of these two dates we will set up an appointment with you to come into the YWCA to do your registration. Registrations received in the mail will not be processed. **The registration deadline to start on the first day of school is Wednesday, August 24<sup>th</sup>.** If your packet is received after August 25<sup>th</sup>, we will need two full business days to process the information before you can start using the program.

We look forward to working with you in partnership with Penn Manor School District to ensure a successful school year for your child(ren).

Sincerely -School Age Child Care Program

Monica Kirchner  
Director

Rick Kerns  
Assistant Director

Hannah McEwen  
Site Coordinator

## **our mission**

The YWCA of Lancaster is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all.

## **YWCA SACC PHILOSOPHY**

The YWCA School Age Program philosophy states that a child care program must protect the basic health and safety of the children it serves. Respecting their unique patterns of growth and development in a safe and diversified environment, children best learn and apply the values of peace, justice, freedom and dignity within their social realm.

Educated staff foster development by offering age-appropriate activities which include social, physical, creative, and emotional opportunities for growth which then stimulates trust in themselves and their world. School-age children are empowered to use their natural creativity to make their own choices regarding how they interact with their peers.

## GENERAL INFORMATION

**Hours of Operation:** Before School Program – 6:30am until school begins  
After School Program – school dismissal until 6pm

**\* Please note a gap in care of 1-3 days can be expected from the end of the school year to the start of our summer camp program.**

**Location:** Central Manor – Stage – Use entrance located by the gym  
Eshleman – Multi-Purpose Room – Gym entrance  
Hambright – Cafeteria – Use main entrance  
Letort – Multi-Purpose Room – Use entrance around the back of the building  
Martic - Multi-Purpose Room – Use main entrance  
Pequea – Room 26 – use front entrance

### **Closed Dates-Holidays:**

September –Closed Labor Day  
November –Closed Thanksgiving  
November –Closed the day after Thanksgiving  
December –Closed Christmas  
January –Closed New Year's Day  
April –Closed Good Friday  
May –Closed Memorial Day  
July –Closed Independence Day

### **PA State Licensure:**

Our programs are licensed by the Department of Public Welfare. This means all facilities must meet minimum standards of space, staff-to-child ratios, and qualifications of staff members as well as state police and child abuse clearances. A copy of regulations for our program is available at all sites to any parent upon request or by calling the Department of Public Welfare at 800-222-2117.

### **Child Drop Off & Pick Up Procedure:**

Children attending our Before School Program must be escorted into the facility by an adult and signed in on the roster. Children will only be released to the persons designated on the Emergency Contact Form and must be signed out on the roster. Proper identification must be shown when picking up the child from the After School Program. Please notify persons on your Emergency Contact Form to bring proper identification. This procedure is in place to ensure the safety of the children; therefore, children will not be released to persons without identification or those not listed on the Emergency Contact Form. Please note, if a person other than those listed on the Emergency Contact Form will be picking up your child, you must call the administrative assistant (393-1735 ext: 242) prior to your child's pick up time.

### **Emergency Plan Explanation:**

The site emergency plans are available on site with the evacuation sites and procedures. This information is available upon request from staff.

### **Transfer of Childs Records:**

The SACC Program will transfer your child's record at the request of the parent. If you would like your child's records transferred to another education setting please ask the director. You will need to sign a release form before the records may be transferred.

**Center Paperwork:**

So that all children's information is kept up-to-date, we require that you update the emergency contact form and center agreement form every six months.

**Community Resources:**

Information regarding other community resources and how to contact community resources is available during registration and again during the six month review period. Information regarding health, nutrition and medical services will be available periodically throughout the school year.

**Parent/ Guardian Code of Conduct:**

The YWCA is committed to protecting the rights and dignity of each individual it serves and of every employee who provides those services. Any offensive physical, written or spoken conduct including conduct of a sexual nature is prohibited.

The YWCA of Lancaster strives to create and maintain a work environment in which people are treated with dignity, decency, and respect. Mutual trust and the absence of intimidation, oppression, and exploitation should characterize the environment in the child care center. Employees should be able to work and learn in a safe, yet stimulating atmosphere. The accomplishment of this goal is essential to the mission of the YWCA. For that reason, the YWCA **will not tolerate** unlawful discrimination or harassment of any kind.

Harassment may be defined as unwelcome or unsolicited verbal, physical, or sexual conduct that creates an intimidating, hostile, or offensive working environment. If any of the following behaviors are exhibited by a parent/guardian in the child care center, their child care services will be immediately be suspended for three days. We reserve the right, depending on the severity of the harassment to terminate child care services completely.

- Use of inappropriate language or profanity
- Exhibiting behavior that is believed to be hostile
- Disrespecting the child care staff or Director
- Initiating a verbal or physical threat towards a YWCA child care employee. (Immediate termination of child care services will occur.)

**Civic Rights Compliance:**

Admissions, the provisions of services, and referrals of clients shall be made without regard to race, color, religious creed, disability, ancestry, national origin (including limited English proficiency), age, or sex.

Program services shall be made accessible to eligible persons with disabilities through the most practical and economically feasible methods available. These methods include, but are not limited to, equipment redesign, the provision of aides, and the use of alternative service delivery locations. Structural modifications shall be considered only as a last resort among available methods.

Any student and/or their guardian, who believes they have been discriminated against, may file a complaint of discrimination with:

YWCA of Lancaster  
Attention: Cheryl Gahring  
110 North Lime Street  
Lancaster, PA 17602

PA Human Relations Commission  
Harrisburg Regional Office  
Riverfront Office Center  
1101 S. Front Street, 5<sup>th</sup> Floor  
Harrisburg, PA 17104

Department of Public Welfare  
Bureau of Equal Opportunity  
Room 521, Health & Welfare Building  
P.O. Box 2675  
Harrisburg, PA 17105

Bureau of Equal Opportunity  
Central Regional Office  
Cameron & Maclay Street  
Building 56, Patton House  
P.O. Box 61260  
Harrisburg, PA 17106-1260

U.S. department of Health and Human Services  
Office for Civil Rights  
Suite 372, Public Leger Building  
150 S. Independence Mall West  
Philadelphia, PA 19106-9111

## PROGRAM INFORMATION

The YWCA welcomes children from all ethnic, racial and religious backgrounds, knowing that playing and developing together at a very young age is a basis for better understanding in the future. Our program is state licensed and we strictly adhere to all state guidelines and regulations.

### Daily activities may include:

- Arts & Crafts
- Outside Play
- Cooking
- Music
- Movement
- Movies
- Circle Time
- Gross Motor Activities
- Science
- Theme Days/Weeks
- Multicultural Activities
- Fine Motor Activities
- Story Time
- Dramatic Play
- Group Games
- Special Events/Parties

### Keystone Stars:

All of our programs participate in Keystone STARS. Keystone STARS is a statewide initiative of the Office of Child Development and Early Learning (OCDEL) to improve, support, and recognize the continuous quality improvement efforts of early learning programs in Pennsylvania.

### Lunch/ Snack:

The SACC Program provides snacks which are served daily at our After School Program sites. Lunch is not provided on No School Days at the YWCA. Children are required to bring a lunch on these days. Refrigeration is available. **If your child requires a special diet or has food allergies, please notify the teacher and supplement your child's snacks when needed.**

### Clothing:

Children enrolled in our program will play hard and they may get dirty. All children should wear comfortable clothes. No open-toed shoes or sandals. To avoid lost belongings, **PLEASE LABEL EVERYTHING.** We will have a lost and found box at each site. The YWCA is not responsible for lost, soiled, or damaged clothing.

### Outdoor Policy:

Taking children outdoors is a healthy, integral part of our daily schedule and curriculum. Health experts agree on the importance of fresh air and exercise as a part of their daily routine. Children benefit from active outdoor play to release energy and develop large muscle coordination. Children will participate in routine outdoor play when the temperature is 32F and above. In severe weather conditions the staff will determine whether the children will go outside. At temperatures of 40 degrees and above, children must be dressed in layers of warm, dry, loose fitting clothing. Gloves/mittens, hats and boots are essential to provide the necessary protection. Please remember to label all clothing.

### Parent Conferences/Communication/ Observations:

Our staff are always available to work with you in meeting the individual needs of your child. As it is required for you to sign your child in and out of the program on a daily basis, this allows an opportunity for you and your child's counselor to talk. Parent conferences will be offered to all families once a year in October. Should you or your child's counselor find it helpful to discuss your child more often, a conference can be arranged. SACC Supervisors will become involved in these situations and are available to assist with your concerns. Staff will complete monthly observations for you child to be shared with you during your conferences.

## **Toys & Valuables:**

Show 'N Share days are the only time that children are able to have toys from home. Children are to leave their toys and valuables at home. The YWCA is **not** responsible for lost, broken, or "traded" possessions. Any hand-held electronic game systems should be left at home.

**Children may not bring toy weapons, water guns, inappropriate music or magazines. These items will be confiscated and returned at the end of the day.**

## **Behavior Policy:**

### **Code of Conduct for Children & Staff:**

- I will show respect for myself, others and property.
- I will show kindness to others.
- I will follow all the rules, be cooperative and helpful.
- I will listen and follow directions.
- I will take responsibility for my actions.
- I will be part of creating a safe environment.
- I will do my personal best.

### **Procedures:**

YWCA Child Care Programs define unacceptable behavior as:

- A child who continuously interrupts the flow and continuity of the program and requires constant one-on-one attention.
- A child inflicting physical or emotional harm on other children or staff.
- A child who is consistently unable to follow the rules and expectations of the program.
- A child/parent uses abusive language or threatens other children or staff members.
- A child continues to behave against the YWCA childcare policies explained in this packet.
- The Staff/Director feels that the program can no longer function effectively due to the unacceptable behavior of a child.

When inappropriate behaviors occur, the following consequence steps will be followed:

1. Verbal Warning
2. Take 5 From received -- Child takes a five minute time out to reflect on behavior
3. A written behavior report which requires child and parent signature
4. A 3<sup>rd</sup> behavior report will result in a 1-3 day suspension, depending on the severity of the incident
5. A 4<sup>th</sup> behavior report will result in a 1 week suspension from the program
6. A 5<sup>th</sup> behavior report will result in expulsion from the program
7. In extreme cases the School Age Child Care Director may suspend or terminate child care the same day parents are notified.
8. The Child Care Director must approve all terminations from care.

## HEALTH & SAFETY

### Health Appraisals:

All children are required to have a completed Health Appraisal Form with all immunizations up-to-date. Health appraisals need to be updated at kindergarten and sixth grade. A Health Appraisal form is included in your registration packet and must be returned within 30 days of registration. School Health Forms are also accepted.

### Mandated Reporting:

All employees of the YWCA School Age Child Care programs are mandated reporters. Mandated reporters are defined as people who, in the course of their employment have direct contact with children must report or cause a report to be made when they suspect child abuse. Any signs of suspected abuse, neglect or maltreatment will be reported. The law also states that anything told to a mandated reporter, regardless of evidence involving maltreatment, abuse or neglect must be reported to the appropriate agency.

### Illnesses:

If your child should become ill while in our care and our staff person thinks that your child should go home, you will be contacted immediately. Should we be unable to reach you, we will contact the emergency numbers listed on your Emergency Contact Form. If we suspect your child has a communicable disease (i.e. chicken pox, pink eye, head lice) we will require a physician's note to return to the program.

Children should not attend the YWCA Before/After School Program if they are experiencing any of the following:

- A temperature above 101 degrees taken orally/axially
- Repeated episodes of vomiting or diarrhea
- Obvious symptoms of a communicable illness, in which case we should be notified immediately.
- Severe nasal and chest congestion and a cough that interferes with daily activities.
- Behavior indicating pain or distress

**When an illness such as diarrhea, vomiting or fever requires exclusion, we ask that your child remain home until he/she has been symptom free for 24 hours.**

### Sunscreen:

Parents must supply sun screen and allow staff to apply. Spray sun screen is the easiest to use. Hats and water bottles are suggested during warm months.

### Medication:

For safety reasons children are not allowed to keep any medication in their possession. Please give any medications (including cough drops) to your child's counselor upon arrival at the facility. All medications, including over the counter brands, must be in its original container and include a pharmacy label with the child's name, current date, and dosage amount. **Be sure to complete and sign the medication log. We are not permitted to give medication to children without your authority.** Please make sure the dosage is clearly stated on the medication log and on the container itself. **Any over the counter medication must have a physicians note.**

# INCLEMENT WEATHER POLICY

## **Central Manor, Eshleman, Hambright, and Letort:**

**School Cancellation** – All day care provided from 6:30am – 6pm at the downtown YWCA.

**Early Dismissal due to weather**- Respective school sites are closed; care is offered at the downtown YWCA, provided you transport your child.

**1 or 2 Hour Delays** – All students will report to **Central Manor Elementary** as early as **6:30am**

- Central Manor, Eshleman, Hambright, and Letort students are to report to the **Central Manor Gym** located on the side of the building by the playground equipment.
- Penn Manor School Busses will then transport all students to their respective schools for the start of the day. Students will not be marked tardy, as they are already within the School District.
- Morning Kindergarten dismissal is at normal time on 1-hour delays, and at 12:45 pm on 2-hour delays/Modified Kindergarten.

**School closing after a delay** – Our staff will call to inform you that school has been cancelled. Care will then be provided at the downtown YWCA for the remainder of the day until 6pm. You are responsible for transporting your children from Central Manor to the YWCA; the YWCA vehicles will **NOT** transport the students. Unfortunately, if the school busses cannot pass through the roads, neither can our YWCA vehicles.

## **Martic:**

**School Cancellation** – All day care provided from 6:30am - 6pm at the downtown YWCA.

**Early Dismissal due to weather** – Respective school site is closed; care is offered at the downtown YWCA, provided you transport your child.

**1 Hour Delays** – The Before School Program at **Martic** will open at **7:30am**

**2 Hour Delays** – The Before School Program at **Martic** will open at **8:30am**

- Morning Kindergarten dismissal is at normal time on 1-hour delays, and at 12:45 pm on 2-hour delays/Modified Kindergarten.

**School closing after a delay** – Our staff will call to inform you that school has been cancelled. Care will then be provided at the downtown YWCA for the remainder of the day until 6pm. You are responsible for transporting your children from Martic to the YWCA; the YWCA vehicles will **NOT** transport the students. Unfortunately, if the school busses cannot pass through the roads, neither can our YWCA vehicles.

## **Pequea and Conestoga:**

**School Cancellation** – All day care provided from 6:30am - 6pm at the downtown YWCA.

**Early Dismissal due to weather** – Respective school site is closed; care is offered at the downtown YWCA, provided you transport your child.

**1 or 2 Hour Delays** – All students will report to **Pequea Elementary** as early as **7:00am**

- Penn Manor School Busses will then transport Conestoga students to their respective school for the start of the day. Students will not be marked tardy, as they are already within the School District.
- Morning Kindergarten dismissal is at normal time on 1-hour delays, and at 12:45 pm on 2-hour delays/Modified Kindergarten.

**School closing after a delay** – Our staff will call to inform you that school has been cancelled. Care will then be provided at the downtown YWCA for the remainder of the day until 6pm. You are responsible for transporting your children from Central Manor to the YWCA; the YWCA vehicles will **NOT** transport the students. Unfortunately, if the school busses cannot pass through the roads, neither can our YWCA vehicles.

**\*\* Listen to FM 97 or watch WGAL News 8 for YWCA cancellations \*\***

## FEES, SCHEDULING, BILLING & TERMINATION POLICIES

### Program Fees:

|                        |  |
|------------------------|--|
| Before School:         | \$40 per week/\$10 per day                                 |
| After School:          | \$40 per week/\$10 per day                                 |
| No school day:         | \$22.50 per day  |
| Early Dismissal:       | \$13.50 per day  |
| Delay:                 | \$11.50 per day  |
| YWCA youth membership: | \$15   |
| Registration fee:      | \$10 per family  |
| Sibling discount:      | 15% discount for older sibling(s)                          |
| Early/ Late fee:       | \$1 per minute before 6:30am, \$1 per minute after 6:00 pm |
| Late Calendar fee:     | \$10   |
| No Call add on charge: | \$4/day  |

### Full-time:

Students attending the program 4-5 days a week are considered full-time and will be charged the full-time weekly rates.

### Part-time:

Students attending the program 1, 2, or 3 days a week are considered part-time and will be charged by the daily rates.

### No Call Fee:

If your child attends the program and he/she was not scheduled and you did not call to add the child, you will receive a \$4/day add on charge.

### Early/Late Fees:

If you drop your child off before our sites are open (6:30am) you will be charged an early fee. When you pick up your child after our sites are closed (6pm) you will be charged a late fee.

### Membership Fee:

All children enrolled in our programs are required to have a youth membership. This membership gives you access to the YWCA building. The membership is good for a year. This fee is non-refundable.

### Registration Fee:

This is a one time processing fee when your child is enrolled. This fee will be waived if you continue to use our program year round. This fee is non-refundable.

### Calendar Fee:

If we do not receive your calendar by the 20<sup>th</sup>, you will be billed for the **entire month and charged a \$10 late calendar fee**. Also, your child's name will not appear on the roster at your site, which may create confusion at the schools.

### Subsidized Funding:

Parents interested in subsidized funding for child care should contact Child Care Management Information Services (CCIS) directly at (717) 393-4004 or 800-937-4546. This program is managed at the Community Action Program building located at 601 S. Queen Street, PO Box 2079, Lancaster PA 17608.

## **Scheduling:**

An attendance calendar is included in this packet. Please indicate which days your child will be attending our program. Monthly billing is based on the calendar you submit. **If a completed calendar is not returned to the YWCA, your child may not start the YWCA School Age Child Care Program. Calendars for the next month will be mailed with your invoice and are due by the 20<sup>th</sup> of each month with your payment.** If we do not receive your calendar by the 20<sup>th</sup>, you will be billed for the **entire month and charged a \$10 late calendar fee.** Also, your child's name will not appear on the roster at your site. If you do not receive your bill and calendar by the 10<sup>th</sup> of the month, please contact the billing dept at ext: 230, otherwise you will be responsible for the entire month's payment.

## **Billing:**

Invoices will be sent out the first Thursday of the month and are based on the calendar schedule you submit. **Payment is due by the 20<sup>th</sup> of the month.** If payment is overdue, students will not be permitted into the program until payment is received. You will be required to show the site staff a receipt of payment in order to be re-admitted into the program. **All payments should be made by any of the following options:**

- Dropped off at the YWCA front desk
- Mailed to the YWCA at 110 North Lime St., Lancaster, PA 17602
- Credit card payments may be called into the front desk at 717-393-1736 ext 220
- Pay online at [www.ywcalancaster.org/pay/](http://www.ywcalancaster.org/pay/)

**PLEASE DO NOT ATTEMPT TO GIVE PAYMENTS TO THE SITE STAFF.**

**Please contact Lisette Colon 393-1735 ext 230 with any billing questions/concerns.**

## **Cancellations:**

Please call 393-1735 ext: 242 with any changes to your schedule. Please call if you know your child is not going to attend. **You will not receive any credits for cancellations.**

## **No School Days (non weather related):**

For no school days care is provided at the downtown YWCA from 6:30am – 6pm. These days are filled with a variety of activities, sometimes including swimming and field trips. Please check your monthly calendar to see when these days are available and mark an "X" on the calendar if you would like your child to attend. You must schedule your child at least one week in advance to be able to attend the no-school day. **DROP-IN CARE IS NOT PERMITTED ON THESE DAYS.**

## **District Early Dismissals at 1:30pm:**

For district planned early dismissals care is provided at the school where your child attends before/after school care. **No AM Kindergarten:** All day wrap care available at Hambright and Pequea from 9am-1:30pm. Before and after school care available at Hambright and Pequea from 6:45-9am and 1:30-6pm. **Extended AM Kindergarten:** Upon Kindergarten dismissal at 1:30pm, after school care will be available at the child's home school from 1:30- 6pm.

## **Termination Policy:**

A **two week written notice** must be submitted to the Director prior to the date of termination. If two weeks notice is not given, **you will be charged two weeks of fees from the time of withdrawal. THERE ARE NO EXCEPTIONS TO THIS POLICY.**



**Capital BlueCross**

An Independent Licensee of the Blue Cross and Blue Shield Association



Pennsylvania's Children's  
Health Insurance Program  
**We Cover All Kids.**  
Commonwealth of Pennsylvania  
Edward G. Rendell, Governor

## Free and Low-Cost Health Insurance for Children



### Benefits Include:

- Doctor Visits
- Hospitalization
- Prescription Coverage
- Vision Coverage
- Dental Coverage
- Emergency Care
- Mental Health
- Rehabilitation
- Diagnostic Tests
- Substance Abuse Services

Thousands of uninsured children and teens (up to age 19)  
qualify for Free and Low-Cost Health Care Benefits.

### Do Yours?

For more information or to request an application, call

**1-800-KIDS-101**

or visit [www.capbluecross.com/CHIP](http://www.capbluecross.com/CHIP)

[www.chipcoverspakids.com](http://www.chipcoverspakids.com)

Health care benefit programs issued or administered by Capital Blue Cross and/or its subsidiaries, Capital Advantage Insurance Company and Keystone Health Plan Central, independent licensees of the Blue Cross and Blue Shield Association, through a contract with the Commonwealth of Pennsylvania. Communications issued by Capital BlueCross in its capacity as administrator of programs and provider relations for all companies.