



**ELKINS-RANDOLPH COUNTY YMCA
CHILDCARE POLICY MANUAL**



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ABOUT THE YMCA

The YMCA is a non-profit organization that is supported solely by the community members who choose to join and take part in the many programs and activities that we offer. A portion of our support comes from grants, the United Way and from the generosity of individuals and businesses who choose to make individual contributions.

YMCA CHILD CARE GOALS

- i) To provide a fun, safe and positive environment for children during the hours after school while their parents are at work.
- ii) To help children develop to their fullest potential by:
 - Encouraging positive interpersonal relationships with peers and staff members;
 - Following the YMCA core values of respect, responsibility, honesty and caring; and
 - Encouraging healthy lifestyle habits by participating in regular physical activity and promoting healthy eating habits.

CONFIDENTIALITY AND INFORMATION DISCLOSURE

The YMCA will ensure the confidentiality of all records pertaining to children enrolled in its programming. Files containing confidential information will be secured and are accessible only to programming staff to help care for the child. Records will only be open to disclosure to the extent required by state or federal law. Parents may request to review their child's record.

The YMCA will request consent from parents to use photographs or video recordings to potentially promote the program in the local newspaper, on the Y's website, etc. Parents should notify the childcare coordinator if any custody or other issue prevents the publication of their child's image.

PROGRAM ADMISSION/WITHDRAWAL OF CHILDREN

Enrollment

Children 6 through 11 years of age are eligible to register for the Y's childcare programming.

The enrollment process can be completed online at www.elkinsymca.com. Parents can also choose to complete a paper copy of the enrollment form, which is available online or at the member services desk. Completed paper applications should be submitted to the member services desk together with an up to date well check/immunization record.

Children may not begin attending the program until they are officially registered and have provided well-check/immunization records.

Due to DHHR licensing requirements, there is a limited number of spots available. If spots are not available, parents may request to be added to a wait list and will be notified when a spot becomes open.

Online Registration Process

To register online, you must have an account in our online system available on www.elkinsymca.com. On the Y's website, go to the page 'programs' then select 'childcare' and 'after-school care'. You can access the online system at the bottom of that page.

If you have never been a member or registered for a Y program before, you will need to set up an account.

Existing Members

In order to successfully complete your online account set-up, **our system must have your correct birth date and zip code on file.** If this information is not in our database, you will need to call the Y at 304-636-4515 or visit the front desk and provide staff with this information in order to gain access to your online account.

1. From the program page, click "Find My Account"
2. Enter the last name, birth date (MM/DD/YYYY format), and zip code associated with your YMCA account and click submit.
3. Verify your account with either the email address, or billing method information, on file with your YMCA account. **NOTE: If you do not have an email on file with your member record, or if your email address is associated with more than one membership record, your online account will not be able to be verified via email** and you will need to call the front desk at 636-4515 to complete this process. We recommend that you do not create a new account as it will create a duplicate record and will not be synced with your existing YMCA account.
4. If you choose to verify your account using your billing information, you will be prompted to create your online account by entering an email address and choosing a password in the next pop-up screen.
5. If you choose to verify your account using your email address, a password re-set link will be sent to your account email address. Follow the link in the email to set your account password and complete the online activation process. Now you can login and begin searching and registering for programs.

Non-Members

1. Select the "Sign Up" option.
2. Click on the non-member membership type.
3. Complete the information form with YOUR contact information. At the bottom of the screen, you will be able to save your non-member record with the option of adding additional children who you will be registering in programming.
4. Once you have finished adding individuals to your account, click next.
5. You will be prompted to enter an email and select a password on the next screen to complete the creation of your YMCA online account. You can now begin to search and register for programs.

Please note - If you are registering your child for a program, please access your account or set up an account in your name as the primary adult. You can then add your child to your account.

Enrollment Options

Enrollment is accepted monthly up until the enrollment deadline (the week before each month). Parents may enroll their children for one or more months.

Changes to Enrollment

Changes to enrollment can be made monthly. As staffing and supplies are coordinated based on enrollment and spots are limited, fees are non-refundable after the 1st of each month. We are unable to offer credits or refunds for days that your child is scheduled but does not attend the program.

Withdrawal from Program

Parents should contact the after-school coordinator to withdraw their child from the program. Enrollment from the afterschool program will take effect the 1st day of the new month.

FEE PAYMENT

Fees are due the 1st of each month and can be paid the following ways:

- Online at www.elkinsymca.com
- In person at the Y front desk
- By mail to Elkins YMCA, 400 Davis Avenue, Elkins WV 26241

Fees for the 2021-22 school year are as follows:

Enrollment Option	Y Members \$9/Day	Non-members \$10/day
Part-Time: 4 days/week	\$144/month	\$160/month
Part-Time: 3 days/week	\$108/month	\$120/month
Part-Time: 2 days/week	\$72/month	\$80/month
Full days enrollment only	\$23.00/day	\$25.00/day

* Full day rates in addition to a child’s monthly registration option are \$23.00/day for members/\$25.00/day for non-members. Full days rates will be adjusted when the day falls within a child’s monthly registration option.

Siblings receive a discount off program fees. Enter “YFUN” at check out to receive the discount.

Financial assistance is available for those who qualify based on demonstrated financial need. Please complete a sponsorship application, which is available at the front desk.

Late Payments

A late fee of \$15.00/month will be assessed for payments received after the 15th day of the current month. Unpaid fees by the specified due dates may result in the child’s termination from the program. If payments cannot be made by the due date, it is the responsibility of the family to contact the YMCA to set up a schedule that is mutually acceptable.

Returned Payments

A \$25.00 fee will be charged for each returned payment. Parents will need to send cash, money order or certified check for the non-sufficient funds within 10 business days and payment in full is required before a child can continue to participate in YMCA programs.

Financial Support

Financial support for YMCA programs is available based on an individual’s demonstrated ability to pay and the YMCA’s ability to fund and provide services. An application for community support is available at the YMCA front desk.

ATTENDANCE

Hours of Operation

The after-school program runs Monday through Friday from 3:30-6:00 p.m. on regular school days.

If a weather-related state of emergency is called, the YMCA will close, and parents will be called to pick up their children.

Parents should notify the YMCA if a child will not attend on one of their registered days due to illness or other reasons, so that staff may maintain an accurate roster each day.

Transportation

Transportation may be provided to the YMCA by Randolph County school bus. Parents should refer to the published Randolph County transportation bus route to confirm bus numbers for their school. Parents may also choose to drop their child off after school starting at 3:30 pm.

Arrivals

When arriving by a Randolph County bus, children will be met a staff member at the youth center door. Children should keep their masks on to enter the facility. As they enter, they will be screened for temperature.

Pick-up/Sign Out Procedures

In consideration of COVID-19, face masks are required while in the facility. Sign your child in or out on the attendance roster. This procedure helps to ensure the safety of your child and allows staff to monitor which children are present at any given time.

Only persons authorized by you may pick up your child. The staff will question anyone who is unfamiliar to them. If someone other than persons authorized on the registration form to pick up your child, you must notify the program staff in writing. Please notify staff of any custody issues.

Late Pick Up

Beginning at 6:00 p.m., there will be an additional charge of \$10.00 per family for each fifteen minutes past 6:00 p.m. You will receive an invoice for this fee.

If you are running late, please notify the YMCA by calling 304-636-4515. If we do not hear from you, starting at 6:00 pm, the program staff will begin calling parent contact numbers to check for problems or miscommunications. If contact is not made, alternative contacts listed on the registration form will be called.

You risk dismissal from the program if:

- You fail to pay the late pick-up fee
- You are late in picking up your children three times within a 30-day period.

PROGRAMMING

Activities

A schedule of activities is published monthly and includes indoor and outdoor games and sports, STEAM activities, and swim times.

In consideration of COVID-19, staff will choose activities that allow for physical distancing and are low contact activities.

Sample Weekly Schedule

	Monday	Tuesday	Wednesday	Thursday
Arrival to 4:00 pm	Snack/free play in youth/tween center			
4:00-5:00 pm	Outdoor plan in Greenspace/Park	Gym Games	Gymnastics Room Games	Swimming
5:00-6:00 pm	Homework/free play in youth/tween center			

Swimming

Swim times will be offered once a week. Lifeguards and staff work together to supervise the children during swim times. Staff will provide an alternate activity for children who choose not to swim during designated swim times.

In consideration of COVID-19, children will use the children’s locker rooms in small groups to change for the pool.

Parents indicate whether children require a personal flotation device (PFD) during the registration process. The after-school program coordinator is responsible for maintaining this list. Lifeguards will swim test all new swimmers and will require a child to wear a PFD if the child is unable to swim the width of the pool without assistance.

In the event of an accident during swim times, the YMCA staff will respond along with the lifeguards. Lifeguards at the YMCA hold current lifeguard certifications through the Red Cross.

Outdoor Play

When the weather is fair, the program may visit the YMCA green space (outside space behind the pool) the train depot or Elkins City Park for outdoor play. Children will bring their school backpacks to allow for early pick up.

Homework Help

During the afterschool program, time will be given to children to complete their homework with assistance from our staff during 5:00-6:00 pm. In consideration of COVID-19, staff and children must wear a face mask or face shield when working together on homework. 4:00-5:00 pm are reserved for scheduled activities. Please speak to our program staff to let them know if you would like your child to work on their homework while at the Y.

Snacks and Lunches

An afternoon snack is provided. On full days, snacks will be provided, but parents must pack a sack lunch and drink. Due to food allergies, please avoid sending in peanut items (peanut butter, peanut based granola bars, etc.)

For snacks, the Y follows HEPA (Healthy Eating and Physical Activity) standards recommended by the national YMCA and National After School Association. Water is offered (vs. sugary drinks), fruits/vegetables are offered daily. The snack menu is included on the activity schedule for the month.

Clothing/Belongings

Please make sure to clearly mark all belongings. The YMCA is not responsible for lost, damaged, or stolen articles. Please do not send any valuable items or toys from home.

Communication/Parent Involvement

Programming information will be sent home with children. We also maintain a "Band" app page called, 'Elkins/ Randolph Co YMCA Afterschool' where we will post information to help keep parents informed on what is happening with the program.

Parental support is critical to the success of the program. We welcome your input to programming ideas and other suggestions to improve the program. Open communication helps us understand any changes or situations that may impact your child's time at the Y.

We are asking parents to volunteer to help plan our Halloween, Christmas and Easter parties. If you are interested in volunteering, please speak to a lead staff.

Parents or guardians have the right to enter and inspect the facility in which their child is receiving care, without advance notice. Entry and inspection is limited to the normal operating hours while your child is receiving care.

The childcare staff has the right to deny access to a parent or guardian under the following circumstances:

- The parent/guardian is behaving in a way that poses a risk to the children in the facility.
- The adult is a non-custodial parent, and the facility has been requested in writing by the custodial parent to not permit access to the non-custodial parent.

BEHAVIOR MANAGEMENT AND DISCHARGE OF CHILDREN

Bullying

We will not condone the mistreatment of one youth by another youth. Bullying is aggressive behavior that is intentional, is repeated over time, and involves an imbalance of power or strength. Bullying can take on various forms, including:

- **Physical bullying** – when one person engages in physical force against another person, such as by hitting, punching, pushing, kicking, pinching, or restraining another.
- **Verbal bullying** – when someone uses their words to hurt another, such as by belittling or calling another hurtful names.
- **Nonverbal or relational bullying** – when one person manipulates a relationship or desired relationship to harm another person. This includes social exclusion, friendship manipulation, or gossip. This type of bullying also includes intimidating another person by using gestures.
- **Hazing** – an activity expected of someone joining or participating in a group that humiliates, degrades, abuses, or endangers that person regardless of that person's willingness to participate.

Managing Disruptive Behavior

The YMCA always strives to maintain a positive approach to managing behavior. When children choose to behave outside of the program's guidelines, some consequences are required to protect the safety and wellbeing of all the children in the program.

In cases of disruptive behavior, the following process will be followed:

i) Reasoning – Every effort will be made to help the child understand the inappropriateness of his or her actions and agree to an alternate form of behavior. When the conflict is child-to-child, every effort will be made to have them reason together face-to-face with staff facilitating.

ii) Removal from the specific activity – When reasoning has been pursued and behavior has not changed, removing the child from the activity involved for an appropriate amount of time is necessary. The denied activity should be related to the misbehavior and the removal should not exceed one minute per year of the child's age.

Actions that will result in disciplinary action include, but are not limited to:

- Hitting or harming other children or adults
- Bullying
- Damaging YMCA property
- Continuous disruption of the program

Staff will use incident reports to document disciplinary action taken in response to the issues listed above. The reports help to communicate to parents what happened, and the steps taken to help the child improve the behavior.

Report Form	When to Complete Form	Who Completes It	Who Approves It
Incident	When a major disruption occurs <ul style="list-style-type: none">• Any physical altercation, touching, bullying	Staff who witnessed event firsthand	Lead Staff or Program Coordinator

When a more serious incident occurs, the lead staff or program coordinator may call the parent and ask them to pick up the child within 30 minutes of the call. The child may be suspended from the program for a period of 1-5 days or may be removed from the program entirely.

Discharge of a Child from the Program

The YMCA tries to meet the needs of each child enrolled in its programming. However, the Y does reserve the right to end enrollment of a child.

Every effort will be made to work with the child and family to avoid ending enrollment. When a situation arises, the lead counselor will initiate a meeting with the child's parents to discuss the situation and agree to a plan of action. The plan may include daily communication with parents regarding progress, behavior modification plans, and other necessary steps for the child to be successful in the program.

If the parents and program coordinator are unable to come to a mutually acceptable course of action after identifying a concern, the coordinator reserves the right to end enrollment of a child.

Factors that may be considered when deciding if the program is an optimal place for a child:

- Problematic behavior, including continuous failure to cooperate with staff, inability to get along with staff, or other children, or threatening, violent, or intimidating behavior.
- Staff are unable to meet the child's needs.
- A family fails to meet their obligations set forth by the YMCA including, but not limited to the following reasons:
 - Disrespectful behavior to staff members.
 - Non-payment or persistent late payment of fees.
 - Failure to comply with policies set forth in this manual and the handbook.

If a child has been asked to leave a YMCA program, the following must happen to pursue re-enrollment:

- If the dismissal was fee related, families must pay all outstanding fees related to any YMCA program.
- If the dismissal was behavior related, the family must agree to meet with the program coordinator and/or executive director to discuss how the situation can be improved going forward. It is up to the program coordinator and/or executive director to decide whether the program can accommodate the needs of the child.

CHILD SAFETY

Appropriate Engagement with Children

The Y is committed to creating an environment for youths that is safe and nurturing. The policy outlines specific expectations of the staff and volunteers as we strive to accomplish our mission together.

- Youths will always be treated with respect.
- Youths will be treated fairly regardless of race, sex, age, or religion.
- Staff and volunteers will adhere to uniform standards of displaying affection as outlined by our organization.
- Staff and volunteers will avoid affection with youths that cannot be observed by others.
- Staff and volunteers will adhere to uniform standards of appropriate and inappropriate verbal interactions as outlined by our organization.
- Staff and volunteers will only give gifts with prior permission.
- Staff and volunteers will comply with our organization's policies regarding interactions with youths outside of our programs.
- Staff and volunteers will not engage in inappropriate electronic communication with youths.
- Staff and volunteers are prohibited from working one-on-one with youths in a private setting. Staff and volunteers will use common areas when working with individual youths.
- Positive guidance will be used as the discipline technique of all programs.
- Staff will participate in regular training, including covering topics such as appropriate touch and managing behavior.

Requirement to Report

The YMCA recognizes the increase in the number of incidents for reported cases of child abuse and neglect. Staff and volunteer personnel are in an excellent position to identify abuse and/or neglected children and

refer them for treatment and protection. In responding to this problem, the YMCA recognizes the need to develop a clearly defined policy and establish procedures to implement that policy.

This policy is applicable to all paid and volunteer staff that have contact with children. For purposes of this policy, child will be defined as any person under the age of 18. This policy incorporates state law reporting procedure requirements for cases involving suspicion of child abuse or neglect. In addition, it provides recommended practices regarding children participating in YMCA programs; as well as hiring and training procedures for YMCA personnel who are or will be involved in supervision of children.

The YMCA requires all employees working with children to successfully complete child abuse prevention training as a condition of employment.

Every state maintains a mandatory child abuse reporting law. Those, who by nature of their employment have contact with children, are mandated reporters. To combat the child abuse and neglect problem and in compliance with West Virginia State Law, any staff or volunteer personnel having reasonable cause to suspect that child participating in a YMCA program has been abused or neglected or having reason to believe that a child has been threatened with injury and that abuse will occur, shall immediately contact the Supervisor/Director in accordance with established procedure. Our organization will fully cooperate with authorities if allegations of abuse are made that require investigation.

Report Abuse or Neglect. When you suspect abuse or neglect you should report your concerns to the Department of Health and Human Resources at 1-800-352-6513 7-days a week, 24 hours a day.

Elkins YMCA Child Abuse Prevention Code of Conduct

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| <ol style="list-style-type: none">1. In order to protect organization staff, volunteers, and program participants – at no time during an organization program may a staff person be alone with a single child where they cannot be observed by others. As staff supervise children, they should space themselves in a way that other staff can see them.2. Staff shall never leave a child unsupervised.3. Restroom supervision: Staff will ensure:<ul style="list-style-type: none">• The restroom is not occupied by suspicious or unknown individuals before allowing children to use the facilities.• Children are with an adult staff member and proceed in groups of three or more (e.g. 1 staff and 2 children or 2 staff and 1 child) when using the bathroom.• Either 'line of sight' or 'line of sound' supervision is maintained while children are using the facilities.• No child, regardless of age, enters a bathroom alone on a field trip.• If staff are assisting younger children, doors to the facility must remain open.4. Staff should conduct or supervise private activities in pairs - diapering, putting on bathing suits, taking showers, etc. When this is not feasible, staff should be positioned so that they are visible to others.5. Staff shall not abuse children including:<ul style="list-style-type: none">• physical abuse – strike, spank, shake, slap;• verbal abuse – humiliate, degrade, threaten;• sexual abuse – inappropriate touch or verbal exchange;• mental abuse – shaming, withholding love, cruelty;• neglect – withholding food, water, basic care, etc.Any type of abuse will not be tolerated and may be cause for immediate dismissal.6. Staff must use positive techniques of guidance, including redirection, positive reinforcement and encouragement rather than competition, comparison and criticism. Staff will have age appropriate expectations and set up guidelines and environments that minimize the need for discipline. Physical restraint is used only in pre-determined situations (necessary to protect the child or other children from harm), is only administered in a prescribed manner and must be documented in writing.7. Staff will conduct a health check of each child, each day, as they enter the program, noting any fever, bumps, bruises, burns, etc. Questions or comments will be addressed to the parent or child in a non-threatening way. Any questionable marks or responses will be documented. | <ol style="list-style-type: none">8. Staff respond to children with respect and consideration and treat all children equally regardless of sex, race, religion, culture.9. Staff will respect children's rights to not be touched in ways that make them feel uncomfortable, and their right to say no. Other than diapering, children are not to be touched in areas of their bodies that would be covered by a bathing suit.10. Staff will refrain from intimate displays of affection towards others in the presence of children, parents, and staff.11. While the organization does not discriminate against an individual's lifestyle, it does require that in the performance of their job they will abide by the standards of conduct set forth by the organization.12. Staff must appear clean, neat, and appropriately attired.13. Using, possessing, or being under the influence of alcohol or illegal drugs during working hours is prohibited.14. Smoking or use of tobacco in the presence of children or parents during working hours is prohibited.15. Profanity, inappropriate jokes, sharing intimate details of one's personnel life, and any kind of harassment in the presence of children or parents is prohibited.16. Staff must be free of physical or psychological conditions that might adversely affect children's physical or mental health. If in doubt, an expert should be consulted.17. Staff will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity.18. Staff may not be alone with children they meet in organization programs outside of the organization. This includes babysitting, sleepovers, and inviting children to your home. Any exceptions require a written explanation before the fact and are subject to administrator approval.19. Staff are not to transport children in their own vehicles.20. Staff may not date program participants under the age of 18 years of age.21. Under no circumstance should staff release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization on file with the organization).22. Staff are required to read and sign all policies related to identifying, documenting, and reporting child abuse and attend trainings on the subject, as instructed by a supervisor. |
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HEALTH

Immunizations

Each family enrolled in the program must submit a child wellness form/immunization record. The Y will maintain well check records in the child's file.

The Y requires that children are adequately, or age appropriately immunized at the minimum requirements for attending school as required by the state as a condition of participating in YMCA programming.

Illness/COVID-19 Exposure

Upon arrival each child will have their temperature taken before entering the facility. Any child that arrives from school with a fever or develops symptoms of a fever of 100.4 while in the program, the following will take place:

- Child will be isolated away from other children and staff.
- Parent will be called to be picked up immediately.
- Cleaning guidelines will be followed immediately in any area the child was located.

Any child with an infectious illness may not attend until the illness is resolved. Parents are asked to keep children home from the program if:

- The child has a fever, stomach bug or infectious condition like head lice, pink eye, etc. Children must be free from symptoms for 24 hours before returning to the program.
- Any family member has been in contact with someone under investigation for, or with a confirmed case of COVID-19.
- Any family member has a pending COVID-19 test result. Individuals who are awaiting test results should be quarantining at home and may not attend the programming while a family member is awaiting results.
- Any family member has been instructed to self-quarantine.
- Any family member has been experiencing symptoms of illness.

Any child with a confirmed cast of COVID-19 must have a note from a doctor clearing them to return to school/after-school programming.

In the event of a case of COVID-19 with a member of staff or a program participant, the program will close for deep cleaning. The Y will work with the Randolph County Health Department to aid in contact tracing and determine when the facility may resume normal operations.

Medication Administration During Program

If a child requires any medication during the program, parents should request a time to meet with the child care coordinator to review instructions on administering medications. Any medication needing to be administered during program hours must:

- Be accompanied by a "permission to medicate" form (provided by the childcare coordinator)
- Be brought directly to a lead staff member in its original container with the child's name, physician's name and drug name on the container, and
- Have specific written instructions for amounts, time, etc.

The lead staff or program coordinator will record medication given, dosage, time on the medication form as it is administered.

Allergies

The Y will accommodate allergy concerns to the extent possible with any limitations to the facility.

Requests for food substitutions for snacks and lunches must be accompanied by a written notice from a physician. The notice should include: what the allergy is; what happens when the food is digested; and, what food items are suitable substitutes.

The youth center is a peanut-free zone. Please do not send any peanut food items for snacks or lunches. Please be aware that the rest of the facility does not restrict patrons from consuming peanut food items.

Parents should request a meeting with the childcare coordinator and lead staff to discuss and plan for allergy concerns.

EMERGENCY PROCEDURES

Injuries Occurring During Program Hours

If a child is injured during program hours, the staff will take whatever steps may be necessary to obtain emergency medical care as warranted. These steps may include:

- Providing immediate first aid;
- Attempting to contact a parent or guardian;
- Attempting to contact the child’s physician;
- Attempting to contact others listed on your registration forms; and/or
- In case of serious injury, securing appropriate emergency medical assistance.

Accident Reporting

Once emergency medical care has been administered, staff will file an accident report. A copy of the report will be provided to parents at the end of day by the lead staff on duty.

Staff will notify parents with a phone call regarding any injury resulting in first aid or any accident involving a blow to the head.

Report Form	When to Complete Form	Who Completes It	Who Approves It
Accident	Any time first aid is administered <ul style="list-style-type: none"> • Blood or a bump/bruise requiring ice 	Counselor who administered first aid	Age Group Lead or Coordinator If not available, notify parents of accident and steps taken, refer to group lead or coordinator for questions

Facility Emergencies and Evacuations

This plan outlines the emergency and disaster plan for reporting emergencies and evacuating the facility.

Evacuation Site: 1) Elkins Public Library 2) Elkins Fire Department

- **In the event of a fire alarm**, have children line up, do a headcount and exit from nearest facility exit. Take children to evacuation site. Do not re-enter facility until given all clear by emergency responders or the YMCA executive director.

- **In the event of a serious injury, call 911.** Perform first aid/CPR as needed. Remove other children from the scene. Contact parents.
- **In the event of an intruder, call 911, call out “lock down”** and isolate the intruder, if possible. Evacuate the building through the closest exit and proceed to safest evacuation site. If evacuation is not possible, move the children to a secure location within the building. Stay in area with doors closed and/or locked and barricaded. If the intruder is outside the building, move children inside and lock the outside doors.
- **In the event of a missing child,** immediately notify all staff. All children should be taken to the gym to be supervised by two staff members. All other staff should be posted at facility doors to ensure child does not exit building. A full facility search should be completed including empty lockers and all locked doors. Notify police and parents as next step if child is not found within 10 minutes.
- **In the event of severe weather,** and weather conditions create an imminent danger making travel unsafe, (e.g. severe flooding, active tornadoes, etc.), the facility will remain open and children will be relocated to a safe area until local authorities determine conditions are safe. The YMCA closes when a state of emergency is called. Parents will be contacted with advance notice if there is a likelihood that the facility may close due to severe weather (e.g. a severe snowstorm). When a state of emergency is called, parents will be contacted and asked to pick up their children from the program within one hour.

Following any emergency requiring evacuation:

1. Seek clearance from police or fire department to return to building and determine if students should return to activities or be dismissed early.
2. Contact parents.
3. Maintain student roster for dismissal.
4. Document the incident.
5. Determine need for follow-up support to those involved and their families.

Emergency Numbers:

Emergency Responders: 911

Poison Control: 1-800-222-1222

YMCA Front Desk 304-636-4515

Sue Hartley-Gillispie 304-704-7838

Sid Gillispie 304-614-1001

PHYSICAL SAFEGUARDS

It is the policy of the YMCA to meet all applicable regulations regarding fire, health, and sanitation.

- The facility will be cleaned, and trash removed daily.
- The AC, heating and ventilations system will be maintained in good operating condition.
- Sprinklers, fire extinguishers, and smoke detectors will be easily accessible, inspected and tested at least annually.
- Space for medical emergencies and illnesses will be provided.
- All electrical outlets, not in use, will be covered with safety caps.
- All chemicals and cleaning products will be kept out of reach of children.
- First aid kits, fully stocked including surgical gloves, will be easily accessible.

Mask Requirements

The Y requires all non-vaccinated persons to wear a mask when in the facility. Since children under twelve are not eligible for vaccination, all childcare staff and program participant are required to wear masks in indoor spaces.

Face masks/shields will not be required during outdoor play or during swim times when the child is in the pool), or during play where social distancing can occur (some gym activities).

Pest Management Plan (Updated March 2021)

It is the goal of this facility to provide a clean, comfortable environment in which children can play and learn and staff can work. In providing this environment, attention will be given to pesticides and the hazards they may cause people. It is therefore our policy to use Integrated Pest Management procedures to control pests to reduce the need for pesticide applications.

To ensure a pest free area, staff will:

- Dispose of cardboard boxes,
- Store food in proper containers,
- Dispose of all trash as soon as possible,
- Keep surfaces clean using proper cleaning and disinfecting products,
- Report any leaks, holes, etc. to maintenance staff.

Monitoring: Staff will be trained on how to keep the facility pest free and to monitor for pests. Pest traps will be used to monitor potential areas that could attract pests. Upon identification of pest activity, staff will record the issue on the pest sighting log and notify the program administrator.

The program administrator will complete a sanitation and maintenance report every six months.

Application of Pesticides: Ehrlich Pest Control comes to the facility every second Friday of the month and will apply pesticides only "as needed" to correct verified problems.

Notification: At the time a child is enrolled, parents will be given the opportunity to be informed of the right to be notified of the application of pesticides. This notification will be provided at least 24 hours in advance of pesticide application.

GRIEVANCE PROCEDURES FOR FAMILIES

The YMCA strives for open communication and partnership with our families to ensure the best care possible for the children in our program. If a parent has a concern about their child's care, the following steps should be followed:

- Parents can visit the program at any time during operational hours to talk to the lead staff
- If the discussion may take an extended time or is sensitive in nature or involves other children in the program, please ask to schedule a time outside of program hours.
- If your concern is not resolved, please submit a grievance in writing to the executive director. Detailed information should be provided so that your concern can be properly reviewed. You will be contacted within two business days with notification of the resolution and/or an explanation of the steps that will be taken in response to your concern.

NUTRITION

A snack is provided daily and follows the YMCA's Healthy Eating and Physical Activity (HEPA) standards. Families should notify staff about any food allergies.

SUMMARY OF AFTER-SCHOOL COVID-19 GUIDELINES

We are committed to provide kids with a fun AND safe experience during their time at the Y facility. We are taking the following precautions to help reduce the chance of COVID-19 spread:

- Children may only attend on days they are scheduled to attend.
- Children will be met by a staff member at the youth center door. Children should keep their masks on to enter the facility. As they enter, they will be screened for temperature.
- Any child that arrives from school with a fever or develops symptoms of a fever of 100.4 while in the program, the following will take place:
 - Child will be isolated away from other children and staff.
 - Parent will be called to be picked up immediately.
 - Cleaning guidelines will be followed immediately in any area the child was located.
- Face masks are required to be worn by childcare staff and children in the program. Face masks will not be required during outdoor play, while eating snack, during swim times or when engaged in active play where social distancing is possible (some gym games) .
- Staff will choose activities that are low contact activities.
- Any child with an infectious illness may not attend until the illness is resolved. Any child with a confirmed case of COVID-19 must have a note from a doctor clearing them to return to school/after-school programming.
- In the event of a case of COVID-19 with a member of staff or a program participant, the program will close for deep cleaning. The Y will work with the Randolph County Health Department to aid in contact tracing and determine when the facility may resume normal operations.
- In the event of a situation where there is widespread community transmission, we will evaluate our programming to provide the safest experience possible for the children in our care.

PERSONNEL POLICIES

Employment and Hiring Qualifications

The YMCA employs qualified individuals with teaching or childcare experience. Our lead staff are teachers, education majors and/or licensed childcare workers. We employ high school aged junior counselors who are exemplary students and youth role models to assist our staff. At times, volunteers from programs like the Foster Grandparent program are utilized to support staff and enrich the program .

The childcare coordinator and executive director are cooperatively responsible for recruiting, interviewing, selecting, and releasing staff from employment. The Y is committed to ensuring that recruiting, hiring, and training for all positions is made without regard to race, creed, color, religion, national origin, age, gender or handicap.

All new staff are on a probationary period for their first 90 days of employment. The probationary period may be extended by the supervisor when conditions warrant, at his/her discretion.

Payroll Information

All wage and payroll information is given upon hire.

Background Checks

A background information disclosure will be in each employee's file that affirms that the employee has not been convicted or is not the subject of a pending criminal charge as specified by the department. Background checks are rechecked annually on all childcare staff.

Training

The childcare coordinator will maintain a list of required trainings for staff. Training requirements may include courses and certifications for the YMCA of the USA, Redwoods Insurance Group, and continuing education requirements in compliance with state licensing guidelines.

Upon completion of any training, the employee must provide verification to the childcare coordinator for inclusion in their employee file.

The YMCA will pay or reimburse staff for any approved trainings.

All staff are required to complete Child Abuse Prevention training. All lead staff must be CPR/AED certified.

Holidays, Vacations, Sick Leaves, Leaves of Absences

Staff are not required to work holidays but may be required to work scheduled full days throughout the school year. In the event a staff member is sick he/she should try to find a substitute for their shift. Extended leaves of absences should be cleared through the childcare coordinator and must be made in writing.

Performance Evaluations

A performance appraisal shall be conducted at least annually for the purpose of evaluating an employee's performance, assisting in the employee's continued growth and development, and to ensure that the goals and objective of the Y are being met. Any grievance from a performance evaluation can be made to the executive director.

Termination of Employment

Resignations

A written notice of resignation shall be provided to the Y at least two weeks in advance of the date the employee wishes to terminate employment.

Performance Related Terminations

Before an employee is terminated due to performance, each disciplinary action will be followed according to the disciplinary procedure. Each discipline situation is handled on an individual basis, taking into consideration the nature of the violation.

The following actions may occur

- The childcare coordinator will discuss the concern with the staff member.
- If the violation continues to occur, a written warning, signed by the employee and the childcare coordinator, will be placed in the employee's file. Included in this report will be a specific plan of improvement expected and a specific plan of action to be taken if further discipline problems occur.
- Depending on the severity of the work violation, including but not limited to such actions are harming a child or being under the influence of alcohol or illegal drugs, an employee may be released immediately.

Prior to dismissal the employee's supervisor must have made a reasonable effort to resolve the performance deficiency; including provision of written documentation about the deficiency and expectations for improvement to the employee.

Employees shall be given a two-week written notice if their employment is to be terminated due to elimination of the position or a reduction in staff.

Code of Conduct Related Terminations

The YMCA does not require drug screenings but does expect all employees to follow the YMCA's standards of conduct, which includes not being under the influence of any controlled substances while at work.

Employees are required to notify the YMCA no later than the next business day when: the employee has been convicted of a crime, has been or is being investigated by a government agency; has a substantiated governmental finding; or has a professional license denied, revoked, restricted or otherwise limited.

Staff Cell Phone Policy

This policy about cellular phone usage applies to any device that makes or receives phone calls, leaves messages, sends text messages, surfs the Internet, or downloads and allows for the reading of and responding to email.

Personal calls during the work hours interfere with employee productivity, safety and can be distracting to others.

When at work and on duty, the use of cell phones is restricted to personal emergencies only.

Emergency phone calls relate to critical quality of life activities, for example, communicating with physicians and medical labs regarding health issues; resolving child care issues; or communicating with a

mechanic who may be working on your car and needs to talk to you about whether you will allow a certain repair to be made.

Non-emergency calls relate to any social activities or the use of any social networking sites.

Failure to comply with this policy will result in the following actions:

1. Written warning placed in your file
2. Suspension for remainder of work day
3. Termination

Employee Code of Conduct

Every organization must have basic rules of conduct so that all employees may know, at a minimum, what is expected of them. The following conduct will result in discipline up to and including termination. This list is not exhaustive and discipline, including termination, may be imposed for other unacceptable conduct as determined by the YMCA.

1. Mistreatment or gross neglect of fellow employees, members, guests, or YMCA participants.
2. Racial or ethnic remarks/attitudes behavior, or sexual harassment in any form toward the public or fellow employees.
3. Unsatisfactory work performance or service.
4. Damage, loss, or destruction of Association, member's, or employee's property due to willful or careless acts.
5. Theft or dishonesty.
6. Failure or willful refusal to perform work as directed; insubordination.
7. Fighting, swearing, or abusive language while at work.
8. Absence without proper notification to supervisor; unexcused absence.
9. Excessive absence or tardiness.
10. Loafing, or appearing to sleep on the job; inefficient performance of duties, incompetence or neglect of duties.
11. Being under the influence of controlled substances, illegal drug or alcohol during work hours or while on YMCA property or program sites at any time; and using, dispensing, distributing, possessing or manufacturing alcohol, controlled substances or illegal drugs on YMCA property or program sites at any time.
12. Any action against the employer that threatens the financial position of the Association.
13. Falsification of personnel records, including time sheets.
14. Violation of any commonly accepted reasonable rules of responsible personal conduct, including inappropriate behavior, threats, speech, attitude or appearance.
15. Acceptance of commissions or presents in any form from merchants, purveyors, or others, or in any manner placing himself/herself under obligation to a person with whom the YMCA does business or may be doing business with in the future.
16. Smoking in non-designated areas.

STAFF GRIEVANCE POLICY

Unlawful Discrimination and Harassment Policy

The Elkins/Randolph County YMCA expressly prohibits any form of unlawful discrimination or harassment against members or employees based on race, color, creed, religion, sex, national origin, age disability, marital status, citizenship status, veteran status, or genetic predisposition or carrier status.

Discrimination means any disparate or unequal treatment of an employee relating to an employee's terms and conditions of employment (i.e., salary or promotions). Harassment in general means any unwelcome conduct intended to harass, demean, offend, or intimidate a person.

With regards to sexual harassment in particular, such harassment includes, but is not limited to, any unwelcome sexual advance, request for sexual favors, and all other conduct of a sexual or otherwise offensive nature, especially where:

- Submission to such conduct is made either explicitly or implicitly a term or condition of employment; or
- Submission to, or rejection of, such conduct is used as the basis for decisions affecting an individual's employment~ or
- Such conduct has the purpose or effect of creating an intimidating, hostile, or offensive working environment.

Grievance Resolution

Grievances For the purposes of the policy, a grievance is defined as a complaint/conflict over an alleged violation of an approved personnel policy, procedure, or practice, or an applicable local, state, or federal law.

Employees shall follow the appropriate grievance procedure in seeking a resolution:

- Conflicts between staff members or complaints from employees should be amicably resolved between the individuals or between employees and supervisor through discussion. Sincere attempts to resolve issues at this level is expected and desired.
- Matters not settled after exhausting the above procedures may be brought before the executive director. When this step is necessary, a conference shall be requested with the executive director. The executive director shall be the final authority in any dispute.
- All grievances and requests to meet must be made in writing.

Retaliation

The YMCA also prohibits any retaliation against for filing a complaint, or testifying, assisting or participating in any way in such an investigation. If you believe you have been retaliated against, you should follow the complaint procedures set forth above.

Confidentiality

Information received about complaints will be handled in a responsible manner and will be kept confidential, except where disclosure of such information is needed in the investigation of the complaint.

Corrective Remedies and Disciplinary Action

If after investigating a complaint the YMCA determines it is valid, appropriate corrective remedies will be made. Appropriate disciplinary action will also be taken against the offender based on the severity of the conduct, up to and including termination from employment.