



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

Child Care Staff Expectations and Training Manual

Updated: 05/24/2024 BW

Winona Family YMCA

The YMCA is committed to providing a safe and welcoming environment for all members and guests. To promote safety and comfort for all, we are asked to follow these procedures and act appropriately at all times when in our facilities or when participating in YMCA programs held on or off site.

The YMCA's Focus At the Y, strengthening the community is our cause. Every day, we work side by side with our neighbors to make sure that everyone, regardless of age, income or background, has the opportunity to learn, grow and thrive. With a focus on youth development, healthy living and social responsibility, the Y nurtures the potential of every youth and teen, improves the nation's health and well-being, and provides opportunities to give back and support neighbors.

Healthy Living Being healthy means more than simply being physically active. It's about maintaining a balance, spirit, mind, and body. The Y is a place where you can work toward that balance by challenging yourself to learn a new skill or hobby, fostering connections with friends through our lifelong learning programs, or bringing your loved ones closer together through our many family-centered activities. At the Y, it's not about the activity you choose as much as it is the benefits of living healthier on the inside as well as the outside.

Social Responsibility We develop skills through education and training. *We* connect diverse populations through global service. We build proactive, healthier communities through collaborations with area hospitals, universities and agencies with like-minded goals. Through the Y, hundreds of volunteers, donors and leaders teach our neighbors the skills to be healthy, confident and secure.

Philosophy The School Age Child Care Program will support and strengthen families, develop children to their fullest potential, and provide a safe and nurturing environment for all.

Program Goals

- A. Create a comfortable environment that allows each child to develop self-confidence, self-discipline, and a positive self-image to their fullest potential
- B. Allow each child a fun and safe environment where they are able to interact with other children and trained staff
- C. Provide quality care during the summer for children K-5th grade
- D. Allow each child a nurturing atmosphere that encourages social, emotional, physical and academic growth
- E. Support and strengthen each family

Site Information

- A. General: Child Care staff is responsible for the areas they are using. Before leaving, staff must make sure that they leave the area looking better than when they got there. It should be ready for another group to use.
- B. Both sites will have:
 - Allergy/medical info
 - behavior list
 - EAP
 - Calendars
 - Emergency contacts
 - Daily Schedules-Rosters
 - Parent/staff handbook
- C. Sign in/out
 - a. We use an iPad or sign in/out sheet that is provided. Counselors must check IDs of people picking up the child.

Policies Regarding Staff

A. Staff training

- a. Review of the program philosophy and goals
- b. Review of the staff expectations and procedures
- c. Daily activity plans and schedules
- d. CPR, AED and Emergency First Aid
- e. The emergency evacuation plan (including what to do if a child is missing, fire and tornado plans, and the supervised swim plan)
- f. Child abuse and neglect laws and reporting information
- g. Child management techniques
- h. Ratio is 1:15-1 staff should not be left alone with more than 15 kids.

B. Smoking Policy: Per the employee handbook, staff are not allowed to use drugs, alcohol, or tobacco anywhere on the YMCA premises, or at any off site locations (field trips/ east and west site) during the course of their work.

C. Dress Code:

-All staff are required to be neat and clean.

-Staff must wear YMCA staff shirts or apparel that has a visible YMCA logo at all times.

-Swimsuits must be modest and a black YMCA shirt must be worn over a swimsuit.

-Shorts can be worn but must be modest.

-No flip flops, sandals must have a back strap on for athletic purposes.

-YMCA Name tag must be worn at all times(in the pool is the exception).

-Staff must wear weather appropriate clothing that is in compliance with the requirements for youth participants during outdoor play time.

D. Electronic Communication: As outlined in the Employee Handbook cell phone use will be prohibited, unless there is an emergency. Phone usage should be limited to work related things only. All staff must have their phones on hand at all times with the supervisor's number saved and volume/vibrate on

E. Attendance Policy

- a. Per the employee handbook, regular attendance is required for all employees.
- b. Request offs are due three weeks in advance from the date requested
- c. If staff need additional time off, including for last minute emergencies like illnesses or family emergencies, staff must reach out to co-workers to find a shift cover. It is your responsibility to find a shift cover.
- d. If you absolutely cannot find a cover, contact the Director. This does not ensure you will get the time off, but the Director will work to help find alternative plans if possible.
- e. Doctors' Notes may be requested if consistent medical issues arise or if potential dishonesty is suspected.
- f. Please be aware that, when working with children, it is especially important that there are enough staff members to adequately ensure the safety of participants. Please be respectful of your coworkers and try your hardest to always find a replacement for your shift if you need time off.
- g. Missing a shift can result in a verbal warning or a formal write up, also resulting in termination if no notice is given.

F. Physical and Verbal Contact Expectations: Our organization's physical and verbal contact expectations promote a positive, nurturing environment while protecting youth, staff, and volunteers. Our organization encourages appropriate physical contact with youth and prohibits inappropriate displays of physical contact. Any inappropriate physical contact by staff toward youth in the organization's programs will result in disciplinary action, up to and including immediate dismissal from your position. Please see the YMCA's appropriate physical interactions sheet for examples of appropriate and inappropriate touch.

G. Child touch: It's the YMCA policy that we do NOT pick up children or allow children to sit in our lap. Only children **under the age of 3** are allowed to sit in a counselor lap, ASC and Summer Child care does not

have any children under 3 years of age. Counselors must never hit a child in a joking or not joking manner. **Side hugs and high fives are** the most appropriate when working with children.

H. Bathrooms and Hallways

1. Children must be escorted to the restroom. If you are alone and do not have a second counselor with you, group bathroom breaks are required.
2. Voice level in the hallways should be a 0. Students should be in a single file line with one counselor in front of the line and one in the back. If there are more counselors, they should fill in the middle of the line.

1. No Child Shall Be Left Unattended

1. A counselor must accompany children at all times for their safety. They must be escorted ***EVERYWHERE!*** This includes but not limited to, swimming, gym, locker rooms, and bathrooms during gym time, etc.
2. Head counts before moving from one space to another **are required and necessary** before and after moving.

Counselor expectation:

A counselor must be in every room where there is a child. No child should ever be left in a room alone (Clara Barton room, FFC, Gym, Outside)

- A counselor must be in every space there is a child.

Outside rules:

- If the children are playing football or soccer in a field, there **MUST** be a counselor in the field watching. Counselors must never be alone with a child in an enclosed space. Use the truddy system-1 counselor, 3 kids. The kid who needs to go somewhere may pick 2 friends or the counselor can. Counselors must be **ON TIME** for their shift. The children and co-counselors depend on you to be here.
- Conduct headcounts before transitioning to a new area. The Director may ask how many kids you have at any given time.

Lead Expectations:

- Handle conflict with others directly and promptly.
- Ensure YMCA shirt and name tag are being worn anytime working during care and shoes have strap on back
- Manage behavior issues between children immediately when an issue occurs. Use resources if you need additional help.
- Leads are first resource, then Director
- Maintain excellent communication with director, staff, parents, and other leadership staff at all times.
- Lead by example using the YMCA core values. Respect, Honesty, Care and Responsibility
- Ensure all safety policies and procedures are being upheld throughout care.
- Never talk poorly about staff or children while at work, instead opting to discuss concerns or issues directly with the person or child.
- Maintain open communication with parents, member services, and other program staff as needed to ensure positive, open communication between all departments and support systems for children
- Maintain a clean environment for staff and kids and ensure all kids are cleaned up from any activities before parent pick-up
- Follow the daily schedule and curriculum to the best of ability.
- Finding a shift cover if you are unable to work on a day scheduled and communicating with the Director Regarding shift changes.

Program Content/Lesson Planning

A. A wide variety of projects, crafts, group games, service learning, special guests, special events, sports, field trips and physical and emotional experiences will be offered. A weekly curriculum plan is used to ensure preparedness, variety, and comprehensive programming. Age appropriate activities that encourage developmental growth will be incorporated into each

week's lessons.

1. Promotes social interactions
2. Character development
3. Healthy living
4. Appreciation for diversity and cultural awareness
5. Literacy
6. Arts and humanities
7. Family strengthening
8. Appreciating the natural environment
- 9 Large and small motor development
10. Intellectual growth
11. Recreational opportunities
12. Communication and self-expression
13. Outside educational experiences

B Each activity children experience should be beneficial for the children.

C. Movie ratings and appropriate viewing ages: The YMCA **does not** use movies as a part of their daily curriculum. We will watch a movie only when the weather is severe enough and no other options can be determined.as a fun once in a while activity.

1. G: all children
2. PG: children 8 and over
3. PG-13: not used at all

D. Reading/ Homework Time - each day children must read or work on their homework (during ASC) for 20-30 minutes (depending on schedule). This can be accomplished by reading to children, children reading silently to themselves, or another friend reading to them (if behaviors are appropriate and under control).

E. If a child has homework, they are required to complete that first. Any child who has completed their homework or who has no homework, will be directed to read for the remainder of the time.

F. During Summer care, children will have a designated 'quiet time' to rest or read independently for at least 20 minutes of the day.

Safety Policies and Procedures

A. Staff must be aware of the activities going on and around them. Staff should perform head counts of the children in their groups in timely intervals. Anytime your group moves to or from a location, the staff must conduct a name to face and head count to ensure that all kids are accounted for.

B. Staff should prevent accidents from happening by monitoring the area and removing hazards

a. There must always be a counselor in every room/space there are children.

b. In the gym, FFC or other room, one counselor must always be present. In the event you are alone in these areas and a child asks to go to the bathroom you **MUST** bring the whole group OR communicate through walkie to have someone come grab them.

c. You must **NEVER** be alone with a child ever. We use the truddy system (like buddies!) so you always have 3 kids with you at all times. This includes: injury, bathroom, bringing kids to activities.

C. Check bathrooms and locker rooms- Per our child abuse prevention policy, staff will check the bathrooms and locker rooms.

D. In the event that a child is missing or lost, take immediate action for a Lost child

a. At the time a child is discovered missing, begin to search. Grab any available counselor and notify the Director- do not grab a counselor if it will leave the kids unattended. Keep the other children calm by playing games

b. If the child is not found within 10 minutes, notify the front desk for an all **staff call** to any available YMCA staff to help search.

c. After 15 minutes of the child being missing, notify police and call parents.

- d. If a child goes missing on a field trip:
 - i. Begin searching. Notify the Director. Do not leave other children unattended.
 - ii. After 15 minutes, call the police and notify the parent. Incident reports are required for any child that is missing for over 10 minutes.

E. Drop off/Pick Up Policy

1. Children must be signed in on the IPAD or on a paper form by a parent, legal guardian, or another authorized person on the registration forms. Students arriving to care via a bus will be signed in by the facilitating counselor.
2. If a child is not in care on a day they should be, notify the Director to see if there has been a message left. If not, reach out to their authorized adults via telephone to ensure they are not supposed to be in care.
3. Children are to be picked up only by authorized pick up persons. Check the ID of the person picking up a child if they are unfamiliar to you. If you are not sure who they are, ask the Director if a message from the authorized parent was left or call the authorized parent to verify the pick-up person.

Health and Safety

Procedures

At all sites, parents must inform the Coordinator immediately if their child is diagnosed with any of the following:

1. Impetigo
2. Scabies
3. Ring worms

4. Head lice

5. Chicken pox

After the Director is alerted to these illnesses, they must inform parents via email within twenty-four hours of potential exposure. A sign must be posted at any sites where there may have been exposure.

For all of these illnesses, with the exception of head lice, students are not allowed back until a doctor has cleared them and they have been deemed as non-contagious. For head lice, students will be allowed back into childcare after 48 hours from the last treatment, with no discovered lice within that period of time.

Head Lice: If a child contracts head lice they must not return to childcare until 48 hours after they've received treatment.

Field Trip Procedures

A. Staff must represent the YMCA in a positive manner. This means wearing YMCA attire (shirts), following the YMCA core values (Caring, Respect, Honesty and Responsibility) presenting yourself and your group in a respectful way.

B. Staff must always serve as a positive role model by using appropriate language and discussing only age appropriate matters with youth.

C. Staff must take attendance and know where youth are at all times and do Name to face and headcounts

D. Attendance must be taken before leaving the YMCA, once everyone is on the van or bus, and again when everyone is at the site of the field trip.

E. First aid kit and contact information/ allergy information is required on the trip. Backpacks will be utilized to hold these items.

F. During Summer Child Care, staff are required to have a backpack with

them at all times.

G. Backpack should have:

- Deck of cards/ quick games markers,
- Crayons, or colored pencils and coloring book
- Medical information and accident/ incident reports
- Emergency contact binder
- First aid kit
- Gloves
- Extra Sunscreen
- Any personal belongings needed for trip

H. All staff must know where the 'rally point is for each field trip taken

I. Staff will stay in the required Y ratio (15 children to 1 staff) or in the ratio that the facility that is being used requires.

1. All staff are required to have cell phones on trip for the purpose of emergencies.

J. Youth behavior is your responsibility. YMCA behavior and conduct policies related to youth behavior apply. Go over rules and standards of behavior, safety rules, and any site-specific rules with youth **before** the field trip begins.

K. For the protection of both the youth and the staff, staff should not place themselves in situations in which they are alone with a student.

Health and Sickness Policy

1. If a child has a sign of illness and/or fever, the parents will be notified and asked to pick up the child from Child Care. The child will be isolated from the big group, but still within sight and sound of an adult. If a parent cannot be contacted, the emergency contact will be called. Parents must pick up their child within one hour of the phone call.

2. If any broken equipment is seen, do not let the kids play near or on it. The equipment should be age and developmentally appropriate

3. Counselors must use gloves when dealing with hazardous items including

but not limited to sharp objects, medicines, cleaning supplies, poisonous plants, blood, and chemicals.

4. Posting or giving notice to parents/guardians of an exposed disease should be given to the child's parent and the center.

a. Scabies, impetigo, ringworm, head lice, or chicken pox

5. Notify the parent of the sick child via phone call.

a. If disease, notify Director

b. See sick policy

Immunizations

a. Immunization records are required for all children.

b. Allergy forms are required for any allergy

c.. The allergy and its triggers should be known by all counselors and procedures for responding should be followed

Administering Medication:

The childcare Director will be given prescription and non-prescription medication to a child only under the following conditions:

a. A signed, date, written authorization that includes the child's name and birthdate, name of the medication, administration instructions, medication intervals and length of the authorization from the parent on file.

b. The medication is in the original container and labeled with the child's name, and includes the dosage and directions for administering any over the counter medication must be labeled with the child's name

d. The person administering the medication must make an entry into the medication log.

e. All medication is stored so they are not accessible to children.

f. Medication shall be stored at the appropriate temperature that is

indicated on the label.

Staff Policies

Scheduling

*Counselors are accountable and on time to shift.

* If staff are unable to work, it is their responsibility to find a shift cover AND let the lead/ director know.

*Counselors will be present at each staff meeting as they are mandatory and let the Director know early in advance if they are not able to attend to make alternate arrangements to receive information.

Communication

*Respond to all text messages from coworkers, Leads and Director acknowledging that you have read information.

*Use text or emails from Director or Leads entirely to understand any new changes or updates to the program.

Dress Code

*Wear YMCA branded shirts and NAME TAG at all times during their shift.

*Shoes contain a strap on the back of the heel to allow counselors to participate in activities or act in an emergency.

*Staff will not violate the YMCA dress code during shifts or on the premises.

Necessities

*Is responsible for turning in forms to the director at the correct time it is due.

*Will perform head counts before leaving an area and upon arriving to an area to

ensure all children are accounted for.

*Cell Phones should be put away at ALL times, unless contacting the director or parents of children (should be done by lead).

*DO NOT take any pictures of the kids with your phone and post them on ANY social media site. The only pictures that should be taken are on the iPad, and I will upload them to our YMCA Child Care Facebook page.

*Counselors will take attendance each day at each site to ensure all students are accounted for.

*Counselors will not gossip to kids or coworkers about work issues.

*Counselors must ensure all children are always within sight and hearing of staff.

*No child should ever be left alone.

*When taking kids to the bathroom the counselors stand outside the door to ensure the child is safe and not needing help.

*Counselors should always be near and engaging/connecting with the children in our care.

COVID-19 Procedures

*Will let the Director know if they are having Covid related symptoms as early as possible to allow the Director to find a shift cover.

*Will follow current CDC guidelines if tested positive.

Child management

*Staff will ensure all children are lined up properly and quietly before allowing students to walk in the hallways.

*Staff will walk in front of the line, guiding children to their destination. If

multiple counselors are on shift, there will be one at the end of the line and any other counselors in the middle of the line.

*Counselors will ensure that students are quiet and focused during homework/reading time.

* Counselors are encouraged to read a book to students as a group read.

*Counselors will ensure that no student is walking alone in the hallways or to their destination.

*Counselors will ask for assistance from co-counselors/ Lead or Director to aid in bathroom breaks or sport activities.

*The Director is responsible for ensuring policies are upheld during care. The Director reserves the right to observe sites and counselors during their shift. Failure to uphold these policies and expectations may result in verbal warnings or write-ups from the Director.

By signing, counselors have read and understood all program policies including the staff handbook, health and safety procedures, COVID-19 policies/ procedures and behavior policies, and staff policies.