



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY

# GROWING STRONGER TOGETHER



YMCA OF METROPOLITAN DENVER

PARENT HANDBOOK

Summer Day Camp & Out of School Time Program Policies &  
Procedures

Revised February 2023

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# **I. WHO WE ARE**

## **OUR MISSION**

The mission of the YMCA of Metropolitan Denver is to put Christian principles into practice through programs that build healthy spirit, mind and body for all.

## **GOALS AND OBJECTIVES**

1- The YMCA commits itself to serve the community with quality childcare services in a cooperative effort with area schools and community partners. Parent involvement is essential to this goal.

2 - We strive to hire quality staff for our program. They work directly with children building strong and positive relationships in a safe and caring environment.

3 - Staff and children work together to plan activities that encourage children to develop to their fullest potential.

4 - Since children have already spent most of the day in the classroom, opportunities for outdoor and recreational activities are provided. Age-appropriate activities are offered in both large and small group settings. In addition, study or homework time is offered daily during the school year.

5 - Physical education activities are offered so that children can develop good coordination, physical fitness and athletic skills.

6 - Task-oriented activities are planned to challenge each child's present abilities and teach them new skills.

7 - YMCA childcare strives to establish a cooperative environment where children learn social skills while developing their character and self-esteem.

8 - The YMCA offers programs and services to individuals and families regardless of sex, race, religion, national origin, or financial ability.

9 - YMCA childcare supports families through activities and parent involvement.

10 - The objectives of YMCA programs are: to grow personally, clarify personal values and character development, get along with others,

appreciate diversity, become better leaders, develop specific skills and have fun!

## **II. WHO WE SERVE**

### **AGES OF CHILDREN**

The YMCA out of school time and day camp programs accept children ages 5-12, different locations allow for different ages. Please check with your site director to confirm what ages the license can serve or visit [www.denverymca.org](http://www.denverymca.org) for specific ages accepted at each camp location. Children aged 4, turning 5 by October 1, 2023, are eligible for the program. Families must register online and pay the registration fee and will not be charged until their child turns 5 and is able to attend the program. The YMCA will not accept children less than 5 years of age for any reason in the day camp program.

### **CHILDREN WITH ACCESS AND FUNCTIONAL NEEDS**

The YMCA will not discriminate against anyone because of a disability. It is the expectation that every parent disclose any special circumstances that will assist in supporting the youth. The YMCA does have limitations due to ratio being 1-15 and nonspecific knowledge of certain disabilities or special needs. After review of the provided information, the YMCA will determine what special accommodations can be offered.

## **III. HOURS OF OPERATION**

### **HOURS**

YMCA out of school time program runs from 6:30 am to 6:00 pm. A late fee will be charged for pick up after 6:05 pm.

YMCA summer camp day camps run from 8:30 am to 5 pm and program hours are from 9:00 am to 4:00 pm. This is included in the program cost. A late fee will be charged after 5:05 pm. Before care option is available at selection locations as an add-on feature.

### **SEVERE WEATHER/SCHOOL CLOSURES**

If a school/district is closed due to inclement weather, the YMCA childcare program based in that school/ district will close as well. Trips and activities may also be canceled due to inclement weather. Delay of school start will also delay YMCA opening by the same time frame indicated by the District.



## HOLIDAYS

### **NO CHILDCARE IS PROVIDED ON THE FOLLOWING DATES**

January 16 - Martin Luther King Jr Day  
February 20 - Presidents Day  
May 29 - Memorial Day  
July 4 - Independence Day  
September 4 - Labor Day  
November 23 & 24 - Thanksgiving Break  
December 22 & 25 - Christmas Break  
December 31 Close at 2 pm for New Year's Eve  
January 2, 2024 - New Year's Day Observed

\*\*The YMCA will hold a monthly staff in-service day for professional development. Programs will be CLOSED. An annual calendar will be provided at the start of the school year.\*\*

## NON-SCHOOL DAYS, HALF DAYS OUT AND FLEX DAYS

Full day programming will combine area sites and will be offered at a pre-set designated site. There must be at least 5 children enrolled and attending daily.

## SCHOOL VACATIONS

Camps will be offered at designated YMCA locations during Fall Break, Winter Break and Spring Break. Please visit the YMCA website at [www.denverymca.org](http://www.denverymca.org) or call the YMCA for specific information at 720 524 2700.

## **IV. REGISTRATION**

There is a \$25.00 non-refundable registration fee for each participant. Online registration paperwork is required to be completed, submitted, and approved by the YMCA prior to your child attending the program. Additionally, Colorado childcare licensing rules require all parents/guardians to submit a copy of children's immunizations and any medication authorizations signed from the child's physicians prior to approval or attending the program. All medical needs/plans are required to be approved by the contracted Nurse Consultant and the YMCA site director prior to the child attending.

**BE AWARE THAT REGISTRATION APPROVAL CAN TAKE UP TO 3-5 DAYS ONCE SUBMITTED.**

If you have registration questions, please contact the Solution Center at [solutioncenter@denverymca.org](mailto:solutioncenter@denverymca.org) or call 720 524 2700.

## FINANCIAL INFORMATION

### BEFORE AND AFTER SCHOOL RATES

\*Monthly rates are in effect for the school year. Refer to the rate sheet for your specific school. \*\* A child who attends afternoon Kindergarten may attend our regular after school program using the first through fifth grade rates. He/she may attend only after school. Payments are due at the 1st of the month in full.

### LATE FEES

No late charge will be applied if payment is made in full by the 1st of the month attending. If full payment is not received by the 15th of the month your child will be dropped from the program until full payment is made. If the 1st should fall on a Saturday, Sunday, or holiday, the payment will be due on the following business day. Further, any cancellation must be submitted in writing two weeks prior to the start of a new month. If this is not done, the parent/guardian is responsible for next month's payment.

### SUMMER CAMP RATES

Summer camp payments are due three weeks prior to the week attending. Payments not received will forfeit your saved spot at camp. Deposits of \$25.00 per week are due at the time of registration.

### REFUNDS/CREDITS

Refunds or credits will be granted in the following cases: Deposits are non-transferable.

- 1- A doctor's note stating the child's health will prohibit him/her from participating in the program for five business days or more.
- 2- The child's family moves out of the YMCA/school's service area. (See Withdrawal Policy.)
- 3- A family emergency requiring five or more days away from home.

### WITHDRAWAL POLICY

It is the YMCA's policy that written notice must be given two weeks in advance of your child's withdrawal from the program to avoid being charged for the following session. Any outstanding balance must be paid at the time of withdrawal. The YMCA reserves the right to dismiss a child from the program upon notifying the parent. Refunds or credits will not be issued for dismissal from the program due to behavior.

To withdrawal or drop out of school time care, email [childcare@denverymca.org](mailto:childcare@denverymca.org).

To withdrawal or drop summer day camp care, email [summercamp@denverymca.org](mailto:summercamp@denverymca.org).

## PROGRAM CLOSURE

In the event of a YMCA program closing, parents will be notified via email and text with as much notice is possible. Any necessary refunds as determined by the Y and will be credited to the account.

## LATE PICK-UP CHARGE

Late pick-up is stressful for the child. Please call if you anticipate being late. A fine of \$1.00 per minute will be enforced, after 5:05 pm for summer camp, and after 6:05pm for Out of School Time care. This fee will be added to the account. Repeated violation of this policy may result in the child's dismissal from the program.

## FINANCIAL ASSISTANCE

Scholarships are available to families who qualify for financial assistance. Financial disclosure will be required but kept confidential. There are limited funds available for scholarships; therefore, early application is encouraged. A reduction of fees shall be available to those requesting such assistance. Visit the YMCA website at [denverymca.org/community-programs/financial-assistance](http://denverymca.org/community-programs/financial-assistance) to review the scholarship application.

Social services payments will be accepted from the following counties: Adams, Arapahoe, Douglas, Jefferson, and Denver. When Social Service payments do not cover the cost of the program, scholarship monies are used to fully fund the child. These scholarship funds are limited; therefore, the YMCA will have limited Social Service slots available. It is the responsibility of the authorized parent or guardian to check in and out DAILY to ensure that the YMCA is reimbursed for days the children attend. Failure to check daily will result in immediate dismissal from the program. All families seeking financial aid for childcare must inquire with their county social services to see if they qualify for aid.

## RECEIPTS AND TAX INFORMATION

Receipts are available after making a payment and should be kept for families' records. YMCA of Metropolitan Denver childcare payments may be a tax deduction. Statements are available on your account. The Tax ID # is 84-0402696. If you are having difficulty locating your tax form, contact the front desk at 720 524 2700.

## **V. HEALTH**

### **IMMUNIZATIONS**

The State of Colorado requires a certificate of immunization signed by the physician for every child. All parents are required to upload this to the registration account prior to the YMCA approving the child to attend. Immunizations must be completed on the State-approved form. Failure to follow this policy will result in a delay for your child starting the YMCA program, and your spot may be given to a child on the wait list. Immunization exemptions are also available and will be accepted in lieu of immunizations.

### **INJURY**

In the case of an injury on site, Parents will be notified immediately, and a decision will be made if a child needs to be transported for emergency attention. For any hospital or doctor required visits after an injury occurring at the YMCA program, a report will be made to the State

### **MEDICATION**

Prescription and non-prescription medication will be administered to children. The following procedures must be followed:

UPDATED 12/12/2017 by Nurse Consultant Sarah Orlando

### **PROCEDURE**

- 1- A written health care plan from the Health Care Provider is uploaded to the registration site and must have Nurse and Site Director approval prior to acceptance into the program and attending.
- 2- A parent written authorization is uploaded to the registration site and must have Nurse and Site Director approval prior to acceptance into the program and attending.
- 3- Medication is provided to the YMCA in its original container with the prescription, dose and time to be administered attached.
- 4- Medication is current and does not expire in the next 30 days.
- 5- Medication may only be administered to the child it is prescribed for.
- 6- Staff must be trained and delegated by a nurse consultant annually or as needed basis.
- 7- A written order from a prescribing health care provider stating that the child can self-carry his/her own emergency medication and approved by the nurse consultant.

- 8- All staff working with children must be informed of children who have emergency medication on-site and which children self-carry their emergency medication and must have written approval from the parent and health care provider.
- 9- This policy must be reviewed by the Nurse Consultant.

No medication will be accepted without the approved forms and properly stored medication. All medication MUST have a valid expiration date.

As of January 1, 2003, all childcare staff are designated by the nurse consultant to give medications and must complete the four-hour department-approved medication administration training and have current first aid and universal precautions trainings. The YMCA is in compliance with the Nurse Practice Act.

### SUNSCREEN

The YMCA will provide sunscreen, Rocky Mountain Sunscreen. Staff will supervise application of sunscreen. If your child burns easily, send an extra shirt for him/her to wear while swimming. We strive to prevent sunburn and we appreciate the parent/guardian for sending the child prepared. If parents/guardians choose to have their children bring their own sunscreen, it must be labeled with the child's name and will be kept out of reach of other children.

### ALLERGIES

For our staff to better serve your child, it is imperative that parents inform staff of any allergies that their child may have or had, for example, food, medication, environmental or other substances. The YMCA is NOT a nut free zone. We do not guarantee any exposure to foods that may cause allergic reactions. When completing your online paperwork, please be sure it is complete with your information.

### ILLNESS

(see full list of Illness policies and procedures for youth and staff in attachments)

According to state licensing requirements and for the protection of all children, the YMCA cannot accept children with the following symptoms or have had the symptoms with in the last 24 hours:

- Elevated temperature (over 100.4F).
- Diarrhea or vomiting.
- Undiagnosed rash.
- Sore or discharging eyes or ears, profuse nasal discharge.

-Diagnosed contagious disease such as strep throat, chicken pox or pink eye.

All children must be symptom-free for 24 hours prior to returning to the program. In some cases, a doctor's note of release will be required.

If children become ill during the program, they will be provided with a place to rest comfortably until they go home. Parents will be notified to come and pick up their child within the hour.

Please notify the YMCA if your child contracts a contagious disease, such as whooping cough, German or regular measles. It is a licensing requirement that signs be posted to notify families. Children may not return to the program until they have been symptom-free for 24 hours.

### MENTAL HEALTH RESOURCES

YMCA staff will refer any mental health concerns to the school or district health consultant or contracted YMCA nurse.

## **VI. ACCIDENTS AND EMERGENCIES**

YMCA staff is First Aid and CPR certified and has been trained in FEMA and emergency procedures. Emergency numbers are available at each program. Plans for handling fire, floods, tornadoes, severe weather, lost or missing children, injuries and illnesses are on file at each site, and available on our website. We will call or contact you or your emergency contact person to notify of a minor accident or injury. When there is no question that your child must be taken to the doctor or the hospital, we will call you to inform you of our course of action as soon as possible. It is vital that you keep our staff updated in case of changes in your phone number at work and at home.

### LOST CHILD

Every effort is made to keep all children safe. If a child is missing, or has been separated from their group, a search will be started immediately. If necessary, the parents and the authorities will be called to assist in this search. Parents, please assist us in educating your child of the importance of staying with the YMCA staff. Parents will be notified of any instances where their child is not under the direct supervision of their assigned staff member.

### NATURAL DISASTERS/EMERGENCIES/THREATS

In the case of a natural disaster the YMCA school age program will follow its emergency procedures and FEMA guidelines specific to the incident. The

school age program follows the school district's guidelines set forth for evacuation and notification. If an emergency of this nature were to occur, parents would be asked to be available at the number they have listed and an emergency contact and the YMCA will notify the parents via Alaris through email and text immediately once the participants are safe and the location is secure. The on-site director is available through the YMCA site phone, and parents may call the listed emergency numbers or the YMCA front desk at 720 524 2700. In the case of a participant with a disability, the emergency procedures will be followed and a staff member will partner with the child to move them to a secure location where the parent/guardian will be notified.

## REPORTING OF CHILD ABUSE

YMCA childcare programs are licensed programs. The YMCA is mandated to report any suspicion of child abuse to Social Services. The license indicates that the program has met the required standards for the operation of a childcare facility. If you have not done so, please ask to see the license. If you believe that your child has been abused, you should seek immediate assistance from your county Department of Social Services. Colorado law requires that childcare providers report all known or suspected cases of child abuse or neglect.

The telephone number to report abuse is:  
1-844-CO-4-KIDS (1-844-264-5437)  
[www.co4kids.org/mandatoryreporting](http://www.co4kids.org/mandatoryreporting)

Childcare services play a key role in supporting families, and strong families are the basis of a thriving community. Your child's education, physical, emotional and social development will be nurtured in a well planned and run program.

Remember to observe the program regularly, especially regarding children's health and safety, equipment and play materials and staff. For additional information regarding licensing, or if you have concerns about a childcare facility, please consult the Colorado Department of Human Services, Child Care Licensing at 303-866-5958.

## **VII. TRACKING ENTRY AND EXIT OF CHILDREN AND VISITORS**

### SIGN IN/OUT

It is required by the YMCA and the Department of Social Services that only authorized persons sign their children in and out each day. It is not

acceptable for children to sign themselves in and out unless that child walks to and from the childcare site and the parent has completed a "Permission to Walk" form and has a plan to ensure the child has made it home safely. If the child is 10 years of age, the parent may request the "Permission to Walk" form and must be approved by the on-site director. Persons must be 16 years of age to sign a child out.

Your child will be released only to the individuals that you have designated on the Child Information Record. If you need to make changes to the list of people authorized to pick up your child, please do so in your childcare paperwork on your account. If there is an emergency, please call the YMCA and we will make special arrangements.

We will ask for a picture ID and check the authorization for the release of the child. If the person is not authorized to pick up the child, the child will not be released. If an unauthorized adult attempts to take a child without permission, the parents and the police will be called. Licensing requires those designated to pick up and sign your child out, must be at least 16 years of age, or have an authorized self-release walk form.

The YMCA will call 911 regarding anyone picking up a child who appears to be under the influence of alcohol or drugs, or otherwise incapable of providing responsible care to the child. These procedures are for the protection and safety of your child and staff, and for your peace of mind.

### LATE DROP OFF

If your child arrives late, the parent needs to take the child to school or to the field trip location of the scheduled activity. It is the parent's responsibility to have the child at the site prior to the group leaving for school or field trips. If a child is brought to a field trip location, the parent must sign in the child even if the child has a permission to walk form. Please notify the YMCA in advance if you will be bringing a child late.

### LATE PICK UP

Children are supervised at the YMCA Day Camp Site until 5:00 p.m. If the YMCA is not contacted and your child is still present at 5:05 p.m., we will contact other individuals authorized to pick up and emergency contacts. If no one can be reached by 5:30 p.m., Social Services will be contacted, and the children will be taken to the police.

A late fee of \$1.00 per minute/per child will be charged after 5:05 p.m. Children are supervised at the YMCA Out of School Care Site until 6:00 p.m.



If the YMCA is not contacted and your child is still present at 6:05 p.m., we will contact other individuals authorized to pick up and emergency contacts.

If no one can be reached by 6:30 p.m., Social Services will be contacted, and the children will be taken to the police. A late fee of \$1.00 per minute/per child will be charged after 5:05 p.m.

### CLOSING PROCEDURES

Before a staff member closes the building, all rooms including bathrooms that the childcare program utilized will be searched to ensure no child is left in the building and playground. The staff will review the sign in and out sheets to ensure all children that were signed in are signed out by an authorized individual. If there are any question in these procedures, staff will call the parent/guardian first and then proceed with authorized pickups to ensure the safety and well-being of the child.

### VISITORS

Parents or guardians are always welcome and visits do not need to be announced or arranged in advance. However, the observing parent or guardian must be listed on the child's authorization pick up list to have access to the program area. Any visitor entering a YMCA childcare program is required to sign in. A visitor will sign the "Visitor's Register," write their address, state the purpose of the visit and show identification.

## **VIII. CONFIDENTIALITY**

### RELEASE OF RECORDS

Due to the volume of requests for information coming into the YMCA, and the necessity of protecting the privacy of the children in our care and the parents and guardians who utilize our services, the YMCA has established a policy which prohibits the release of information without the tender of the "Authorization, Release and Request for Information" form. This form can be obtained from the YMCA Area Director.

### POLICY REGARDING DISCUSSIONS CONCERNING MINOR CHILDREN

Discussion concerning any child, parent, or guardian with any third party will only be allowed with those individuals with whom authorization for release of the child (pick up) has been given on the registration information.

Discussion concerning any child, parent, or guardian with any third party not authorized on the registration card, will occur only with a member of the YMCA administration present, and must be scheduled with the Executive Director of the before and after school and/or day camp.

## **IX. PROGRAM**

### **LOCATION OF CHILDREN**

Staff always supervise children. Attendance is taken each day and staff make phone calls to account for all children. Staff utilizes attendance sheets for face to face every 30 minutes and head counts every ten minutes to account for children. When restrooms are not located immediately adjacent to the childcare room, children are accompanied by a staff member. Any time a program is away from the site, parents are given a written agenda of the field trip. A list of the daily attendees and staff are left on-site or at the central office for each field trip.

### **TRANSPORTATION**

Children attending YMCA programs will be transported in YMCA minibuses or school district buses. All children are required to wear seat belts when riding in the YMCA minibuses. It is the YMCA's responsibility to transport these children safely and to comply with Motor Vehicle Laws. A child must follow instructions and cooperate. If his/her behavior is affecting the safety of the other children, the participant's parents will be notified, and your child may be dismissed from the program. We all want a safe and joyful experience for the children. Safety is our primary concern. YMCA drivers are required to have a CDL license for the larger vehicles and state training for the 14+ passenger vehicles. Each driver participates in the YMCA of Metropolitan Denver's drug testing program. During full days, out of school and the summer day camp program participants will be transported by a district school bus. We contract through local public school transportation. The public school transportation departments are required to follow State of Colorado Department of Transportation Laws (CDOT). We only transport children age five and older. If a child is unruly on the bus, a parent will be called to pick up the child from the current location to maintain a safe environment for all children.

### **VAN PICK UP AFTER SCHOOL.**

Please call the YMCA if your child will not be attending that day. Failure to do so will result in a delay of routes and children waiting at the next stop. Children must report to the YMCA minibus immediately after school. A call will be made to notify parents of absences. A \$25.00 fee will be charged if parents do not notify staff in advance of absences.

### **FIELD TRIPS/SPECIAL ACTIVITIES**

Field trips are a scheduled part of our program and will be posted in the Out of School monthly schedules and the day camp weekly schedules, as well as

in the YMCA Office. A sign will be left at the site for parents describing the location and return time of the group. During full day care and summer day camp, we ask that all children be dropped off 30 minutes prior to departure. If your child arrives late and has missed the departure for the field trip, the parent will assume the responsibility for transporting the child to the group at the field trip location and locating staff to sign the child in (even if the child has a walking permission slip, or finding alternative care for the day). Schedules are subject to change; so please call or visit the YMCA website for the updated information. Please realize that our drivers are instructed to consider safety first, and that they may run late when traffic or weather problems occur. Attendance on field trips is taken by two different methods. A head count is done every 10 minutes. Actual documented roll call is taken every 30 minutes.

In addition, the YMCA will be offering special activities where outside organizations will come into our programs such as a guest speakers/or to give presentations. During this time, the YMCA staff will continue supervising and not allow children to be alone with these individuals.

### CAMP T-SHIRTS

Your child will receive a camp T-shirt when your child is fully registered to the day camp program. Camp shirts must be worn on all field trips. Additional camp shirts may be purchased after each registrant has received one.

### MEALS AND SNACKS

Snacks – During the school year an afternoon snack will be provided for your child. (This does not include summer day camp, the guardian must provide an AM and PM snack as well as a non-perishable sack lunch, and there is no refrigeration or microwave available). The YMCA uses the guidelines for HEPA, which ensures nutritious snacks are served to your child. You are required to provide your child a well-balanced, nutritious lunch on days your child is out of school. We encourage snack/lunch time to be a pleasant experience for children. The atmosphere will be kept pleasant with conversation encouraged along with eating. No child will be forced to eat, nor denied food as a form of punishment. Make sure that staff is aware of any food allergies your child may have. The YMCA does not allow sharing of food.

### PERSONAL BELONGINGS

It is the intent of the YMCA to assist children to be as responsible for their belongings as possible. We believe that a child learning to care for one's belongings is an important life skill that we want to foster. You can help by

labeling your child's belongings for easy identification.

### WHAT TO BRING

Please provide your child with something that will hold his/her belongings and can be easily carried. Please read the activity schedule to determine when a child needs to bring extra items such as a swimsuit and towel. During day camp, days of out school, holiday break and spring break, please send a labeled sack lunch with the child and a labeled water bottle, as well as two nutritious snacks.

### WHAT NOT TO BRING

Do not allow your child to bring expensive clothes, gang clothing or items such as guns, knives, or any type of weapon or propellant toy. Tablets, I-Pads, Cell phones, game systems, pets of any kind, or money (unless specified in weekly schedule) are not allowed. **DO NOT LET YOUR CHILD BRING ANY ITEM HE/SHE CANNOT AFFORD TO LOSE!** The YMCA is not responsible for broken, lost or stolen items.

### LOST AND FOUND

The YMCA will keep a lost and found at the childcare site. Check for lost items daily, as we donate the unclaimed items to charity, after 5 days.

### WEATHER

We want children to have the opportunity to experience the changing seasons. All children need to be prepared to go outside daily. This gives children a chance to get fresh air, run and climb in a large natural setting. We are aware of temperature and natural weather changes. Please send appropriate clothing for your child, i.e. snow boots, gloves, mittens, hats and jackets. During hot weather, water is available at all times. Some activities are planned in the shade or indoors. If the temperature is below 32 degrees (F), and the wind is too cold, the children will stay indoors. During the summer months, if the temperature raises over 100 degrees (F) the children will stay indoors.

### MOVIE POLICY

Movies will be viewed occasionally during the program. We will post the movie before it is shown to the children. The movie will be offered to children as an option and will be a G rating (or PG rating with written parent approval). No PG- 13 or R rated movies will be shown in school-age programs. Movies and screen time will not exceed 2.5 hours per month. Screen time is not permitted at the YMCA other than planned within the activities of the program.

## GUIDANCE

The YMCA's philosophy of a Behavior Support Program is that guidance for youth is a continuous, daily process of love and logic during which:

- Children will be encouraged at all times and given feasible choices to adjust their behavior.
- Responsible behavior will be recognized.
- Self-esteem will be built through positive interaction, and age-appropriate consequences.

The YMCA will not permit corporal or physical punishment against a child. The YMCA will work with the families and children to set guidelines and expectations to educate and support each child. While caring for a child, staff must be free of physical and psychological conditions that might adversely affect the children's physical and mental health.

## BEHAVIOR SUPPORT GUIDELINES

Occasionally, it becomes necessary to inform parents of disruptive behavior that is above and beyond the typically expected range. In an event such as this, a behavior support report will be written and submitted to the childcare program director. A copy is given to the parent along with some discussion from the staff regarding the child's behavior. In cases where a child receives multiple behavior reports, a conference will be scheduled to discuss the child's plan moving forward and to set goals for the child to help them be successful. There may be discussion of continued participation in the program, possible suspension may occur for 1 to 5 days, dependent on the behavior and the number of instances that have been addressed regarding the behavior. Each behavior instance will be addressed individually, and it will be determined if the behavior deems appropriate to be dismissed from the program. In some cases, it becomes necessary to dismiss a child from the school age program immediately. This is based on the safety for self and safety for others. If this occurs, parents will be asked to find alternative care immediately. No child will be dismissed without the benefit of a conference between parent and staff first.

## YMCA STAFF QUALIFICATIONS

The quality and effectiveness of YMCA services for children are directly related to the skills and personal characteristics of staff. Recruiting, selecting, training, and supporting staff are essential, interrelated processes in ensuring the success and integrity of children's programs. The leaders are required to have experience in working with children, knowledge of recreational activities, and must possess certain qualities to serve as role models for children. The staff is selected for personal qualities of warmth,

empathy, and ability to relate positively to children. They receive training in many areas: safety, child/adult communication, guiding children's behavior, numerous activities including arts/crafts, games, etc.

YMCA staff is First Aid trained and CPR certified. Background checks are conducted on all staff. This includes criminal record background checks, Central Registry checks and reference checks. YMCA staff are not necessarily trained for specific behaviors, and at no time can be one on one with a child. Staff are not experts on behaviors or specific needs of extenuating circumstances, which would require special training.

## RATIO

The YMCA follows CDHS guidelines for the State of Colorado. The YMCA has a 1:15 ratio for school age childcare and camp. A 1:10 ratio is in effect during swimming. The YMCA CANNOT in any circumstance offer a 1:1 or anything less than a 1:15 ratio of staff to child. If you are registering for an Out of School Program, the child must be the age of 5 by the first day of the program. In this instance of enrolled children that are 4, the ratio will be 1-12.

## PREVENTING CHILD ABUSE

The YMCA is committed to a vigilant effort to safeguard and enhance the lives of young persons entrusted to our care. Every reasonable effort is made to reduce risks to children. Staff are trained, supervised and evaluated in the prevention of child abuse. As current information about child abuse demonstrates, there are no documented procedures to eliminate this risk. Nevertheless, the growing body of information about the nature, prevalence and effects of child abuse has created an enhanced awareness for childcare providers, families and the general community. The YMCA has in place a detailed training and reporting program.

## BABYSITTING

YMCA staff and volunteers are not allowed to baby sit or transport children at any time outside of the YMCA program. Please assist us by NOT requesting staff to baby sit your child.

## COMMUNICATION WITH STAFF

Each YMCA childcare site has a director in charge of that program. If you have a message or concern and are unable to reach that person, the area director assigned to childcare programs may be contacted. Please ask your site director for the necessary phone numbers.

## PARENT INVOLVEMENT

Parent support is critical to the success of the program. The YMCA recognizes and values parents in our programs. Daily communication with staff is very important. Parents are welcome and encouraged to visit their child's program. Parents or guardians are always welcome, and visits do not need to be announced or arranged in advance. However, the observing parent or guardian must be listed on the child's authorization card to have access to the program area. Donations of supplies for our dramatic play and arts & crafts areas are greatly appreciated. Family events will be scheduled throughout the year. The YMCA staff hopes that your family will take the opportunity to visit with staff at that time.

## SOCIAL SERVICES

The YMCA works in conjunction with the Colorado Department of Human Services, Division of Child Care. One of the functions of this department is to monitor childcare centers. All YMCA childcare programs are licensed with the State of Colorado.

Colorado Department of Human Services 1575 Sherman Street  
Denver, CO 80203-1714  
(303) 866-5958

## PROGRAM EVALUATION

During the year, you will be asked to evaluate our program. However, we would appreciate your feedback on our program and welcome your comments at any time. We are here to meet the needs of the community and welcome suggestions.

## ATTACHMENTS

- (304) Behavior Support Guidelines
- (305) Behavior Support Alert
- (306) Policy /Procedure for storage of medicine/ procedure for staff
- (307) Illness Policy for youth and staff

## (304) BEHAVIOR SUPPORT GUIDELINES

It is the YMCA of Metropolitan Denver's goal to provide a healthy, safe and secure environment for all participants. Youth who attend the program are expected to follow the behavior guidelines based on the YMCA's four core values and to interact appropriately in a group setting.

### **BEHAVIOR GUIDELINES:**

- We will CARE for ourselves and for those around us
- HONESTY will be the basis for all relationships and interactions
- People are RESPONSIBLE for their actions
- We RESPECT each other and the environment

### **WHEN A YOUTH DOES NOT FOLLOW THE BEHAVIOR GUIDELINES, WE WILL TAKE THE FOLLOWING STEPS:**

1. Staff will redirect the youth to more appropriate behavior.
2. The youth will be reminded of the behavior guidelines and program rules, and a discussion will take place.
3. If the behavior persists, a parent or guardian will be notified of the behavior.
4. The staff will document the situation using a Behavior Support Alert. This written documentation will include what the behavior is, what provoked the behavior, and the corrective action taken. In addition. A Behavior Goal Sheet may be necessary.
5. Staff will schedule a conference with the parent or guardian so they can determine the appropriate strategy for resolution.
6. Staff will schedule a progress check or a follow-up conference.
7. If the problem persists, staff will schedule a conference that includes the parent or guardian, youth, staff, and program director.
8. If a youth's behavior at any time threatens the immediate safety of themselves, other participants, or staff, the parent or guardian will be notified and expected to pick up the youth immediately.
9. If a behavior persists and a youth continues to disrupt the program, the YMCA reserves the right to suspend the youth from the program. Expulsion from the program will be considered in each individual circumstance.

### **UNACCEPTABLE BEHAVIORS**

The following behaviors are never acceptable and will result in an immediate Behavior Support Alert, suspension of a youth for the remainder of the current day. Additional suspension up to expulsion will be considered dependent of behavior and circumstance.

- ENDANGERING THE HEALTH AND SAFETY OF YOUTH, STAFF, OR ANY OTHER PERSON
- STEALING OR DAMAGING YMCA OR LOCATION PROPERTY
- STEALING OR DAMAGING PERSONAL PROPERTY
- LEAVING THE PROGRAM WITHOUT PERMISSION
- CONTINUALLY DISRUPTING THE PROGRAM WITH BEHAVIORS THAT REQUIRE STAFF TO BE TAKEN OUT OF RATIO
- USING PROFANITY, VULGARITY, OR OBSCENITY OR ACTING IN A LEWD MANNER
- REFUSING TO FOLLOW THE BEHAVIOR GUIDELINES OR PROGRAM RULES

Immediate expulsion will occur if a youth is in possession of or using tobacco, alcohol, controlled substances, illegal drugs, firecrackers, weapons, firearms or explosives.



I have reviewed the Behavior Support Guidelines with my youth. I understand and agree to all of the terms presented in this document.

---

Parent or Guardian's Signature

---

Date

---

Child's Signature

---

Staff's Signature



## (305) BEHAVIOR SUPPORT ALERT

It is the YMCA of Metropolitan Denver's goal to provide a healthy, safe, and secure environment for all participants.

Youth who attend the program are expected to follow the behavior guidelines based on the YMCA's four core values and to interact appropriately in a group setting.

### **BEHAVIOR GUIDELINES**

We will CARE for ourselves and for those around us

HONESTY will be the basis for all relationships

and interactions People are RESPONSIBLE for their actions

We RESPECT each other and the environment

The intent of this Behavior Support Alert is to increase communication between the youth, parents and staff, and to provide guidance towards following the YMCA of Metropolitan Denver's Behavior Guidelines.

Name of Youth:

YMCA Program/Location:

Date:

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Description of Behavior:

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What May Have Provoked the Behavior:

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---

Corrective Action Taken:

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Future Strategies for Resolution:

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Dates & Descriptions of Previous Behavior Support Alerts (if any):

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Staff Member

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(306)

Policy and Procedures for the Storage and Access of Emergency Medications in the School and Childcare Setting Including Inhalers and Epinephrine for Children.

**Purpose:**

To ensure safe storage and immediate access to emergency medications (including Inhalers and Epinephrine) to all children in school and childcare settings.

**Requirements: The following must be met before administering emergency medications.**

- Written Health Care Plan from the Health Care Provider (updated annually).
- Parent written authorization (updated annually).
- Medication in the original labeled container.
- Medication current, must not be expired.
- Medication may only be administered to the child it is prescribed for.
- Staff must be trained and delegated by nurse consultant (annually or as needed basis).
- Written order from prescribing health care provider stating that child can self-carry his/her own emergency medication and approved by the nurse consultant.
- All staff working with children must be informed of children who have emergency medication on site and which children may self-carry their emergency medication. And must have written approval from the parent and Health Care Provider
- This policy must be reviewed by the nurse consultant.

**Procedure:**

- All emergency medications must be stored with child's current approved health care plan.
- Emergency medications are not required to be stored in a locked area during program hours. Recommend locking medication after hours.
- Emergency medications must be in an area easily accessible & identifiable to staff but out of the reach of children.
- When away from the classroom (field trips, recess), staff must carry emergency medications in a bag on their person.
- Medication must be kept at room temperature and not exposed to

extreme heat or direct sunlight.

- Check expiration dates regularly, any expired medication or discontinued medication must be returned to the parent/ guardian or properly disposed of according to state practice.
- Staff will be informed of children requiring emergency medications.
- Program director will notify nurse consultant immediately of new children that are identified with an emergency medication.

Reviewed by Childcare Health Consultant:

Name:

\_\_\_\_\_

Date: \_\_\_\_\_

References:

CDHS Rules Regulating Child Care Centers 7.702 2/2016

CDHS Rules Regulating School-Age Child Care Centers 7.712 9/2016

## School and Child Care Illness Policy

### General Exclusion Requirements

Children and staff must be excluded from schools and child care facilities when they have certain symptoms of illness, including if they are unable to participate or perform the functions required for their position.

- A “child” means any child enrolled in the child care program or a student at a school.
- A “staff member or staff” means any person working or volunteering to perform duties in a child care facility or school.

Symptoms that require exclusion are listed in the attached document, *How Sick is Too Sick? When Children and Staff Should Stay Home from Child Care (How Sick is Too Sick)*. The Colorado Department of Public Health and Environment’s *Infectious Diseases in Child Care and School Settings (Infectious Disease Guide)* will be used to determine exclusion for symptoms of illness not included in *How Sick is Too Sick*.

### Excluding Children

Staff are responsible for observing children at drop off and throughout the day for signs of illness. If a child arrives at the facility or school with signs of illness that require exclusion they may not be accepted. If a child develops symptoms of illness that require exclusion during the time of care, the parent/guardian will be contacted to pick up the child. The child will be provided with a place to rest which is separate from the other children until the parent/guardian arrives. The child may return to child care or school based on the requirements in *How Sick is Too Sick*, the *Infectious Disease Guide*, or as directed by their health care provider or public health professional.

Information will be recorded on an illness log when children are sent home due to symptoms of illness that require exclusion. All items used to care for the child (cot, bedding etc.) will be cleaned and sanitized or cleaned and disinfected if contaminated by body fluids after the child leaves the child care or school. The date and time when the child returns to the child care facility or school will be recorded on the illness log.

### Excluding Staff

The person in charge of staff is responsible for observing the staff for signs of illness throughout the day. Staff members have the

responsibility of reporting, to the person in charge, any signs of infection or illness that may pose a hazard to the health of children and other staff. If a staff member is not well enough to work they may return based on the requirements in How Sick is Too Sick, the Infectious Disease Guide, or as directed by their health care provider or public health professional.

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2000

[www.colorado.gov/cdphe](http://www.colorado.gov/cdphe)

Jared Polis, Governor | Jill  
Hunsaker Ryan, MPH,  
Executive Director



## Outbreaks

When a school or child care facility has a child or staff member with an illness that is required to be reported to the health department, the health department will be contacted immediately. Outbreaks of illness must also be reported to the health department when there is a larger number than normal of children or staff ill with the same symptoms. For example, above normal seasonal absenteeism for a school or child care facility would be concerning and the health department will be contacted. The health department will also be contacted when there are two or more people that do not live together who are ill with symptoms including vomiting, diarrhea, or jaundice.

## Food Handling Staff Exclusion Requirements

Special attention will be given to staff members that handle food because many illnesses can be spread through food from an infected person. Food handling activities include preparation of any food (i.e. washing, cutting, cooking, and portioning), the mixing and feeding of bottles, and feeding infants and toddler's solid foods. Food handling staff must notify the person in charge:

1. If they exhibit any of the following symptoms:
  - a. Vomiting;
  - b. .Diarrhea;
  - c. Jaundice;
  - d. Sore throat with fever; or
  - e. Any open or draining wound that is not covered with a waterproof bandage and is:
    - if. On the hands or wrists\*;

- ii. On any exposed portions of the arms; or
- iii. On other parts of the body.

\*In addition to waterproof bandages covering wounds on hands and wrists, single service gloves must be worn at all times when handling food.

- 2. Has an illness diagnosed by a health care provider due to:
  - a. Norovirus
  - b. Hepatitis A virus
  - c. Shigella
  - d. Shiga Toxin Producing Escherichia Coli (e-coli)
  - e. Typhoid fever (caused by Salmonella Typhi) or
  - f. Salmonella
- 3. Has been exposed to, or is the suspected source of, a confirmed disease outbreak or living in the same household as someone who works or attends a setting where there is a confirmed outbreak.

Distributed December 2019



### **How Sick is Too Sick?**

When Children and Staff Should Stay Home from School or Child Care

There are three main reasons to keep sick children and adults at home:

- 1. The child or staff member does not feel well enough to take part in usual activities. For example, a child is overly tired, fussy or will not stop crying.
- 2. A child needs more care than teachers and staff can give while still caring for the other children.
- 3. The symptom or illness is on this list, and staying home is required.

Remember, the best ways to stop the spread of infection is through good hand washing and staying home when sick.



Symptoms	Child must stay home?
Diarrhea Frequent, loose, or watery stools (poop) compared to normal ones that are not caused by food or medicine.	Yes - if there are other symptoms along with the diarrhea (such as vomiting, fever, abdominal pain, jaundice, etc.), the diarrhea cannot be contained in the toilet, there is blood or mucous in the stool, the child is in diapers or the staff member handles food or bottles. Children and staff may return 24 hours after their last episode of diarrhea unless the diarrhea is caused by an illness that requires them to stay home longer.
Fever Fever with behavior change or other illness. Babies who are 4 months or younger need to see a doctor right away for a fever of 100°F or higher.	A child should not be excluded if they have a fever with no other symptoms unless they are 4 months old or younger. Yes - if there is also a rash, sore throat, throwing up, diarrhea, behavior changes, stiff neck, or difficulty breathing.
"Flu-Like" Symptoms Fever over 100°F with a cough or sore throat. Other flu symptoms can include tiredness, body aches, throwing up, and diarrhea.	Yes - for at least 24 hours after the fever is gone. The fever needs to be gone, without using medicine that reduces the fever (acetaminophen or ibuprofen).
Coughing	Yes - if the coughing is severe, uncontrolled, or the child has wheezing, rapid or trouble breathing. Medical attention is needed for wheezing, rapid or trouble breathing. Note: Children with asthma may go to school with a written health care plan and the school is allowed to give them medicine and treatment.
Mild Respiratory or Cold Symptoms Stuffy nose with clear drainage, sneezing, and mild cough.	No – children and staff may go to school if they able to take part in usual activities. Children and staff should stay home if the symptoms are severe. This includes fever and if a child is not acting normally and/or has trouble breathing.
Vomiting/Throwing Up Throwing up two or more times in the past 24 hours, there are other symptoms in addition to the vomiting (such as fever, diarrhea, etc.).	Yes – until 24 hours after throwing up stops or a doctor says it is not contagious. If a child has a recent head injury, watch for other signs of illness and for dehydration. Adults who handle food and bottles must be excluded.

See next page for a list of illness that may require children or staff to stay home.

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Illness	Child must stay home?
Chicken Pox	Yes - until the blisters have dried and crusted (usually 6 days).
Conjunctivitis (pink eye) Pink color of eye and thick yellow/green discharge	No – children and adults do not need to stay home unless they have a fever or are not able to participate in usual activities. Call your doctor for advice and possible treatment.
Croup (see Coughing)	Call your doctor for advice. Note: Children and staff may be able to go to school unless they are not well enough to take part in usual activities.
Fifth’s Disease	No – the illness is no longer contagious once the rash appears.
Hand Foot and Mouth Disease (Coxsackie virus)	No - unless the child or adult has mouth sores, is drooling and is not able to take part in usual activities.
Head Lice or Scabies	Yes - children may stay at school or child care until the end of the day but cannot return until after they have had the first treatment.
Hepatitis A	Yes - until 1 week after the illness starts and when the child or staff is able to take part in normal activities. Children and staff should not go to another facility during the period of exclusion.
Herpes	No - unless there are open sores that cannot be covered or there is nonstop drooling.
Impetigo	Yes – children and adults needs to stay home until antibiotic treatment has started.
Ringworm	Yes - children may stay at school or child care until the end of the day but cannot return until after they have had the first treatment. Keep the area covered for the first 3 days if participating in sports with person to person contact.
Roseola	No - unless there is a fever or behavior changes.
RSV (Respiratory Syncytial Virus)	No – children and staff can go to school unless they are not well enough to take part in usual activities and/or they have trouble breathing. Call your doctor for advice.
Strep Throat	Yes - for 12 hours after starting antibiotics unless the doctor says that it is okay to return to school sooner. Children and staff also need to be able to take part in usual activities.
Vaccine Preventable Diseases Measles, Mumps, Rubella (German Measles), Pertussis (Whooping Cough)	Yes – Children and staff can return to school once the doctor says they are no longer contagious.

Yeast Infections Thrush or Candida diaper rash	No - follow good hand washing and hygiene practices.
Other Symptoms or illnesses not listed	Contact the child care center director or school health staff to see if the child or staff member needs to stay home.

This was developed in collaboration with the Children’s Hospital of Colorado School Health Program. The information presented is intended for educational purposes only. It is not intended to take the place of your personal doctor’s advice and is not intended to diagnose, treat, cure or prevent any disease.

The information should not be used in place of a visit, call or consultation or advice of your doctor or other health care provider.

References

American Academy of Pediatrics. Managing Infectious Diseases in Child Care and Schools: A Quick Reference Guide. Aronson SS, Shope TR, eds. 5th ed. Itasca, IL: American Academy of Pediatrics; 2020.20.

Colorado Department of Public Health and Environment. Infectious Diseases In Child Care and School Settings: Guidelines for Child Care Providers and Health Consultants, School Nurses and Other Personnel. 2019.

## **X. EMERGENCY POLICIES & PROCEDURES**

Unfortunately, accidents do occur. Some can be prevented, but despite everything we do, there will be situations which call for special actions. While the various steps and suggested actions outlined in this guide and various trainings represent sound procedure, your own good judgment should be the final authority until you are able to contact your supervisor, the department head, wellness center executive or association services staff.

### **STAFF RESPONSIBILITIES**

- 1- Prevention of accidents before they happen.
- 2- Handling the situation quickly and calmly at the time it occurs.
- 3- Notifying the necessary people after the incident.
- 4- Recording and documenting the information as soon as possible.

### **STAFF EQUIPMENT**

The following items must be properly maintained and with staff members at all times, including when switching to alternate locations both on and off site:

### **ATTENDANCE SHEET**

The master attendance must be updated as children arrive and depart. Attendance is required every 30 minutes.

### **IPAD OR SIGN IN & OUT SHEET**

IPAD must be charged and logged in. If the roll call system is down a printed sign in & out must be used as an alternative option.

### **CHILDREN'S INFORMATIONAL RECORDS (CIR/EMERGENCY BOOK)**

Childcare applications must be completed through Alaris. The Alaris information must be up to date on the child's first day of attendance.

### **FIRST AID/MEDICATION**

First Aid kits should be checked and refilled regularly and include, band aids, paper towels, plastic bags, medical gloves, Kleenex and instant ice packs. A First Aid kit must be at every group location. All emergency medication must be taken with us at all times. Any child(ren) needing emergency medication must be in a group with a staff member trained in Medication Administration or delegated for a particular medication individually by the YMCA of Metropolitan Denver's nurse consultant.

## MAINTAINING INDOOR & OUTDOOR ENVIRONMENTS

1-All children must be supervised and monitored at all times. Children will never be left alone during YMCA before and after school & day camp programs.

2-All program areas including all indoor facilities, outdoor areas, transportation vehicles and field trip locations will be checked for safety hazards before being accessible to children.

3-Active & quiet games/activities will be separated from each other to avoid congestion and collisions and will be included on daily/weekly schedules.

4-Staff supplies/equipment that may be hazardous will have limited access to children. Items such as staff personal belongings, medications, cleaning supplies, and other hazardous items must be locked and out of reach to children.

5-The environment must be arranged so that children and staff are visible at all times, including bathroom supervision.

6 - Staff to child ratios and proper group sizes must be maintained at all times. Ratios are at a minimum 1 staff: 15 children during normal programming and 1 staff: 10 children during aquatic activities. As much as possible, group sizes should be maintained at 30 children or less while maintaining ratios.

## MINIMIZING RISKS

Staff that are employed by the YMCA for before and after school and day camps are expected to actively supervise all children at all times. This means that while children are present, staff are expected to place the needs of the children ahead of their own personal needs.

## STAFF RESPONSIBILITIES

### BEING A PROPER ROLE MODEL

A proper role model acts in the same manner that children are expected to act while at the program. This includes: following all policies and procedures of the YMCA, meeting all Colorado Department of Health and Human Services licensing requirements, supervising and acting in ways outlined in staff trainings, making safe decisions and acting in a manner appropriate around children.

#### EXERCISING PROPER JUDGEMENT

Proper judgment includes following all safety guidelines, making quick and sound decisions and being prepared for any situation that may arise while working with youth.

#### MINIMIZING THREATS TO CHILDREN'S SAFETY

The most important part of the staff's job is to keep all of the children safe. By acting in accordance with the responsibilities outlined above we can avoid most accidents. Staff should never be afraid or hesitant to change an activity or leave any location, no matter how much planning was involved or how excited both staff and children are/ were, if a safety risk or issue arises. Staff must be prepared to respond immediately when children are making unsafe choices.

#### DEVELOPING SAFE HABITS INVOLVE CHILDREN IN MAKING SAFETY RULES

Program Rules are made in conjunction with children in the program. Guidelines included: Keeping rules to a minimum so children can remember them, but also broad enough that one rule can cover multiple expectations. For example, Rule: Treating others with respect can mean keep hands/body parts to yourself, let other's thoughts be heard, help out when needed, etc.

#### COMMUNICATE RULES, EXPECTATIONS & DIRECTIONS

Explain game rules, daily expectations, activities planned, program procedures, activity directions, etc. clearly and constantly. Even when activities are common children need refreshers or new children may be present.

#### TEACH & MODEL HOW TO CARE FOR YMCA EQUIPMENT

Show children and explain to them how to use, clean up and to store equipment and supplies.

### STAFF TRAINING

Staff trainings are required both by the YMCA and by CDHS licensing requirements. Trainings are extremely important to ensure proper supervision and to keep children safe.

#### REQUIRED TRAININGS FOR ALL STAFF

- Standard Precautions
- Hazmat
- CPR and AED
- First Aid & Oxygen
- Emergency Procedures

- Program Policies
- Safety & Supervision
- Child Abuse Prevention
- Fire Safety & Prevention
- FEMA
- Mandated Reporting
- Building and Physical Premises Safety
- Behavior Support
- Child Development
- Injury Prevention
- Playground Safety

**REQUIRED FOR SOME STAFF**

- Medication Administration
- Immunization

**MEDICATION ADMINISTRATION TRAINING**

All sites also maintain a staff member certified in medication administration, and the YMCA works in conjunction with a registered nurse employed by Children’s Hospital to ensure all medications are given correctly and medical concerns are managed properly.

**ADDITIONAL TRAININGS**

Staff members are required to complete additional training hours and various trainings are scheduled throughout the year. This includes a week long training prior to the start of each program and four Professional Development Days during the school year.

**EMERGENCY DRILLS**

Emergency drills are an important piece to being properly prepared to handle emergency situations. The YMCA performs routine safety and emergency drills to prepare for fires, tornados, bomb threats, active shooter and lockdown and lockout policies. Drills are held quarterly, at the minimum, and records for drills are kept on site at locations. More detailed information containing procedures for each of the above drills are given later in this guide.

**XI. ACCIDENTS, INJURIES & MEDICAL EMERGENCIES**

Respond to all accidents both major and minor quickly and calmly. Remember that in an emergency response time matters immensely. Keep in



mind that children will follow your lead so responding frantically can make the situation worse. Keep calm and follow the practiced procedures.

## FIRST AID MINOR INJURIES

Minor injuries are those in which staff trained in First Aid are able to attend to without calling for additional help.

### IN CASES OF MINOR INJURIES

- 1-Administer First Aid as needed in a manner prescribed during First Aid training.
- 2-Call the parent to share information about the cause of injury, condition of injured party and course of action taken. Don't presume an injury is insignificant and parent contact is unnecessary.
- 3-Document all information properly using incident reports, log books and always follow up with both the injured party and parents/guardians. Document all follow up conversations as well.

## MAJOR EMERGENCIES & INJURIES

Refer to Section I: Emergency Response: Who to Call in an Emergency in this guide in case of major emergency. A copy should be posted at all locations and kept with each location's Children's Informational Records.

### IN CASE OF MAJOR EMERGENCY AND/OR INJURY

- 1 - First Aid should be administered immediately. Follow procedures from trainings including CPR, First Aid and Universal Precautions.
- 2 - Call 911. Never hesitate to call. It's better to call for help and not need it then to not make the call. Give the emergency dispatcher all relevant information needed to find you and about the incident. Do not hang up until told to do so. Have the injured party's emergency information (paperwork from Children's Information Records) available and send with paramedics.
- 3 - Keep the YMCA informed by following the steps outlined in Section I of this guide.
- 4 - Contact parents/guardians/emergency contacts as soon as you have information about condition and transport information, if relevant.
- 5 - A staff member must accompany any child(ren) transported by ambulance. Remember that it is our policy that the children will never be left

alone.

6 - Get names, addresses and phone numbers of all witnesses for future reference and for documentation including incident reports, log books and any other relevant form. Submit the incident to a supervisor as soon as possible.

7 - Follow up with both the injured party and parents/guardians about their condition, etc. Document all follow up conversations as well.

## **BUS EMERGENCIES**

When all children have boarded and are properly seated, a staff member or school district bus driver will go over both safety rules and evacuation procedures.

## **FLAT TIRE AND/OR BREAKDOWN**

If a flat tire occurs or if the bus breaks down, exit any main roads and park the bus in the safest location possible. When safe and free of any dangers, have all passengers exit the bus and proceed to the safest and most accommodating location possible. Contact the immediate supervisor and wait for instructions. Always be prepared for the unexpected and have backup activities available while you wait.

## **ACCIDENTS INVOLVING INJURIES**

Determine the condition of all parties involved. If possible, pull off the road to a safe location. Following procedures outlined in First Aid, CPR, & Universal Precautions initiate any help that might be needed. Refer to Section I: Emergency Response: Who to Call in an Emergency & Section III: Accidents, Injuries & Medical Emergencies, both of which were previously outlined.

Any driver that is a YMCA staff member and receives a citation for a moving traffic violation must immediately submit to a controlled substance test and an alcohol test if (a) the accident results in a fatality, or bodily injury to a person who must immediately receive medical treatment away from the scene, or (b) one or more of the vehicles involved is towed from the scene.

# **XII. EMERGENCY OPERATION PROCEDURES**

## **EVACUATIONS**

Evacuation is required when a YMCA facility or off-site facility must be cleared and unoccupied for any reason. Many times this event is caused by

the fire alarm system activating. When evacuating stay calm and think before you act. One should be aware of at least two means of exit from their location at all times.

1. In cases when evacuation is necessary, all children and staff are to line up at the assigned exit.
2. Staff members will perform a count of children and a quick walk through of the area to ensure all children are accounted for and in line.
3. Staff must remember to bring the five required staff equipment items listed in Section 2.
4. Ensuring that all children are present, with a staff member at both the front and end of the line, the group will exit the facility quickly.
5. After leaving the building, walk to the predetermined evacuation site/area. Do not use elevators. Use the stairs only, stay quiet so instructions may be heard. Think about safety first.
6. Immediately upon reaching the designated evacuation area attendance will be taken. Re-entrance to the facility will only occur when granted by the proper authorities. Parents will be immediately notified of alternate pick-up information if re-entrance is not granted.
7. After leaving the building, walk to the predetermined evacuation site/area. Do not use elevators. Use the stairs only, stay quiet so instructions may be heard. Think about safety first.
8. Immediately upon reaching the designated evacuation area attendance will be taken. Re-entrance to the facility will only occur when granted by the proper authorities. Parents will be immediately notified of alternate pick-up information if re-entrance is not granted.

## SHELTER-IN-PLACE

A Shelter-In-Place is ordered when short term protection from an outside event is necessary. One of the most common ways to Shelter-In-Place is to take refuge in a small, interior room, with no or few windows. These situations include, but are not limited to, severe weather, tornado warnings and hazmat incidents. For weather emergencies, a Shelter-In-Place is typically reported by emergency weather reports or emergency broadcast systems. It may also be reported by staff or guests based on personal knowledge.

1. If a tornado warning, or other event requiring a Shelter-In-Place occurs, all children and staff are to line up at the assigned area.
2. Staff members will perform a count of children and a quick walk through of the area to ensure all children are accounted for and in line.
3. Staff must remember to bring the five required staff equipment items listed in Section 2. Ensuring that all children are present, with a staff member at both the front and end of the line, the group will relocate

to the predetermined Shelter-In-Place location. Immediately upon reaching the Shelter-In-Place location attendance will be taken. Children and staff will remain in the designated area until the warning has expired or the hazard has been deemed safe.

## LOCKOUT

A lockout is initiated when there is a threat or hazard outside of a YMCA Facility or off-site location and it is safer for all persons to remain inside. The danger may be criminal, threatening or suspicious activity outside the premises or, in the immediate vicinity of the facility. A lockout uses the security of the building for protection.

1. In cases when lockouts are necessary, all entrances and exits are locked and all individuals are directed to exit from only one source to maintain security within the building and minimize potential exposure to the outside threat or hazard.
2. All staff and children will continue with regularly scheduled activities inside the building.
3. Parents coming to pick up or drop off will be properly identified prior to gaining access to the building. In the event a parent wishes to still leave the facility with their child during a lockout, staff members should encourage them to remain indoors until the "lockout" is lifted.

## LOCKDOWN

A lockdown is initiated when there is a threat or hazard inside of the YMCA facility and evacuation may be unsafe to perform. This may be presented as a parental custody dispute, alcohol or drug impairment, intruders (armed with weapons or not), disciplined or discharged employees, etc. Always be aware and assess the situation. Use lockdown procedures to protect children, visitors, and staff from physical threats. If at an off-site location, i.e. schools, make sure to follow their lockdown procedures.

## INITIATING A LOCKDOWN

1. If you recognize a threat or hazard, do not approach the offending party or put yourself or others in danger.
2. Immediately designate a staff to call 911 and report the type of threat. Stay on the line with the dispatcher and provide a description of what was observed, the number of individuals providing the threat, their height, weight, race, sex, clothing description, type of weapon (if any) and nature of the threat.
3. As soon as possible, notify the Executive Director or Designee of the emergency or threat.
4. Announce over the paging system: "LOCKDOWN THE BUILDING, LOCK

ALL DOORS AND TURN OUT ALL LIGHTS.” If a PA is unavailable, and it is safe to do so, identify staff to circulate the building and notify all persons of the threat or hazard.

5. As soon as possible, follow contact the YMCA has described previously on “Who to Call in an Emergency” from Section 1.
6. Wait for notification from first responders that it is safe before beginning to exit all areas. Under no circumstances should any member unlock a door and allow an unknown person to enter. Remember, an intruder may pretend to be harmless or even helpful to gain entrance to a locked room. One should never put themselves in danger. The first reaction should be to avoid or get away from the threat. Should one find themselves confronted by the threat they should take any and all actions to protect themselves.

### ARMED PERSON INSIDE THE FACILITY - LOCKDOWN/EVACUATE

In the event of an armed person or persons inside the facility the following steps should be taken depending on the immediate danger/threat.

#### **GET OUT**

When at all possible, get yourself and all children out of the facility or building and far away from the threat.

#### **CALL OUT**

Use mobile phone to call 911. Call over the PA system “Code Silver” if at a YMCA owned/run facility, or use alternate verbiage if at an off-site location.

#### **KEEP OUT**

Do not lock exterior doors. Close, lock and barricade interior doors, if possible.

#### **HIDE OUT**

Seek shelter in the nearest secured place. Turn off lights and any devices indicating that the room is occupied. Keep out of the line of sight. Be quiet. Do not respond to anyone at the door.

#### **TAKE OUT**

Last Resort. Use anything to distract or disable the suspect.

ONLY CONFRONT THE PERSON AS A LAST RESORT TO SAVE YOUR LIFE.

## CHILDREN WITH ACCESS AND FUNCTIONAL NEEDS

Any child(ren) with Access or Functional Needs will be assigned to a staff member to ensure safe evacuation or relocation. This staff member will be responsible for providing any and all assistance needed for the child. Any child(ren) needing emergency medication must be in a group with a staff member trained in Medication Administration or delegated for a particular medication individually by the YMCA of Metropolitan Denver's nurse consultant.

## **XIII. TRACKING ENTRY & EXIT OF CHILDREN AND VISITORS**

To ensure the safety of the children and to be recognizable to parents and school staff, all YMCA Staff must wear YMCA staff badges and staff shirts at all times while in the care of children.

### SIGN IN/OUT

It is required that all children be signed in and out properly by a parent or guardian from our programs. The YMCA School Age Childcare Programs and Day Camps use the Roll Call application on each site's I-Pad as a means to sign in and out. When not available, printed paper copies of the "Sign in and out" are to be used in substitution.

### ATTENDANCE

As children arrive they will be added to each location's master attendance sheet. This master attendance sheet must include each child's first and last name. Staff members are required to take attendance at minimum every 30 minutes while children are in attendance. This is required to be recorded on the proper attendance sheet. Additional attendance sheets may be necessary when groups are separated. In the event of a field trip, a copy of the master attendance is required to be left behind at the facility. As children leave the facility, staff will make note on the attendance sheets that they have left after they are properly signed out.

### HEAD & FACE COUNTS

In addition to attendance, staff are required to perform head and face counts continuously while children are in attendance. It is the responsibility of all staff members to know the exact number of children present in their group at all times. It is the director's responsibility to know the exact number of children present for the entire program at all times.

## PARENT PICK UP

New parents or unknown persons – ask if you can help them. If they say they are to pick up a child, ask to see their photo ID. Refer to the childcare application for who is authorized to pick up. If they did not sign the form or are not listed on the authorized to pick up list, you MAY NOT release the child to that person. A call must be made to the parent/guardian. The parent/guardian can authorize the release over the phone and must amend the application as soon as possible.

## LATE PARENT OR GUARDIAN

At 10 minutes late, start calling both authorized parent's home and work phone numbers.

At 20 minutes late and unable to contact either parent, call any other person who is authorized to pick up the child and/or the emergency contact person.

At 30 minutes late and unable to contact anyone, call your program director.

At this time the program director may make the decision to contact the proper authorities.

## INTOXICATED PARENT OR GUARDIAN

Ask if someone else can drive them home. If no, ask if you can call a taxi or use an app based transportation such as LYFT or UBER. Inform the parent/guardian that while you legally cannot refuse to release their child to them, if they leave in a vehicle, you are required to contact the police. If they leave anyway, call police, explain the situation, give license number, make of vehicle and home address and any other relevant information.

## VISITORS

Parents or guardians are always welcome, and visits do not need to be announced or arranged in advance. However, the observing parent or guardian must be listed on the child's authorization card in order to have access to the program area. Any visitor entering a YMCA childcare program is required to sign in. A visitor will sign the "Visitor's Log", write their address, state the purpose of the visit and show identification.

# **XIV. AFTER AN EMERGENCY OR DISASTER**

## COMMUNICATION DEALING WITH THE MEDIA

In case of an accident or missing child, the media may come to investigate. Only Center Executives or Association Services staff may speak with the press. Any questions should be referred to Claudia Morlan at Association Services. Call your immediate supervisor with any instances needing further direction.

The initial news media contact is the most crucial because:

1. Once a serious accident occurs, the YMCA has been undeniably harmed. It becomes the job of the Association to make the impact of that harm as light as possible.
2. The first impression the general public gets is the one that is the most lasting.
3. Maintain an attitude of cooperation and helpfulness even though you are unable to respond to their questions.
4. Be wary of casual conversation. Do not say "off the record" or "no comment". Once again, refer them to call Association Services with any questions.

## INSURANCE

Essentially, the YMCA carries three types of insurance: Compensation for employees on payroll for injuries or illnesses attributed to their work. If staff are hurt at work, forms must be filled out that day, whether or not the staff needs medical attention or not. If medical attention is needed, staff must go to the YMCA's designated doctors and hospitals. This insurance is called Workman's Compensation.

Personal injury or property damage to persons other than employees. The determination of whether our insurance company will pay a claim is totally up to the insurance company. A participant may send us a bill and we will turn it over to the insurance company who will determine liability.

Automobile accidents which result in injury to persons or damage to property. Make sure that automobile forms are completed immediately and turned into the Executive Director.

**CAUTION:** If you are asked about the insurance coverage of the YMCA, you are authorized to say ONLY: "It will be referred to our insurance company."

## CONTINUITY OF OPERATIONS AFTER A DISASTER

In the event of an emergency, the YMCA of Metropolitan Denver, has the option for continuation of operations by combining with other YMCA programs in the vicinity, whether at a school location or YMCA building.

## REUNIFICATION PLAN

After evacuation or lockdown is lifted and the area has been determined as safe, participants can be picked up at the lockdown (program) location and sign their child(ren) out. Or they can be picked up at the sites pre-determined evacuation location as listed at each site. Parents can also call



the site cell phone for information or can call the YMCA main offices to receive information.

## RETRIEVING STAFF & CHILDREN'S FILES

Staff files are kept at two separate off-site locations. Children's files are kept in a mobile workbook that should be with staff at all times. In the event that a backup of this information is needed, all children's files are also available digitally.

## ILLNESS

### Public Health Reporting Requirements

By law, certain diseases and conditions are reportable to public health for surveillance purposes so disease control measures can be implemented. Persons treating or having knowledge of a reportable disease, whether the disease is suspected or confirmed, must report the case to the state or local public health agency. This includes schools and childcare providers. Group outbreaks resulting from any cause, including food borne outbreaks, must be reported to the state or local public health agency within 24 hours. For the purposes of public health reporting, an outbreak is defined as two or more persons ill with similar symptoms within a similar time frame. In an outbreak situation, the state or local public health agency will typically work with the childcare facility or school to achieve the following:

- Control and prevent further spread of disease;
- Identify ill persons so they can receive proper treatment if indicated;
- Attempt to identify the source of the outbreak;
- Identify infection risk factors; and
- Evaluate existing prevention strategies.

Childcare facilities and schools can also contact the state and/or local public health agencies about infectious conditions that are not reportable, especially if the facility has questions about notifying parents, exclusion and disease control measures.

The YMCA will consult with our health consultant about any type of communicable disease issue, case or outbreak and follow their recommendations when reporting. Childcare facilities are inspected routinely by either the state or local public health agency to ensure compliance with the health and sanitation regulations. These inspections are typically conducted by Environmental Health Specialists employed at the state/local public health agency.

## **XV. UPDATES TO THE PARENT HANDBOOK**

The Parent Handbook is updated from time to time by the YMCA of Metro Denver. Parents are responsible for reviewing the current information in the handbook.

The YMCA will send an email to registered participants when updates have been made and post an updated handbook at [denveryma.org](http://denveryma.org).