

Spencer Family YMCA Dvergsten Center

Parent Handbook

Dear Parents,

On behalf of our Center, board and staff members, we would like to welcome you and your family to our Center. We look forward to working with you and your family while providing the highest quality care possible for your child.

We understand that choosing childcare and educational experiences for your child can sometimes be difficult. We want you to be involved with, and informed about, the care your child will receive while entrusted to our care.

From the Director:

It is our goal to provide quality care for the children and the families in our community. We provide every child with a fun, safe and exciting environment. We encourage our children to grow and experience a wide variety of activities through things such as messy play, outdoor playground, nature center and swimming. We also encourage creativity through crafts and imaginary play. We believe in leading and developing our staff, so that your children have the best experience possible. Our staff love what they do, and we accept all children with open arms.

From the Assistant Director:

It is important that we meet the needs of each child and family in a safe and educational environment. I believe it is important to create an environment that will influence a child's curiosity and promote social and emotional skills.

Sincerely,
The Spencer Family YMCA Dvergsten Center

Enrollment Process

The registration paperwork and registration/re-enrollment fees (only for infant hold spot or preschool registration) will be due upon initial enrollment. Hold spot fees and preschool registration fees are non-refundable and must accompany the registration paperwork. For our families receiving Child Care Assistance, these fees are not covered by your CCA or Child Care Assistant from HHS.

School age (Kids Club): School year registrations are available August 1st for kids going into kindergarten through 5th grade (must be 5 by September 15th). Child must be registered before attending and registrations are taken ALL school year long. Your child will need a separate registration for summertime, which will be available May 1st for kids completing 4-year-old preschool, going into kindergarten in the fall.

Enrollment Paperwork

The following must all be completed and returned prior to your child(ren)'s first day of attendance.

- Registration form
- Contract Agreement (infant through 4 years of age)
- Physicians Form (Annually)
- Immunizations
- Download Tadpoles Parents app. (infants through 2 years of age). This app is used for logging daily info. such as snacks, diapers, bottles, lunch, etc.

We are now required by Licensing to obtain each child's individual Pediatrician and Dentist information during the enrollment process. If you choose to leave this section of the forms blank, we are now required to fill it in for you. In doing so, we will automatically list the following: (Medical) Medical Group of Spencer 712-264-3500, and (Dentist) Schmidt Pediatric 712-580-3300.

Mission Statement

Our Mission is to provide quality childcare in a way that encourages social, emotional, physical, and intellectual growth, and to develop the YMCA values of caring, honesty, respect and responsibility.

Hours of Operation

The Center is open Monday-Friday, 5:30 a.m. to 6:30 p.m. year around, except in cases of these major holidays; New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and Christmas Day. We are open to serving our families on Snow days and late starts, however, closures may be necessary due to severe inclement weather, natural disaster or other emergency situations. We are typically closed for 2 days to a week during the month of August for staff development and deep cleaning (dates are released promptly to parents and families).

The Center closes promptly at 6:30 p.m. and a late fee will be billed to your next week's fee. Please refer to your contract agreement for these important fee notifications.

Snow days, late starts and cancellations, etc. will be announced on our Facebook Page, Preschool Facebook Page, E-mail from the Director or for preschool, on your child's Seesaw account. In the event that inclement weather is forcing our center and YMCA to close early, this will also be posted on above list social media/E-mail, and the Director will call families as needed.

School age (Kids Club): Kids Club operates during the school year, 5:30a.m. to 8:10a.m. with staff putting children on buses and again from 3:30p.m. to 6:30p.m. Kids Club operates based off the Spencer Public School calendar. In the event of a 2 hour late start Kids Club will be available until 10:10a.m. In the event of a school cancelation, Holliday break, teacher in-service etc. Kids Club will be available from 5:30a.m. to 6:30p.m.

Find us on social media:

Website: www.spencerymca.org, Facebook: Spencer YMCA Childcare and Spencer Family YMCA, Kids Club Spencer YMCA, TikTok: Spencerfamilyy, and Instagram: Spencer Family YMCA.

Admission

Admission will be granted on a first come, first serve basis when all required paperwork and fees have been submitted to the Center. There are a limited number of spots for Infants (8), Mobile infants (8), One-year olds (16), Two-year-olds (16), Three-year-olds (20), Four-year-olds (21), and Four-year-old preschool (18).

Attendance

Tuition fees are based on contract only for early childhood, infant through 4 years of age. You will have a choice of a part-time or a full-time contract. You are obligated to pay that weekly contract fee regardless of absences, weather, sickness, vacation, closures, etc.

Please be sure to sign your child in/out each time for accurate billing. Also, be sure to walk your child to his/her classroom each time they are dropped off. It is important that the caregivers acknowledge you and your child during the drop-off process.

School age (Kids Club): Kids Club is non-contract, no minimum hours. The child is charged a day fee. Day fees for before/after school differ from full no school days and summer days, please see Kids Club Registration for fee details.

Sign-in/Sign-out

Our program maintains daily attendance records to ensure the safety and accountability of all children. We utilize paper sign-in/sign-out sheets for daily attendance records; these sheets are kept by the classroom door. The sign-in/sign-out sheet records the child's name, time of arrival, time of departure, the individual who completed the drop-off and pick-up, and a signature.

For our school age program, in addition we also utilize a tablet where staff sign children in and out, this is more for billing purposes, but the records are printed out and filed in the office along with the daily sign-in/sign-out sheets.

All visitors to the program are required to sign in, in the office on our visitors' log. Visitors must record their name, signature, date, time of arrival, time of departure, reason for the visit, and contact information.

If a child does not arrive within one hour of their scheduled arrival time and the program has not received communication from the parent or guardian, program staff will attempt to contact the parent/guardian using the primary phone number listed in the child's enrollment file by phone call. If there is no response, staff will attempt to reach the secondary parent/guardian or emergency contacts listed in the child's records. All contact attempts will be documented in the program's communication log. If the program is unable to reach a parent/guardian or emergency contact and there are concerns about the child's safety or well-being, the program may take additional steps, which may include contacting local authorities or law enforcement for a wellness check.

Tuition & Fees

Tuition invoices will be available on Mondays, and they are expected to be paid for by Friday. You can pay via check and put it in the drop box, on-line through an account you will create, or automatic bank drafts are available and get pulled on Mondays.

CCA Co-pays: Parents receiving Child Care Assistance for their children's tuition and who have a co-pay are responsible for payment approximately every two weeks or when the Center receives its Payment Sheets from HHS. An invoice will be generated by HHS with the amount due and any previous credit (or balance) you may have at the time. Co-pay balances will be subject to the same payment policy requirements as our private-pay families. Likewise, if there is a lapse in your coverage, you will be responsible for these charges until your contract is re-instated and this tuition will be due and payable following the same policy requirements as our private pay families. Finally, if you have applied for CCA and your approval is pending, you will be required to pay for your child's attendance until we can see your child in our portal and are able to bill for the days attended.

Checks and/or money orders are to be made payable to Spencer Family YMCA. A fee will be charged for NSF checks returned by your bank.

Accounts will not be allowed to be more than two weeks past due at any time. Failure to make timely tuition payments may result in termination of childcare services. If you withdrawal from the Center with an outstanding balance, you will be turned into collections within 90 days. Should your needs change and you would like to return to the Spencer Family YMCA Dvergsten Center, you will be required to pay your balance due in full, prior to resuming care.

Withdrawal/Termination of Service

When withdrawing your child from the Center, a two-week notice is required prior to withdrawing. Full regular tuition will be due during this two-week period.

Termination of services: A child may be dis-enrolled by the Center without prior notice for any of the following reasons: failure to pay tuition fees in a timely manner, behavior that is deemed unmanageable or detrimental to the other children, failure to pick up child prior to 6:30 pm on a regular basis, failure to pick up your child due to illness after being contacted by Center staff and harassment of employees by family members.

Enrollment Status Changes

We understand that schedules change and that every family's needs are different. We work diligently to accommodate every possible schedule needs. Your days can vary; however, you do have to stay in the hours that your contract states.

Please contact the Center Director, or Lead teacher of your child's room as soon as possible if you plan to bring your child other than their scheduled time. Prior consent will be needed unless in case of emergency. Also, please notify the Center as soon as possible if your child(ren) will not be attending that day.

If your child is scheduled to attend, and you are going to be more than half an hour early or late to drop off or half an hour early or late to pick up, we ask that you contact the Center Director or Lead Teacher prior to arriving or picking up. If no notification is given, the center may call to confirm attendance.

Minimum Hours for CCA Families

The Spencer Family YMCA Dvergsten Childcare Center has a Childcare Assistance minimum hours policy that states your child must keep a consistent schedule of 30 hours a week. We understand that there will be some factors that play into your child missing care someday, however, if your child is not consistently meeting a minimum of 30 hours a week, your child has the potential to lose their spot.

Clothing

Children are encouraged to wear comfortable clothing that can be easily managed for bathroom needs. Please keep in mind that children will be given the opportunity to participate in a variety of hands-on and messy activities such as painting, sand and water

table play and outside playtime. Children should wear clothing that protects them from the sun in the summer, from the cold in the winter and from moisture during wet weather. We will provide aprons or paint shirts during messy activities, so that clothes are protected. In anticipation of these times when clothes do become wet or soiled, we request at least one change of clothing be kept in their classroom. The change of clothes should include pants or shorts, shirt, socks and underwear. In order to help prevent lost items of clothing, we ask that all articles of clothing be labeled with your child's name. We will notify you when activities such as water-play require special clothing.

While at the Center, children are required to wear shoes to protect their feet from injuries and cold. Shoes should fit well and be comfortable. Sandals and flip-flops are not recommended as they could cause your child to trip and do not stay on. When weather requires rain or snow boots, we request that an additional pair of shoes also be brought to the center for your child to change into.

Diaper Supplies

It is the responsibility of each family to provide the necessary diaper supplies (diapers, wipes, creams, powders, etc.) to ensure that our caregivers can keep your child clean/dry while in our care. Please be sure to watch your child's daily Tadpoles reports for notes about the status of these supplies.

Room Supplies

Supplies for your child's classroom may vary by age. Here is a general list but not limited to; a blanket to stay at the center, pacifier, sleep sack, breast milk, formula, baby food, rice/oatmeal, and baby starter snacks.

Daily Program

We plan daily experiences to enhance the child's physical, mental, social and emotional development. In our curriculum, we provide for each child's individual group needs: opportunities for creative and expressive arts, music, science, literature, food experiences, mathematics and dramatic play.

Our staff members carefully plan each day's activities based on the development level of the children in the group. We believe in encouraging children to participate, in stimulating their curiosity, while following their interests and increasing their abilities and skills; however, we do not believe in pressuring or pushing children beyond their capabilities.

Daily schedules are posted in each of the classrooms for anyone to see. Although each day is divided into different times, gathering and activity times will be used throughout the day.

Safety Policy and Supervision

For the safety of the children in our care, during the enrollment process, parents must provide the names and contact numbers for all those persons permitted to pick up your child. Anyone listed in this section of the Identification & Emergency Information Form, will be automatically allowed to pick up your child. If someone other than yourself is picking up your child, please let him or her know in advance that photo identification will be required to release your child to him or her. Please be sure to also let the staff members know who will be picking up your child.

Emergency contact forms will be updated at least once a year or as needed to ensure that the necessary information is readily available at all times. For cases where the court system is involved in child custody arrangements, we must have a copy of the court documents on file at the Center.

Every procedure we follow is done to ensure the overall safety of your child while at the Center, yet accidents do happen. All injuries will receive immediate attention and written documentation (Injury Reports) will be provided upon the parent's arrival at the Center.

If the accident is serious in nature, you will immediately be contacted. Other reports could include incident reports, biting reports (for the child who bit and the child who got bit), and behavior reports.

Staff will be trained on procedures for safety and supervision (including indoors/outdoors) during orientation, through policy review and staff coaching, and annually thereafter. Training includes maintaining sight and sound supervision, monitoring children during transitions and play, and following indoor and outdoor safety procedures.

Active supervision is maintained at all times during:

Play: Active supervision is maintained through strategic positioning of staff during play. Teachers place themselves so they have unobstructed views of all children and can quickly reach any area. Staff spread out and ensure no blind spots (behind structures, corners, under climbers, behind playground equipment etc.)

Outdoor time: Staff actively supervise outdoor time by using constant scanning and monitoring. Staff use continuous head-to-toe visual scanning, and count children every 30 minutes. Teachers listen for changes in sound-quietness or sudden loudness-that may signal a need for attention.

Basic care routines: Active supervision is maintained at all times during basic care routines through maintaining contact and proximity. During diapering and toileting, teachers maintain physical proximity to the child in care while still being close enough to verbally direct or quickly assist other children. Meal and snack times are conducted with teachers sitting near children, close enough to prevent choking risks. Staff also remain near sinks during handwashing to ensure proper use of expectations.

Transitions: Active supervision during transitions is maintained by maintaining appropriate ratios. Ratios are checked at all times during transitions, bathroom breaks, and outdoor

time. Staff perform frequent name-to-face recognition to visually identify each child. Name-to-face recognition means matching each child's face with verbally saying their name in order to have an accurate headcount for all children.

Time away from the program in any manner: Active supervision during time away from the program is maintained through the same name-to-face recognition. Staff also make sure that they are engaging with each child. Staff make sure to interact with children to support monitoring the group/groups when away from an unfamiliar space.

Extracurricular Activities and Water Play

All children are given the opportunity for gross motor development as well as hands-on learning outside of the classroom in our racquetball courts, gymnasiums, playground, mini muscle room, two pools, and splash pad. In addition to general daily physical activities, the YMCA offers additional youth programs.

Water Play activities:

During the summer months and/or in our toddler classrooms water tables are used for such play as; Splashing, scooping and pouring water. Touch supervision is maintained at all times during all water play and water activities. Touch supervision means the supervising adult is within arm's reach at all times.

Bodies of Water that children have access to:

- Therapy pool- 4-foot pool all the way around located in the YMCA but outside of our Center.
- Olson pool-3-12 foot deep located in the YMCA but outside of our Center.

Enhanced ratios are in place at all times in and or around bodies of water. For example, our program meets enhanced ratios by providing the following staff to child ratio:

- If infants and toddlers are in/around bodies of water our enhance ratio is one adult to one infant/toddler. Physical contact with infants is met at all times in or near bodies of water.
- If children 13 months and up to five years of age are in or around bodies of water staff will be within an arm's length providing touch supervision. This means the staff can reach the child without taking a step, the staff remains close enough to place a hand on the child's shoulder, hold a hand, or provide support instantly. The staff is able to physically intervene immediately if the child becomes unsafe or needs help.
- While in or around bodies of water with preschool age children our program maintains a ratio of 1-staff to only 4 children. For example, if we take 8 kids near a body of water we will have at a minimum 2 staff.
- While in or around bodies of water with school age children who are 5 years and above, our program maintains a ratio of 1-staff to only 6 children. For example, if we take 12 kids near a body of water we will have at a minimum 2 staff.

Rest/ Nap Periods and Safe Sleep

We are required to offer a rest and quiet period for all children not yet enrolled in school K-5th. We will provide a crib, or cot for each child. We will also provide a sheet for each child which will be laundered at the Center. For children over 1 year of age, if your child has a special blanket that he/she would like to bring to the Center, please let your child's caregiver know. These items can stay at the center and will also need to be laundered weekly.

At the center, we implement Safe Sleep practices to aim to reduce the risk of sudden infant death syndrome (SIDS) and sudden unexpected infant death (SUID) that could occur during sleep.

Due to HHS Licensing regulations, children under the age of 1 will be placed on their backs to sleep and are not permitted to sleep with a blanket or any soft toys. Nothing in the crib but the infant. Infants under 4 months that roll will be gently rolled back to their backs during sleeping. Approved cribs will be provided, one infant per crib, with a firm mattress and tight-fitting sheet. No swaddling is allowed. We will keep the temperature of the room between 68-72 degrees (as required by HHS), this is checked and monitored by the staff in the room via comfortability and monitored by our property director via the thermostat. sleep sacks can be brought from home for children up to the age of 1 year.

Any child that falls asleep outside of the crib (floor, bouncy seat, etc.), will be immediately placed in their crib on their back for safe sleep. Any infant arriving in their car seat sleeping will be moved immediately to their crib.

Supervision of sleep is maintained by sight and sound, with staff positioning themselves so that every sleeping infant is clearly visible at all times. Cribs are arranged to eliminate blind spots. Staff scan the room, visually check each infant and physically touch each infant during sleep every 10 minutes to ensure infants are breathing normally, infants remain on their back, no objects are in the sleep space and there are no signs of distress or discomfort. Cribs are cleaned and sanitized weekly, along with bedding. Each crib is labeled with the child's name and ability. Before an infant is placed in the crib, staff do a visual scan of the child from head to toe for any items that could pose a risk and staff physically remove any items such as a bibs, hood, etc, so to prevent any strangulation hazards. Pacifiers are only used with parent permission and pacifiers are never attached to anything.

All manufacturer instructions are found via pasted on the crib under the mattress by the manufacture and copy of the owner's manuals is located in the director's office in the filing cabinet.

The center cannot sleep infants in another position (inclined, on stomach, etc.) without a doctor's note from the child's primary physician requiring such for medical need. It must be

signed and dated with an expiration date and details on how to sleep the child in the alternate position.

The Centers programs policies and procedures are communicated with parents via giving a copy of our handbook to parents upon starting your child with us. Our policies and procedures are also shared with parents and outlined in detail during tours/parents coming to see our center to consider enrolling with us. Parents also sign our registration form upon enrollment and there is a statement about receiving/reviewing the handbook.

All staff members receive training during orientation before having contact with infants. This includes review of our programs policies and procedures, a full review of the safe sleep policy and supervision expectations, step-by-step explanations of sleep routines, sight-and-sound supervision, hands-on demonstrations of safe crib setup, back-to-sleep positions, and environmental requirements. We also go over training on recognizing distress, unsafe positioning, or hazards during sleep. To ensure long-term compliance: staff receive annual safe sleep training.

Outdoor Play and Playground Equipment Inspection

Health experts agree that outdoor play is vital for good health, physical development and sensory learning. The Spencer Family YMCA Dvergsten Center has three different age-appropriate playgrounds. Children will be able to be outside every day as weather permits. The center will use the Childcare Weather Watch guidelines issued by the Iowa Department of Public Health to determine the time and duration of outdoor play. Exceptions are only made when the weather is severe. If dangerous weather is expected, we will adhere to safety standards.

Please dress your child in appropriate clothing every day. Coats, hats, boots, snow pants and mittens are necessary in the old weather as we do go outside whenever weather allows. Shoes are required in the classroom. No sandals in preschool or childcare, it is dangerous for the gym time and playground.

Our outdoor playground includes equipment that is properly installed, maintained, and age appropriate. All equipment is safely anchored and installed to manufacturer's directions. Monthly checks for a safe play space are completed to look for missing or broken parts, protrusions of nuts and bolts, rust and chipping paint, sharp edges, splinters and rough surfaces, stability of handholds, cracks, stability of non-anchored large play equipment, wear and deterioration, safety hazards such as broken bottles and toys, discarded cigarettes, stinging insect nests and packed surfacing under frequently used equipment like swings and slides. Our center uses Pea Rock for our fall surfacing. Fall surfacing is regularly inspected and maintained to ensure adequate depth and coverage in all use zones. Staff rake, replenish, and measure surfacing materials as needed to reduce hazards and maintain compliance with caring for our children standards. Our property director also turns up the pea rock with a bucket tractor twice annually. Fall surfacing is maintained at the required depth in all use zones.

If a hazard is identified, the area or equipment is immediately restricted from use, children are redirected to a safe area, the issue is repaired, removed, or reported for repair as soon as possible, and the equipment remains out of use until it is safe again.

Our Center ensures that all staff who supervise children on the playground; including teachers, assistants, substitutes, and any individual counted in ratio-receive thorough, ongoing training in playground safety via going over our playground policies and inspections. We also take this time to go over seasonal or weather-related protocol, active supervision, hazard identification and proper setup.

Missing Child Policy

To prevent children from going missing, staff maintain constant supervision, conduct frequent headcounts, and ensure that children are never left unattended or overlooked during transitions, outdoor play, or activities. Classroom and playground routines are designed to account for every child, including visual checks, sign-in/out procedures, and staff assignment of specific children during activities. In the event a child is reported missing, staff immediately conduct a systematic search of the facility and outdoor areas, check all potential exit points, and retrace the child's last known steps. Parents/guardians are notified promptly of where the child was last seen. If the child is not quickly located, local authorities and law enforcement are immediately contacted and informed of the child's last known location. Additionally, the Iowa Department of Health and Human Services and the Child Abuse Hotline are informed with details of the child's last known location. All incidents are documented in a written report, maintained on file in the office and submitted to HHS as required.

Strangulation Prevention

To prevent strangulation hazards, strings and cords long enough to encircle a child's neck are not permitted in care. Any strings or cords brought from home are collected by staff and returned to parents/guardians or safely stored out of children's reach. Window blinds and draperies have no looped cords, and all cords are secured with tension or tie-down devices to keep them tight and inaccessible to children. Play items with strings, cords, or straps, are monitored closely. Dramatic play items such as ties, scarves, necklaces, and boas, are monitored closely and items with handles or straps are shortened or removed. Dramatic play items such as ties, scarves, necklaces, boas, etc., are only used by children under the age of three when being directly supervised.

Pacifiers are only used when not attached to anything. Parents are asked to remove hood and neck strings from children's clothing before arrival. Lanyards are never used by staff. Lanyards used by older children must be breakaway. These measures ensure that all cords, strings, and similar items do not pose a strangulation risk to children in care.

Child Discipline/Behavioral Policy

In accordance with state law and program policies, our program absolutely prohibits corporal punishment and any form of physical discipline at all times. The program does not use:

1. Harsh or abusive tone of voice, threats, or derogatory remarks.
2. Physical punishment, including spanking, hitting, shaking, or grabbing.
3. Any punishment that would humiliate, frighten, or subject a child to neglect.
4. Withholding or threatening to withhold food as a form of discipline.

The teachers in our preschool are highly trained, responsive, respectful, and intentional in their work with children. All staff are trained during orientation on discipline policies, positive behavior guidance policies, and prohibited practices and review the policies at least annually or as needed. Staff actively anticipate potential challenging behaviors, take proactive steps to prevent them, and individualize responses based on each child's needs.

Developmentally Appropriate Guidance

To promote prosocial behavior, staff:

- Interact respectfully with all children.
- Model turn-taking, sharing, and caring behaviors.
- Support children in negotiating interactions and using shared materials appropriately.
- Engage children in classroom care, ensuring each child has opportunities to contribute to the group.
- Encourage children to listen to one another and offer comfort when peers are sad or distressed.

Staff teach social, communication, and emotional regulation skills and guide children toward self-control and orderly conduct. Time out is not used, as it is not considered a developmentally appropriate technique. Leadership staff complete EC-PBIS (Early Childhood Positive Behavioral Interventions and Supports) training to ensure they are equipped with effective, research-based strategies for positive behavior guidance. They use this training to support and guide all staff in implementing consistent, developmentally appropriate practices within the program. Parents receive information about the program's behavior guidance policy in the program handbook upon enrollment and when any update may arise.

Supporting Positive Relationships

Our program creates, maintains, and supports positive relationships by interacting respectfully with all children, modeling turn-taking, sharing, and caring behaviors, helping children negotiate interactions and shared materials, engaging them in classroom care, and teaching self-regulation, coping skills, and problem-solving. Teaching staff will guide children to develop self-control and orderly conduct in relationships with peers and adults. Children will be taught social, communication, and emotional regulation skills.

Challenging Behaviors/Action Procedures

When challenging behaviors occur, staff first respond by ensuring safety, calmly supporting the child, and using strategies such as redirection, emotional coaching and helping children

problem-solve. Significant or repeated incidents are documented and communicated (see below). Parents are expected to collaborate with the program by maintaining open communication, reinforcing appropriate behaviors at home, and working together with the caregiver to support the child's social-emotional development.

Written notice in the form of an incident report will be given to parents/guardians:

- Each time unacceptable behavior, action, or language occurs.
- The incident report will state the behavior and actions taken to correct the behavior.

Parents/guardians will be contacted at work or at home when the child:

- Is removed from the classroom multiple times a day
- Is extremely aggressive with staff or children
- Is exhibiting inappropriate play
- Is running off site or out of classroom away from staff

The parents/guardian will be contacted, and child will be sent home for the rest of the day when:

- Threatening other children or staff
- Aggressive behavior that puts themselves, other children, or staff at risk
- Any other behavior that requires removal from the classroom more than once in a day
- Child is running off site or out of classroom away from staff

Steps may be accelerated or child dis-enrolled immediately when:

- A 1:1 staff ratio is necessary on multiple occasions
- Child is willfully attempting to harm or is harming other children
- Refuses to follow Child Disciplinary Policy
- Parents/guardian have been contacted and do not arrange for pick up
- Parents/guardians are not willing to discuss child behavior or do not adhere to agreed-upon Behavior Plan
- Parents refuse to access recommended resources or refuse to take the advice of local resources without sufficient reasoning as decided by administrative team

Curriculum

The curriculum we use at the Spencer Family YMCA Dvergsten Center will be based on Creative Curriculum. All teachers receive training on how to plan and implement developmentally appropriate curriculum. Each classroom will have their own themes they will be working on based on the children's interests and abilities. Along with developmentally appropriate curriculum there will be centers for free play and discovery that enhance the theme being taught in each classroom.

Field Trips

You will be notified in advance of all field trips. The notification will provide you with the date, times, places, additional costs and any additional information necessary for each field trip. All children will be included in off-site field trips unless otherwise requested by parents, or the trip is unsafe for the child, staff or other children. We use name-to-face recognition to visually identify each child.

Name-to-face recognition means matching each child's face with verbally saying their name in order to have an accurate headcount for all children.

Illness Policy

Children should not be brought to the Center with obvious symptoms of illness such as a fever (100.4 or above), sore throat, earache, cough and/or runny nose, diarrhea, vomiting, unexplained rash, crusty eyes, etc. Parents should contact the Center when their child has a communicable disease such as measles, mumps, chicken pox, pink eye, strep throat, influenza, covid, etc. as we are required to post this information for other parents/guardians. These postings will be found by the childcare entrance on our exposure board and will be updated as needed. Should your child become ill while in our care, you will be contacted in order to make arrangements to pick up your child from the Center. Once contacted by the Center, you will have half an hour to pick up your child. Please note: A child with loose bowel movements (that cannot be contained in the diaper, or underwear) will be sent home after the second occurrence.

Children should remain away from the Center until the child is no longer contagious to his/her peers and/or caregivers. A few examples: children need to be fever free for 24 hours, from the time that the fever broke, and without fever reducing medicines, prior to returning to the Center. Likewise, if a child is vomiting or has diarrhea, he/she must be symptom free for 24 hours before returning to the Center.

We do not exclude a child who we think may have pink eye; however, we may ask them to be seen and get drops if pink eye is confirmed. The child can return to daycare as soon as the parents/guardians think the child is comfortable.

If your child is found to have lice (live bugs and/or eggs) while at the Center, you will be contacted to pick up your child to perform a 'lice' treatment. We ask that you not return your child to the Center until a treatment has been performed and all nits have been removed. Persistence is the key in dealing with lice. Upon return, our staff may check your child. Your confidentiality is respected, however, to prevent further infestation these measures are necessary.

Licensing Standards & Procedures

The State of Iowa, through the Department of Health and Human Services, has licensed our Center programs. We will continuously operate in compliance within the guidelines as set forth in the Child Care Center and Preschool Licensing Standard and Procedure Handbook.

A copy of this Handbook is available at the Center to be reviewed by whom ever may request it. Our HHS License, the name and contact information of our consultant is posted in the Main office, childcare entry way, all childcare rooms, and on our childcare bulletin board.

Medication Policy

Spencer Family YMCA Dvergsten Childcare encourages parents and physicians to schedule medications outside of Center hours whenever possible. However, to meet the needs of our families for those circumstances in which it is necessary to administer medication while at the Center; we will strictly adhere to the following Medication Policy. The medication authorization forms for handling medications at the Center are available in the office.

Prescription medication will only be administered when delivered to the Center in the original prescription container, prescribed by a doctor, labeled by the pharmacist with the child's name, physician's name, and name of the medication and dosage instructions.

For children under the age of two: Many times, fever reducing and pain-relieving medications, state on the packaging proper dose instructions which read: "Please consult a physician". In this case we are required to have a physician's note which states the child's correct dosage (age/weight) in order for us to be able to administer the medication when scheduled.

Children with special needs or chronic conditions will be assessed individually by the parent and physician. Such special needs would include, but are not limited to, the use of inhalers, insulin or ADD/ADHD medications. Children requiring nebulizers will be assisted if they are unable to hold it themselves.

All medications must be handed to the staff member with whom you are leaving your child upon arrival at the Center or with the Childcare Director or Assistant Director. Medications left in a diaper bag or cubby will not be administered. No medications should be mixed in a child's bottle or into other food, unless specified by the physician and/or labeled as the proper form of administration.

Medication Administration Form

- This form will be provided by the center and filled out based on prescription label and signed by parents and administration staff.
- Iowa Poison Control Center: 1-800-222-1222

Staff Development

Following reference checks and State & National Background Checks, and once hired, Center staff will receive training at employment orientation and at least annually as part of our ongoing training (including annual review of emergency plans) and staff development

plan. The Center staff members are trained and certified in Infant/child/adult CPR and First Aid. They will also receive training in Mandatory Child and Adult Abuse Reporting, Universal Precautions, Essentials training, and Passport to Early Childhood Education; Teacher and Staff Orientation. Finally, each year our staff are required to complete a minimum of an additional 6 hours of training in child development content areas. This is a total of about 21 hours of training within their first 3 months of hire, an additional 12 hours within 6 months and the 6 hours annually.

Nutrition Policy

All snacks and meals are provided at no extra cost as a part of contracted care in the Dvergsten Center. The Dvergsten Center follows USDA nutritional standards for all snacks and meals served. These meals include 2 snacks a day at a minimum of 2 components each. For our lunch meal we cater from our local Hy-Vee, infants through 4-year-olds. Hy-Vee abides by all USDA nutritional standards as well as portion sizes. If your child has special diet needs, please let us know so we can accommodate those needs. Any special milk will need to be brought from home. A monthly menu is provided to all families. Sack lunches brought from home should also follow the USDA nutritional standards.

In our infant rooms parents will supply all breast milk, formula, baby food, and infant's snacks until they are ready for table food. We have a full-size freezer and fridge in each infant room convenient for storage for fresh or frozen breast milk.

On special occasions such as birthdays and Holidays, parents may wish to provide special treats to share. If this is the case, please let your child's caregivers know in advance. At this time, these special treats may be from home or store bought, however, please be sure to check with your child's caregiver regarding any classroom allergies.

Open Communication/Open Door Policies

During these important and formative years, open communication between home and Center are of the utmost importance. Every effort will be made to have primary caregivers or the Lead Teacher with your child for the majority of his/her day while in our care so that you can discuss your child's day during the drop off and/or pick up processes.

Each classroom has a full-time lead teacher. This staff member is the first means of communication with parents and is available at minimum of 8 hours a day. Our parents and Leads should feel comfortable communicating with each other about day-to-day schedules, and the care of your child. Open communication between Leads and Parents/Guardians is encouraged.

The Iowa Department of Health and Human Services (HHS) and the centers State Licensing Consultant shall have the authority to interview children or staff and to inspect and audit Center records without prior consent. The Center shall make provisions for private interviews with any child(ren) or staff members, and for the examination of all records

relating to Center operations. HHS will also have the authority to observe the physical condition of the child(ren), including conditions that could indicate abuse, neglect or inappropriate placement.

Oral Health

The center believes that good oral health is important for all children. To support practices at home and reduce build of plaque during the day the center will implement the following:

- Use of sippy cups and bottles only at mealtimes (not at nap time)
- Listing of a dental contact in each child's file in case of emergency (regardless of age)
- The center has a plan for handling dental emergencies by contacting your dental contact and the parent to ensure the tooth/teeth are saved and following the dentist's directions.

Technology/Screen time

Screen time is offered through smart boards in our 1 and 2-year-old room. Screen time is used in these classrooms for educational learning, music and movement, and circle time. The screen time is limited based on each room's schedule and limited to an appropriate age allotment. ALL staff are required to participate in active movements and learning. Our center also utilizes promethean boards in our 3 and 4-year-old rooms for similar but more advanced educational learning. Our 4-year-old preschool program also utilizes technology in the form of iPads, programed for specific needs/requirements to meet 4-year-old statewide preschool standards.

Special Needs Children and Inclusive Care

We are not a 'special needs' Center; however, we will make every effort to provide an environment that is able to meet the individual needs of all our children regardless of limited disabilities (following ADA rules). Each child will be evaluated as to whether we can provide him/her with an adequate environment to meet his/her needs. We will seek out your support in accessing any resources to help identify possible needs and supports.

All children will be included in all activities to support their social skills and self-esteem, as well as help all children and families become understanding and accepting of differences. This will be accomplished in partnership with parents and possibly outside support such as (AEA) to assess needs, develop and implement goals, and continue to communicate on a regular basis.

We utilize early childhood consultants from AEA (behavior, speech, gross motor delays, etc.) that can give support to families and staff. We request your support to help ensure the home-to-childcare transition is smooth and consistent.

Although our goal is to provide care for ALL children, we ask for understanding that a large center environment is not for every child's needs. If the child does need a One-on-One caregiver or care becomes One-on-One due to evaluations with health care providers, AEA,

Child Specialty Clinic etc., our hope is the parents, and director can come to an understanding of what is best for the child, even if it is not with our center.

A Reasonable Modification Request Form is available upon enrollment, at the request of a parent or the request of the Childcare Director as seen fit due to such evaluations listed above or upon child's needs at the center as seen by the staff in that child's room or the Center Director.

Non-Discrimination Statement

Non-Discrimination Statement Prohibition of Discrimination on the Basis of Disability

The YMCA will not discriminate against any individual on the basis of disability with regard to the full and equal enjoyment of goods and services of the YMCA. The YMCA will also not discriminate against any individual because of any known disability or an individual with whom such person is known to have a relationship or association.

The YMCA will make reasonable modifications in its policies, practices, or procedures when such modifications are necessary to afford its childcare services and facilities to children with disabilities unless the modifications would fundamentally alter the nature of its services or facilities. Please contact Childcare Director, Amy Kuehler for more information and to complete a "Reasonable Modification Request Form".

The YMCA will take such reasonable steps as may be necessary to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently than individuals because of the absence of auxiliary aids and services.

Tobacco-Free and Nicotine-Free

Children will not be exposed to tobacco, nicotine, electronic cigarettes, or vaping in childcare and is not allowed in the center or on the grounds. Secondhand smoke can put children at risk, especially those with respiratory conditions. Staff will be prohibited from wearing clothes that smell of smoke when working.

Toys/Electronics/Phones from Home

The Center has many appropriate play materials for all of the age groups served. These materials can help the children learn to share, initiate activities and plan. We, therefore, request that toys, electronics and phones not be brought from home as they can cause problems such as becoming lost, broken or stolen.

On special occasions a child may bring a toy or object for 'show and tell' activities. These items will be stored in the child's cubby or locker until 'share' time and then returned afterwards. The Center will not be responsible for lost or damaged items. We respectfully ask that at no time should toy guns or weapons be brought to the Center.

Transportation

We do not transport any children Infant through 2 years of age. However, the Center does transport 3-year-old preschoolers and 4-year-old preschoolers a few times a year. We have a partnership with Spencer Public Schools. Parents sign permission to transport and for field trips on the child childcare registration form.

Spencer Family YMCA Dvergsten Center

Emergency Procedures (Parent Handbook Edition)

All childcare facilities are required to have an emergency preparedness and response plan in place and included with our Center's Parent Handbook. As you read through the following pages, our goal is not to alarm you but rather show you that we have specific plans in place in the event of an emergency. Some of this will also seem very repetitive as many of the procedures overlap.

Parent reunification:

If we must evacuate our facility or when parents/guardians are unable to pick up their children, we will use the following procedures to reunite children with parents/guardians or an authorized emergency contact as soon as it is safe:

- In the event that the Center must be evacuated, emergency contact information will be taken along so that parents can be notified as soon as it is safe to do so.
- In the event of a natural disaster or any other emergency that may arise, our staff will be prepared to stay with the children until parents arrive, or their authorized representatives are able to safely reach the Center.
- Parents are encouraged to let those persons, whom they have designated as authorized to pick up their child in their absence, know that they may be contacted by Center staff members in the event of an emergency to pick up their child. A photo ID will be required when picking up children from the Center.

Evacuation:

If we need to evacuate our facility because there is a fire, gas leak, structural damage, etc., we will use the following procedures:

- Executive Director or Team Leader will inform staff that evacuation plans are in place.
- Transportation needs should be lined up immediately; team leader will contact the school transportation department.
- Have children ready to evacuate as soon as transportation has arrived.
 - Evacuate infants and toddlers in Evac. cribs
- Check class rosters before leaving, when on the bus, and after arriving at relocation site.
- The Executive Director will contact radio stations to alert the public of the relocation site and the Y's social networking strategies.
- Relocation Site will be determined by the emergency.

1st site: Walk everyone over to Trinity

2nd site: If the immediate area is in danger, buses will take children to Johnson Elementary School or Sacred Heart Catholic School

3rd site: If the entire neighborhood is in danger, relocate children to the North Mall or Middle School

Out of town: Bedell YMCA - 1900 41st St, Spirit Lake, IA 51360

Shelter in Place

If we need to stay in the safest place inside our facility when there is a weather-related event such as a severe storm/tornado, we will use the following procedures: When necessary to shelter-in-place, we will move all children and staff to the women's and or Men's locker rooms at the YMCA. These rooms are equipped with solid cement ceilings and cinder block walls, with no direct outside walls.

Lock Down

If we need to stay in the safest place inside our facility when there is security issues, such as, a disgruntled person, active shooter, community violence, unstable custody disputes, hostage situation, other physical or verbal threats, etc., we will use the following procedures: Depending on the nature of the situation, the safest place may be to stay put. During lockdown, the main Center doors will be locked, and the keypad to the doors will be disabled. Caregivers will be empowered to make decisions for their specific age group if immediate action is required. We will turn off all cell phones and everyone will lie down on the floor away from the windows and remain silent. We will cooperate with rescuers and follow emergency procedures for reuniting children with parents or authorized emergency contact.

Bomb Threat

Any bomb threat will be taken seriously and treated as if it is a real situation until proven otherwise.

- All staff will be alerted of the treat currently being made.
- We will evacuate the facility with emergency supplies kit.
- 911 will be called immediately.

We will communicate with parents using the procedures found in our emergency plan. We will follow emergency procedures for reuniting children with parents or authorized emergency contact once it is safe to do so.

We will re-enter the facility after first responders have determined that it is safe to do so.

Disgruntled/Violent Intruder

- Notify executive director or team leader.
- Ask another staff member to accompany you before approaching intruder.

- Politely greet intruder and identify yourself.
- Ask intruder the purpose of his/her visit.
- Inform intruder that all visitors must register at the member service center.
- If intruder's purpose is not legitimate, ask him/her to leave. Accompany intruder to exit.

If intruder refuses to leave:

- Warn intruder of consequences for staying on YMCA property.
- Notify police if intruder still refuses to leave. Give police full description of intruder. (Keep intruder unaware of call for help if possible)
- Walk away from intruder if he/she indicates a potential for violence. Be aware of intruder's actions at this time (where he/she is located in the building, whether he/she is carrying a weapon or package, etc).
- Maintain visual contact with intruder from a safe distance.

Active Shooter

- Watch for behaviors by suspicious people watching the facility or taking pictures or strange phone calls or unusual behavior by staff, parents/guardians or visitors. Use A.L.I.C.E when responding to an active shooter situation:
- "Alert" - When you first become aware of the threat and recognize the signs of danger or get information about the danger from others.
- "Lockdown" - if evacuation is not a safe option, implement lockdown procedures. Doors to the room should be blocked, lights out, children and staff away from doors and windows and out of sight. Try to keep everyone as quiet as possible and do not open the door.
- "Inform" - Communicate information about the situation in real time to other staff in our facility if it is safe to do so. Do not use 'code words' for situations ... instead say "active shooter". Call 911. Stay on the phone with the dispatcher as long as it is safe for you to do so, even if you cannot talk to the dispatcher. Do not hang up.
- "Counter" - Counter is a strategy of last resort when you are in the same area as the shooter. These are actions that create noise, movement, distance and distraction to potentially reduce the shooter's ability to shoot accurately.
- "Evacuate" - When it is safe to do so, evacuate.
- When law enforcement arrives, they will assume charge of the situation, negotiate and direct movements.

Communicate with parents using the procedures list in this emergency plan.

Follow emergency procedures for reuniting children with parents or their authorized representatives.

Hostage Situation

- Remain calm and polite.
- Follow the hostage taker(s) instructions.
- Do not resist.
- If it is safe, alert staff and call 911.
- Once law enforcement arrives, they will assume charge of the situation, negotiate and direct movements.
- Communicate with parents using the procedures in this emergency plan.

Follow emergency procedures for reuniting children with parents or their authorized representatives.

Fire Smoke

- In the event of a fire, smoke or fumes the Fire Department should be notified immediately. Assure necessary evacuation immediately.
- Notify Crisis Team Leader/Executive Director or both – paging to evacuate the building immediately.
- Activate the fire alarm system if it has not sounded automatically.
- The fire alarm system installed will indicate which area of the building a fire is located, or a fire alarm has been activated. All people in danger should be moved from that area without delay.
- Call 911 – identify location, source of fire if known, and area of building to enter.
- Staff should conduct evacuation of the building according to a pre-established plan. (Exit doors are located at the south side of the building, west wing and front entrance.) Exit to be used will be mandated by location of fire.
- Using child attendance records, verify that all children and staff are accounted for using name-to-face counting.
- The remainder of the building should be evacuated.
- Fire doors with the new system will automatically close when the alarm goes off. Otherwise, close doors etc. to contain the fire.
- Notify Executive Director and building supervisor immediately so the emergency plan is implemented.
- Check all areas of the building, including the free weight room, fitness centers, and dance area.
- If breakers need to be shut off, refer to your Breaker List from Property Manager.
- Selected staff will meet fire personnel outside and direct them to the easiest access in the building for fire's location.
- Do not panic or run. Try to remain calm and rational.
- Do not re-enter the building until the Fire Department has given clearance to do so.

- Follow emergency procedures for reuniting children with parents or authorized emergency contact
- Contact your HHS childcare compliance staff person

Natural Gas Leak

- Alert staff.
- Evacuate the facility with emergency supplies kit(s) based on procedures in this emergency plan.
- Do not turn any electrical switches on or off. Do not use telephones (landlines or cell phones) or anything that could spark while in the facility.
- Using classroom attendance records, verify that all children and staff are accounted for using face-to-face counting. Repeat at regular intervals and every time children and staff are moved to a different location.
- Call 911 and Black Hills Energy to report that you smell gas.
- Using child attendance records, verify that all children and staff are accounted for using name-to-face counting.
- Once an emergency official arrives, establish contact to provide needed information.
- Follow emergency procedures for reuniting children with parents or their authorized representatives.
- Re-enter the Center after emergency officials say it is safe to return.

Hazardous Materials Exposure

Outside Child Care Center/Community:

- Alert staff. Initiate shelter-in-place emergency procedures in this emergency plan (if evacuation is not immediate).
- Using classroom attendance records, verify that all children and staff are accounted for using face-to-face counting. Repeat at regular intervals and every time children and staff are moved to a different location.
- Shut windows and doors and turn off the a/c system. Seal doors and windows in your shelter-in-place evacuation location with plastic sheeting and duct tape, as appropriate.
- Prepare for an out-of-area evacuation in case emergency officials tell you to evacuate the area.
- Communicate with parents using procedures in this emergency plan.
- Stay in communication with local emergency officials or monitor media.
- When given the all clear, open windows to air out the facility or evacuate if directed to do so by emergency officials.
- Follow emergency procedures for reuniting children with parents or their authorized representatives.

Inside Child Care Center:

- Alert staff.
- Evacuate the facility with emergency supplies kit(s) based on procedures in this emergency plan.
- Do not turn any electrical switches on or off. Eliminate all open flames. Do not use telephones (landlines or cell phones) or anything that could spark while in the facility.
- Assess weather conditions outside and observe wind direction; move children and staff upwind and uphill from the facility.
- Using classroom attendance records, verify that all children and staff are accounted for using face-to face counting. Repeat at regular intervals and every time children and staff are moved to a different location.
- Call 911.
- Do not try to contain, touch or identify (if unknown) the hazardous material.
- If a child or caregiver has had contact with the hazardous material, wash it off immediately.
- Once emergency officials arrive, establish contact to provide needed information.
- Follow emergency procedures for reuniting children with parents or their authorized representatives.
- Re-enter the facility after emergency officials say it is safe to return.
- Contact HHS Licensing consultant and/or CCR&R consultant as appropriate.

Ice/Snowstorms

- Listen to Weather Radio or check weather.com for the latest weather reports and emergency information.
- Listen to wind chill reports to determine if, and for how long, children can play outside.
- Dress children warmly when playing outside in cold weather: several layers of clothes, boots, gloves or mittens and a hat.
- Limit the amount of time children play out in the cold. Bring children into the facility regularly.
- Contact parents/guardians to pick up children prior to a blizzard.

Injury/Medical/Dental Emergency

- Evaluate the situation but do not put yourself at risk when trying to rescue an injured child.
- Follow first aid procedures. Call 911 if appropriate.
- If the child must go to the hospital by ambulance, determine who will accompany him/her while being transported.
- If the child does not require immediate medical attention but requires doctor's care, determine who will transport the child to the emergency room or hospital.
- Document treatments and any action that took place based on illness or injury.

- Contact HHS to report illness or serious injuries that happened in our Child Care Center.

Unresponsive Child

If you find a child unresponsive, start CPR and continue until relieved by another adult certified in CPR or first responder personnel.

- Call 911.
- If other children are present, calm them and move them away from the area. Listen to the child's concerns and provide honest, developmentally-appropriate answers.
- Once emergency officials arrive, provide needed information.
- In the event of death, as much as possible, leave the area where the caregiver was found undisturbed. Do not clean or tidy anything in the room until law enforcement personnel tell you that it is okay to do so.
- Contact the child's parents.
- Document treatments and any actions you took when caring for the child prior to finding unresponsive.
- Contact DRS to report the child's death that happen in the Center.
- Consider closing the program for the remainder of the day.
- Communicate with other children's parents using procedures in this emergency plan.

Missing, Lost or Abducted Child

Anytime a child is unaccounted for, search the premises. Search each area that a child can potentially hide, as well as outdoor areas of the facility.

- Double check with other staff in case the child is in another location (i.e., the child was picked up by a parent).
- If you have searched all potential hiding spots and outdoor spaces and the child was not found, begin lockdown procedures.
- All exits are locked and monitored by staff.
- No one is let in or out of the childcare facility.
- Call 911.
- Be prepared to provide the following information about the child:
- Child's name, age, height, weight, date of birth and hair color.
- Child's clothing, he/she was wearing that day, along with any other identifying features.
- The time at which the child was noticed missing.
- If child abduction is suspected, were there any suspicious vehicles and/or persons around the childcare Center?
- Call the child's parents and tell them that the child is missing.
- While waiting for law enforcement, continue to search for the missing child.
- Once law enforcement arrives, provide needed information.
- Contact HHS Licensing consultant and complete an incident report.

Nuclear Power Plant/ Research Facility Accident

- Determine with the assistance of the county emergency management agency and fire department, whether it is safer to shelter-in-place or evacuate.
- If you must evacuate, alert staff and follow procedures in this emergency plan.
- Observe wind direction; move children and staff upwind to limit exposure to fumes.
- Using classroom attendance records, verify that all children and staff are accounted for using face-to face counting. Repeat at regular intervals and every time children and staff are moved to a different location.
- Communicate with parents using the procedures in this emergency plan.
- Follow emergency procedures for reuniting children with parents or their authorized representatives.

Thunderstorm/Lightning

- If you receive a THUNDERSTORM WATCH, listen to the weather radio for updates.
- Alert staff and cancel all outdoor activities.
- If you receive a THUNDERSTORM WARNING, alert staff and be ready to go to your shelter -in-place evacuation location if weather becomes severe. Unstable weather can change fast.

Tornado Watch/Warning

- If you receive a TORNADO WATCH, listen to the weather radio for updates. Alert staff and cancel all outdoor activities.
- If you receive a TORNADO WARNING or strong wind alert, alert staff and be ready to go to our designated shelter-in-place, the women's and men's locker rooms.
- Using classroom attendance records, verify that all children and staff are accounted for using face-to face counting. Repeat at regular intervals and every time children and staff are moved to a different location.
- Get in the locker's rooms. Cover your head and neck and help cover infants and young children.
- Avoid using electrical equipment. Turn off utilities if time permits.
- Monitor the weather radio.
- Once the weather event has passed through your area, assess damage to your facility and surrounding areas.
- Communicate with parents.
- Move children and caregivers to safe areas of the facility.

If found unsafe, evacuate the facility with emergency supplies kit(s) based on procedures in this emergency plan. Remember when considering the option to evacuate, you must know if it is safe to transport children based on weather conditions and damage in the community.

- Post notice of relocation at entrance to facility.
- Follow emergency procedures for reuniting children with parents or their authorized representatives.
- Contact your DHS childcare consultant.

Utility Outage

Electrical Power Failure

- Alert staff.
- Access emergency lighting in emergency supply kit.
- Call SMU to report the outage.
- In the event of a black/power failure: All program staff should access areas of the building that do not have windows such as; dance studio, cardio room, running track, mini-muscle room/child watch, men's and women's fitness center and locker rooms.
- All refrigerators and freezers should remain closed if possible. If temperatures reach about 42 degrees food must be disposed of.
- If there is danger of a fire, evacuate the facility with emergency supplies kit(s) based on procedures in this emergency plan.

Water Main Break

- Contact SMU to report the main water break.
- Access water in emergency supply kit.
- Stop using tap water if you suspect that the water is contaminated and use bottled water for drinking and food prep.

Intoxicated Parent/Authorized Representative

- Offer to call the other parent or another person authorized to pick up the child.
- If the parent refuses to allow another person to pick up the child, you cannot prevent the parent from taking their child.
- Call 911. Report the vehicle make, model and license plate number. Note: Law enforcement has the authority to take custody of the child if an officer identifies a safety issue.
- If the parent becomes more agitated, refer to the 'violent intruder' emergency procedures.