

# Owensboro Family YMCA



# Infant, Toddler, and Preschool Child Care Handbook

State licensed child care center helping your child learn,  
grow, and thrive.



## Contact Us :

📞 (270) 926-9622

🌐 [www.OwensboroYMCA.org](http://www.OwensboroYMCA.org)

Welcome to the



# Owensboro Family YMCA

We are glad that you have chosen us to provide safe and stimulating early care and education to your child. At the YMCA, we believe in strengthening communities, and families are the building blocks to help our community grow stronger, together. Our specially trained teachers are dedicated to helping children develop the skills essential for success in school and in life through creative, hands-on experiences.

This Infant and Toddler Child Care Handbook and Agreement (the "Handbook") is your guide to our program. It is also part of the contractual agreement between you as the parent or guardian (the "Parent" or "you") and the Owensboro Family YMCA (the "Y"). The Handbook, together with any addendum or policy issued by the facility, governs the terms of your child's enrollment and attendance at the Y, your financial responsibility, and the expectations we have of each other in relation to your child and the Y. Please save these materials for future reference.

We look forward to getting to know you and your child!



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# Getting ready for the first day

Children can be anxious about new experiences. Our staff will work earnestly to help your child feel comfortable and welcome. The following suggestions might make your child's first day smoother:

1. Talk to your child in an excited way about the Y. Tell your child what will happen several times prior to that first morning and assure your child that his or her teachers will help make the days fun.
2. Come to the family open house with your whole family. Let your child see the classroom and understand that everyone important in their lives is excited for this experience.
3. If you are feeling sad about this milestone, then try to reserve any tears for when your child is out of sight. This will help your child understand that you feel comfortable with leaving your child at our facility.
4. If your child is old enough to verbalize his or her feelings, ask your child how he or she is feeling. Work to alleviate any questions or fears, but also communicate those concerns with your child's teachers.

## Parents are partners

We hope that you will participate in parent conferences and meetings. If you have a concern about your child and would like to request a conference, please speak to the Director. Good communication between parent and teacher is essential. Parents are asked to share any pertinent information with the Director. We always encourage parents to ask questions and make suggestions. For more information about our commitment to parent communication, please see the Resolving Parent Concerns section of this Handbook.

We require screenings before enrollment if there is a waiting list. If there is no waiting list, we will conduct screenings within the first 30 days. Screenings enable us to refer to outside services when needed and best serve your child; these will happen within 30 days.

The enrollment forms and immunization record are required prior to the first day. Those forms outline medical, allergy, feeding, custody and contact information that is essential for quality care. If any of that information changes during the calendar year, you are required to update that information via Brightwheel or by directly emailing it to the Director at [Childcare@OwensboroYMCA.org](mailto:Childcare@OwensboroYMCA.org).

We support families and children with therapy and/or special needs. We welcome therapists to work with children in our childcare setting to reach their individual goals.



# Safe arrival and departure

## Arrival:

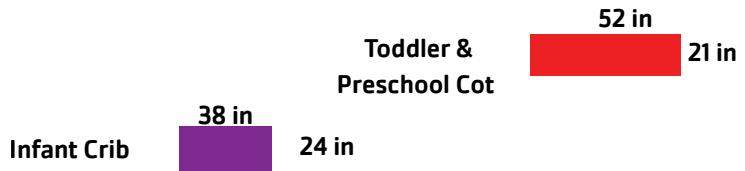
- Parents are required to accompany their child to the classroom or other designated drop-off location each day. Arrival time to the classroom will be from 7:30AM – 8:30AM.
- You must ring the doorbell to notify the teacher when your child arrives.
- Parents, guardians, and authorized contacts are required to keep their child close and within their direct sight while entering and exiting the building.

## Departure:

- The Y may release your child to you or to an authorized contact, listed Brightwheel app, who is either known to staff or provides photo identification. All drop-offs and pick-ups must be completed at the location designated by the Y.
- To make changes to your child's authorized pick-up list, a written request or email to [Childcare@OwensboroYMCA.org](mailto:Childcare@OwensboroYMCA.org) is required. Phone calls are not accepted for pick-up changes. If a designated person appears impaired or unable to safely transport a child, we will contact an alternate authorized individual or local authorities if necessary.
- Parents must notify their child's teacher when a child is picked up and dropped off; no pick-ups or drop-offs may take place without direct contact with the child's teacher or other Y personnel overseeing pick-ups and drop-offs. Parents are responsible for signing their child in and out daily on the touchpad on the Brightwheel application.
- Pick up time frame at the child's classroom will be from 4:45 – 5:45PM.
- If your child has not been picked up by the scheduled closing time, we will attempt to contact you and your designated emergency contacts. If these attempts are unsuccessful, and after one hour, we will notify the local authorities and release your child to their custody.
- Late pick-up fees will also be assessed for \$1 for every minute that you are late to pick up your child. These fees will be charged at the end of the week to your account.

## What to send

- Extra clothes: Labeled and in Ziploc bag (at least one pair)
- Diapers and wipes (24 diapers recommended per week); you will be notified when running low. If diaper cream is needed, there is a diaper cream release form at the end of the handbook for you to fill out and return prior to administration.
- Infants only:
  - Pacifiers (clips are not allowed in cribs)
  - Baby food and spoons if applicable (must follow meal requirements listed on page eight)
  - Labeled bottles: please see the meal section on page eight for specific instructions related to bottles.
- Bedding (See reference to right)
  - Infants: 2 sheets for crib (sleep sacks are welcome)
  - Toddlers/Preschool: 2 sheets for cot and blanket



# Important things

## Potty Training

- Preschool children must be fully potty trained. Children consistently having accidents will be asked to leave. We do offer potty training support in Toddler 2 per parents' request.

## Clothing

- Please dress your child in washable play clothes suitable for all types of activities, including painting and eating.
- Children must wear closed-toed shoes with at least a strap on the heel.
- All clothing worn and brought into the school needs to be labeled with the child's first & middle initial and last name.
- The Y is not responsible for lost or damaged clothing.
- Infants and toddlers are not permitted to wear earrings or jewelry, including teething necklaces, as they can injure a child, especially in a group environment. Jewelry may be removed by teachers for safety and will be put with a child's belongings.

## Fingernails

- Keep your child's fingernails trimmed and well-groomed at all times. Proper maintenance will reduce the incidences of children scratching themselves or others. You will also help reduce the spread of germs while assisting your child with hand washing skills.

## Rest Time

- Cot sheets and crib sheets must be purchased and brought to the Y. Blankets may be brought from home for toddlers only. Sheets will be sent home at the end of each week to be laundered. If soiled, they will be sent home earlier and will need to be brought to the Y the following day.
- The Y will use reasonable efforts to follow the guidelines below for infants ages twelve (12) months and younger:
- Infants will be placed to sleep on their backs. The Y is unable to accommodate requests for exceptions to this policy, except (where state regulations allow) in case of medical necessity certified in writing by the child's physician.
- Infants will be placed to sleep in a crib, with no swaddle, blanket, pillow, wedge, or other item except an appropriate crib sheet and pacifier. Infants may be placed to sleep in a sleep sack if requested. Parents may be asked to provide the sleep sack. Infants who fall asleep outside of a crib will be moved to a crib as soon as possible.
- Parents should notify the Y when an infant is able to roll over on his or her own. Once the Y receives written notice from a parent that an infant is able to roll over on his or her own, if the infant rolls over to sleep, he or she will be allowed to sleep in the position the child chooses.



# Tummy Time

- Infants will be placed on their stomachs to play each day for "tummy time." This experience can help infants develop strong neck and shoulder muscles and promote motor skills. Tummy time can also prevent the back of the baby's head from developing flat spots.
- During tummy time, a teacher will be nearby and engaged with the infant. Infants will be placed on a soft surface such as a carpet or foam pad. All state-specific guidelines related to tummy time will be followed.
- To create a safe, healthy, and active environment for our infants, the number of reclining or seating devices such as swings, bouncies, boppies, Bumbos, etc. will be limited. These devices will be used exclusively for their primary purpose, as instructed by the manufacturer, to provide reclining or seating support to infants who are awake.

# Transitioning Classrooms

- Many transitions occur in a child's young life. At the Y, our goal is to help your child progress in a secure and developmentally appropriate way. When your child transitions to a new classroom, we encourage you to be involved by talking to him or her about the process and by sharing special ideas, interests or concerns with your child's new teachers. Together we can create a sense of security and excitement for your child.

# Attendance

- We ask that all children enrolled attend on a regular basis and arrive during the Drop-Off window listed in the arrival section.
- If a child's tuition is subsidized by a program with an attendance requirement, and the child fails to meet the attendance requirement, where permitted, you will be responsible for any charges not paid by the program, and the child may be disenrolled if payment is not received when due.
- Full tuition is owed for the days a child is enrolled at the Y even if they do not attend, whether or not the child receives subsidized tuition.
- You are permitted 2 weeks of unpaid care for vacations. These are installed in full one week discounts 2 times per calendar year. Dates must be emailed at least one week in advance to registrar.

# Celebrations

- We encourage you to celebrate birthdays and holidays with your child. We are happy to suggest healthy snacks such as crackers, fruit, party mix, etc. instead of sweets or sugary snacks. Unfortunately, we are restricted from allowing rubber and/ or mylar balloons or homemade (made in your home kitchen) cakes or foods.
- If you would like to celebrate an occasion with your child's class, please discuss the time and event with us.

# Video Monitoring

- As part of the Y's overall campus safety and program success, video recording equipment will be in use in the child care rooms, but does not permit the use of recording equipment in restrooms.
- By enrolling your child at the Y, you consent to the Y's capture of video images of your child for academic, internal, or security purposes. All persons who come onto the Y's campus understand and agree that the Y may also capture video and photographic images of them for internal and security purposes.

# Meals

The Y focuses on youth development, healthy living, and social responsibility. Meal time is a wonderful intersection of all three and gives us the opportunity to teach kids from a young age about healthy eating habits and how that impacts the world around us.



- Parents of children at the Y participating in the federal Child and Adult Care Food Program (CACFP) are required to provide additional income information, which will only be used for CACFP eligibility and audit purposes. This documentation includes, but is not limited to, the Income Eligibility Form (Meal Benefits Form) and is a part of the enrollment packet.
- **TODDLER MEALS:**
  - Breakfast, lunch, and afternoon snacks are provided for our toddler rooms. Approved menu will be provided separately.
  - Special diet requests must be presented in writing, and the Y reserves the right to require supporting documentation. The Y will make reasonable efforts to accommodate special diets, but if the Y is unable to make an accommodation, parents may be required to send meals from home.
  - Meals provided from home must meet USDA guidelines for nutritionally sound and well-balanced meals. Page nine further details those requirements.
  - If food is provided from home, it must be provided consistently every day and must be labeled with the child's name and the date. As the Y promotes healthy eating practices, please do not send chips, sweet desserts, or carbonated beverages to school with your child.
- The Y is a tree-nut and peanut-free center, and usually has multiple children with food allergies who may be affected by exposure to foods eaten by others. Children must finish any outside food or drink before entering the Y.
- **INFANT MEALS**
  - Bottles sent from home will be refrigerated at the Y and discarded if left at the end of the day.
  - **Bottle Requirements**
    - Formula or breast milk provided by the parent must be prepared, labeled, and have a lid.
    - Labels must include the child's first and last name, contents, and date.
    - There are two options:
      1. The family brings in labeled and prepared bottles – enough for the day – and the center will refrigerate the bottles. When the bottle is needed, the staff will warm up the bottle using a bottle warmer.
      2. The family measures the powdered formula and places in a container. The family also measures out water in the bottles so that the staff only have to dump the pre-measured formula into the pre-measured water bottle and shake.
  - All other infant food and utensils must be brought from home, labeled, and meet the meal requirements.



# Required Meal Components

\*\*Parents are responsible for providing all components

## Breakfast

Milk plus 2 other components:

- Bread/Grain
  - ♦ Can be exchanged for meat/meat alternative up to 3 times/week
  - ♦ Dry cereal must be 6g of sugar or less per dry ounce
- Meat/Meat Alternative
- Fruit/Vegetable/100% juice

## Snacks

Pick 2 components:

- Milk
- Bread/Grain
- Meat/Meat Alternative
- Fruit/Vegetable/100% juice

## Lunch/Dinner

Must have all 4 components:

- Milk
- Bread/Grain
- Meat/Meat Alternative
- 2 different vegetables OR one fruit AND one vegetable

## Unflavored Milk

Whole  
Ages: 12-24 Months

4 ounces per Serving\*

Skim or 1%  
Ages: 2 Year Olds

4 ounces per Serving\*

Skim or 1%  
Ages: 3-5 Year Olds

6 ounces per Serving\*

Skim or 1%  
Ages: 6+ Year Olds

8 ounces per Serving\*

## Fruits

Consider Berries,  
Apples, Oranges,  
Kiwi, Watermelon,  
Pears, Pineapple,  
Bananas, etc.

## Vegetables

Consider green vegetables such as Broccoli, Green Beans, Peas, Asparagus, Zucchini, Lettuce, Cucumber etc.

## Meat/Meat Alternatives

Consider Lean meats, Fish, Poultry, Tofu, Soy products, cheese (including cottage or ricotta cheese), Eggs, Cooked dry beans, Peanut or soy nut butter, Yogurt (plain or flavored), Peanuts, Soy nuts, Tree nuts, or Seeds

## Bread/Grains

Consider whole grains such as Bread, Crackers, Tortillas, Tortilla Chips, Rice, Quinoa, Pasta, etc.

- Bread/Grain shall only consist of whole or enriched grains.
- Bread/Grain-based desserts shall not replace the bread/grain component
- Consider nut allergies

\*All serving suggestions are a minimum. \*\*Drinks shall not have added sugar. Children must be offered only water, milk, or 100% juice with meals and snacks.

# Holidays

- The Y's child care operates year-round, Monday through Friday, except holidays and professional development days.
- Because tuition rates and staffing needs are calculated on a weekly basis, tuition credits or refunds are not available for holidays, professional development days, or other unscheduled School closures.
- See the closure calendar to the left and make note of the scheduled holidays for September 2025-August 2026.

## OWENSBORO FAMILY YMCA INFANT & TODDLER CHILD CARE

2025-2026 CLOSURE CALENDAR  
\*M-F OPERATIONS ARE STANDARD

SEPTEMBER	OCTOBER	NOVEMBER
September 1		November 11 November 27 & 28
DECEMBER	JANUARY	FEBRUARY
December 25 & 26 December 29 - 31	January 1 & 2 January 19	
MARCH	APRIL	MAY
	April 3	May 25
JUNE	JULY	AUGUST
June 19	July 3	

## Unexpected School Closures

- If the Y is required to close unexpectedly for inclement weather or other reasons before the school day begins, the Y will attempt to notify parents in advance using the Brightwheel app, social media and/ or local news media.
- If the Y is required to close unexpectedly during the operating day, the Y will notify parents and, if necessary, emergency contacts using available contact information.
- Please refer to the Y's emergency plan for information regarding emergency pickup locations. No tuition waivers or credits will be given in the event of an emergency school closure or inclement weather.

## Outdoor Activity

- Children need fresh air and exercise daily. Children will be allowed to play outdoors in the age appropriate play spaces each day, weather permitting.
- Children will only be kept in during the rain or extreme heat or cold.
- Please dress your child appropriately for the weather and provide appropriate outdoor apparel (i.e., coats or jackets).
- If your child requires an accommodation to remain indoors during designated outdoor times due to a qualifying disability or medical condition, please notify the Y in writing of that need and accommodations will be made if possible by the school and staff.

## Payment Policy

- To ensure your child's spot in our program, the registration fee is required to be paid in full.
- For each week's payment, your account will be set to an automatic draft the Friday prior to the upcoming week of care.
- We appreciate your cooperation in keeping accounts current. If you need to update your payment method, you can call the Y at (270) 926-9622 or log into your Daxko account at [https://operations.daxko.com/online/2189/Security/login.mvc/find\\_account](https://operations.daxko.com/online/2189/Security/login.mvc/find_account).
- You will be able to access receipts via your Daxko account.

Daxko will also have an end of calendar year tax statement that you can access for tax purposes, if needed.

## Withdrawal

- The Y makes future staffing and purchasing decisions based on the number of children currently enrolled. As a result, a two-week written notice to [childcare@owensboroymca.org](mailto:childcare@owensboroymca.org) is required if you choose to permanently withdraw your child. If you withdraw your child without two weeks' notice, tuition will continue to be due, and you agree to pay the tuition for the two weeks following your child's last day of attendance, and your child will be unenrolled at the end of that two-week period.
- Upon leaving the program for any reason, we require that you provide us with contact information that will be good for 90 days so that we can communicate with you about any matter that might arise.

## Smoke Free Policy

- At the Y, children are guaranteed a smoke free and tobacco free environment. Our policies do not permit smoking and the use of any product containing, made or derived from tobacco, including e-cigarettes, cigars, little cigars, smokeless tobacco, and hookah, on the child care premises or during any off premise activities.
- The use of tobacco (including smokeless tobacco and vaping), illegal drugs, and alcohol is not permitted by our policies at the Y or in any Y related activity.

## Handbook and Policy Changes

- From time to time, the Y may amend this Handbook and/or child care policies and may implement new policies or discontinue existing policies. Any such change is effective on the date the change is implemented, and the Y will make any changes available to Parents via the Brightwheel app.
- If events outside the Y's reasonable control affect operations, the Y may modify its operations, policies, and procedures until such events abate as the Y in its sole discretion deems necessary.
- We maintain these policies and procedures to help us provide a safe, healthy and active environment for the children in our care. We use reasonable efforts to enforce these policies and procedures but, of course, we cannot guarantee that every child, employee, or parent will at all times follow all rules.
- You agree that the Y is not a guarantor and cannot be responsible for any failure by anyone, including our employees, to follow these rules unless it is a result of our gross negligence or intentional misconduct, absent which any such failure to follow rules, policies or procedures shall not be evidence of negligence on our part. Moreover, we are not responsible for acts or omissions of our employees if they act outside the scope of their employment.

## Child Abuse or Neglect

- Our goal is to protect the children in our care. The Y will comply with applicable laws regarding the reporting of suspected child abuse or neglect and to cooperate with government investigations of suspected abuse and neglect. You agree that we may also honor a request from government authorities to interview your child regarding an investigation into suspected abuse or neglect.

# When you should keep your child home

- To protect the health of the Y community, children exhibiting the following illnesses or physical symptoms are not permitted to attend child care until they do not have symptoms.
- A child who develops any of the listed illnesses or symptoms while at the Y will be sent home and should not return until the child is symptom free or in the case of fever and vomiting, at least 24 hours have passed.



Symptoms	Illnesses
<ul style="list-style-type: none"><li>• Abdominal pain lasting for more than two (2) hours or with other symptoms</li><li>• Breathing difficulty, rapid breathing, and/ or severe coughing</li><li>• Diarrhea - in diapered children if stool is not contained in the diaper; in toilet-trained children, if diarrhea is causing "accidents"; in any child, if the child experiences two stools more than usual during the school day (e.g., three or more stools in two hours)</li><li>• Fever - (a) Any child who has a temperature of 100.4 or higher is considered febrile and will be sent home until fever free for 24 hours without fever reducing medication, OR (b) with abdominal pain, OR (c) with rash</li><li>• Mouth sores with uncontrolled drooling (unless certified noninfectious)</li><li>• Rash or hives over the body</li><li>• Red eyes with discharge</li><li>• Severe or harsh cough with green thick discharge from nose</li><li>• Severe pain or discomfort</li><li>• Sore throat</li><li>• Vomiting-two or more episodes of vomiting in a 24-hour period</li><li>• Weeping or bleeding skin lesions</li></ul>	<ul style="list-style-type: none"><li>• Campylobacter</li><li>• Chickenpox (may return when all lesions have dried or crusted, and no new lesions have appeared for at least 24 hours)</li><li>• COVID-19 positive test or potential exposure (may return when CDC or state/local guidelines allow)</li><li>• E.coli</li><li>• German measles</li><li>• Giardia lamblia</li><li>Head lice ( may return when free of all lice and nits)</li><li>• Impetigo, ringworm, or trench mouth</li><li>• Hemophilis influenza</li><li>• Hepatitis A virus infection</li><li>• Impetigo (untreated or uncovered)</li><li>• Measles</li><li>• Meningococcus</li><li>• Mumps</li><li>• Pertussis</li><li>• Rubella</li><li>• Salmonella</li><li>• Scabies (untreated)</li><li>• Shigella</li><li>• Shingles</li><li>• Strep throat</li><li>• Streptococcal pharyngitis ("strep throat")</li><li>• Tuberculosis (active infection)</li><li>• Whooping cough</li></ul>

# Child Injury or Illness When at School

- Although the Y's sick child policy and safety measures are effective in preventing many illnesses and injuries during the day, we recognize that minor illnesses and injuries may occur. If your child becomes ill or suffers an injury other than a minor bump or scrape while at the Y, we will attempt to notify you first and then your child's Emergency Contacts designated on Brightwheel.
- You agree that if we are unable to reach you, we may rely on the instructions of your child's Emergency Contacts to address illnesses or injuries that do not appear to require urgent medical attention. We will use standard first aid methods to care for minor bumps and scrapes and will notify you of any minor injuries at the end of the day.
- In the event of an illness that appears to require urgent attention, if we are unable to reach you, we will call an ambulance if it appears that medical attention may be required before the end of the day.
- You understand and agree that, while our teachers are trained in basic first aid, they are not medical professionals and may use the judgment of a reasonable layperson in responding to your child's injury or illness.
- You also agree to indemnify and hold harmless the Y, its employees and agents in connection with the rendering of basic first aid, and/ or in following your instructions, medical treatment, emergency treatment, or other care. As between you and Y, you are responsible for any charges for medical care required or received during the day.
- If your child has a medical or other condition that requires a particular accommodation or response (e.g., an allergy that requires use of an EpiPen), you understand that you must notify us in writing and follow the medication administration steps as outlined below.

## Medication Administration

- If your child requires medication during the school day, you must notify the Director, complete the Medication Authorization Form, and provide clear and specific instructions for administration.
- Medication will only be administered as follows:
  - Medication in the original, labeled container with visible dosage and administration instructions and placed in a sealed plastic bag labeled with the child's name.
  - Completed medication authorization form.
  - Physician note will also be needed for over-the-counter meds with specific instructions for administration.
- Parents/Guardians are responsible for retrieving any medication at the end of each school day. Do not store medication at the Y overnight unless instructed to do so in writing by the Director.
- If medication requires refrigeration or other special storage or handling, you must include that information on the Medication Authorization Form and in writing when you drop off the medication.
- You understand and agree that Y personnel are not medical personnel, are not responsible for determining whether to administer medication to your child based on the child's condition at the time and will only follow package or doctor instructions in administering medication you provide.

## Diaper Cream

- If your child needs diaper cream, you can supply the diaper cream and fill out the release form found in your enrollment packet.
- Once both the cream and form are received, the Y can apply the cream and will document instances used.

## Allergy Care Plan

- If your child has allergies, please ask for our form to record details for informational purposes.

## Immunizations

- The Y strives to protect the health and safety of all members of the Y community, so all children are required to receive all immunizations and examinations required by state law before attending.
- If you do not comply with the Kentucky requirements, the Y may separate your child from child care until he or she has received the required immunizations or examinations.

## Disclosure Regarding Reporting

- The Y must comply with state and local laws that require reporting of certain communicable diseases.

## Behavior and Positive Guidance

- The Y's goal is to create a safe, fun, and respectful environment for all children. We focus on positive behavior guidance, teaching appropriate social skills, and redirecting misbehavior with care. Generally, teachers will address inappropriate behavior in an age-appropriate way by verbally discouraging the behavior and/ or redirecting a child to an appropriate activity.
- If serious or repeated behavior issues develop, the Y will notify parents and provide copies of relevant incident reports, copies of which will be kept in the child's file.
- Then the Y will invite parents/guardians to work with the Y to prepare an Individual Action Plan for the child. The Individual Action Plan is used to determine cause for concern, based upon repeated or serious behavioral issues, to ensure the child's best interest is being considered, and to identify any reasonable changes to the environment that may address behavioral concerns. The Y, child, and parents are expected to implement this plan.
- If an Individual Action Plan is not successful in addressing repeated behavior challenges, or in the case of behavioral challenges that the Y determines to be very serious, the Y may determine that a suspension or disenrollment from the program be appropriate.
- Examples of behavior challenges that may result in separation include a child's failure to adjust after a reasonable amount of time and multiple attempts using different strategies, uncontrollable tantrums or angry outbursts, physical or verbal abuse to staff or other children, and/or biting that breaks skin.

## Separation Policy

- The Y reserves the right to take steps when the behavior of others in the Y community is disruptive, disrespectful, or abusive. While the Y will generally rely on the resolving concerns as outlined in this Handbook, in serious or ongoing cases, the Y may be forced to limit a parent or authorized contacts' communication with the Y or to permanently separate the child involved.
- Examples of behaviors that may result in separation include a failure to cooperate with a child's Individual Action Plan, a failure to attend as scheduled for two consecutive weeks, a failure to complete required forms, including health and immunization information, and physical or verbal abuse to staff or other members of the Y community.

## Volunteers

- We have outside volunteers join classrooms episodically including the library, 4H, Audubon Area, etc. to provide programming and support. Volunteers do not change diapers or provide specialized care.

# Resolving Parent or Guardian Concerns

- The Y strives to create an environment of respect and caring, so we want you to be open in your communications with us.
- If you have a general issue or feedback, please follow the following process:
  - Send a message in the Brightwheel App or speak with appropriate Y staff
  - If that message is not addressed adequately or you feel like the issue needs to be further discussed, set up a meeting with the Director by emailing [Childcare@OwensboroYMCA.org](mailto:Childcare@OwensboroYMCA.org).
  - If the issue is still not resolved, set up a meeting with the Chief Development Director to discuss it.
- If you suspect abuse or neglect, you must report it immediately to the Director.
- If you believe that a condition at the Y places any person in danger, please immediately report that condition to the Director in person or via email at [Childcare@OwensboroYMCA.org](mailto:Childcare@OwensboroYMCA.org).

## Inappropriate or Disparaging Comments

- Parents agree to use the above communication process to address concerns. As such, parents agree not to publish to any other person or entity, in any public forum, including on social media, any defamatory, false, or disparaging remarks, comments or statements concerning the Y, its business, or any of its employees, officers or directors, now or in the future.
- Parents refusal to follow the required communication process may result in termination of childcare services, in the Y's sole discretion.

## Child Custody and Legal Matters

- For the health and safety of all within the Y community, and to ensure resources are devoted to all students, it is Y procedure to avoid becoming involved in child custody disputes whenever possible.
- You agree that Y staff are not experts on parenting, child psychology, or family relations, and agree that you will not call any Y employee to testify in any family law proceeding as an expert witness.
- In the event a Y employee is a necessary fact witness in a family law proceeding, you agree that you will provide at least 60-days' notice of any hearing, deposition, or other setting; will notify the Director in writing of your request for testimony before issuing a subpoena; and that it would be unduly burdensome, unreasonable, harassing, and costly to require a Y employee to testify in a family law proceeding except in compliance with this paragraph. You agree that you will pay the Y's costs of complying with any subpoena for documents or testimony issued on your behalf, including its attorneys' fees and the costs of substitute personnel.
- You agree that you are responsible for providing the Y with a current, complete, signed copy of any court order that affects access to your child while at the Y, or that prohibits your child from being released to his or her natural or legal parent, and that the Y is only responsible to act as a reasonable layperson would in attempting to comply with the clear and obvious terms of such an order.
- You consent to allow the school to honor any subpoena, court order or other similar official request.

# Records

- Parents may request a copy of a child's enrollment paperwork, attendance records, and discipline records by sending a written request to the Director. You understand and agree that it may take the Y up to two weeks to process a request for records.
- In the event your request for records pertains to a legal matter, you agree that you will present your request in writing to the Director and allow the Y at least seven days to respond to your request before any subpoena is served or issued on your behalf.
- You understand and agree that Y may use any information you provide in the Enrollment Application or otherwise, including personal information, to make enrollment decisions, determine eligibility for Y enrollment and Y programs, comply with required reporting in connection with accreditation, funding, and other programs in which the Y participates and to communicate with you regarding Y operations and opportunities.

## USDA Nondiscrimination Statement

- In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.
- Persons with disabilities who require alternative means of communication for program information ( e.g., Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.
- To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: <https://www.usda.gov/oasr/how-to-file-a-program-discrimination-complaint>, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

mail to

- U.S. Department of Agriculture
- Office of the Assistant Secretary for Civil Rights
- 1400 Independence Avenue, SW
- Washington, D.C. 20250-9410;

fax to

- (202)690-7442; or

email to

- [program.intake@usda.gov](mailto:program.intake@usda.gov).

- This institution is an equal opportunity provider

## Family Handbook Receipt and Acknowledgement

By my signature below, I acknowledge to the Y that I have received, have read, understand, and agree to the terms of the Infant, Toddler, and Preschool Child Care Handbook. I understand that the Handbook forms a part of our contract with Y and is a legally-binding document. I understand that my child as well as each Parent/Guardian of child must comply with the Handbook. If policies and guidelines are not followed, I understand that care may be terminated immediately.

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PRINTED Parent Name

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Parent Signature

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Date

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Child's Name