



Early Education & Youth Enrichment Parent Handbook
early learning academy | after school | summer camp

**eliminating racism
empowering women**

ywca

Lower Cape Fear

YWCA Lower Cape Fear
2815 S. College Road
Wilmington, NC 28412
P: 910-799-6820

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www.ywca-lowercapefear.org

OUR MISSION

The YWCA Lower Cape Fear is dedicated to eliminating racism, empowering women, and promoting peace, justice, freedom, and dignity for all.

ABOUT THE PROGRAM

Welcome to the YWCA Early Education & Youth Enrichment Program! Inside this handbook you will find policies and procedures for our childcare programs. The YWCA Lower Cape Fear supports quality, affordable, and accessible early childhood education and provides children with culturally sensitive, developmentally appropriate activities that enable children to succeed in school. The YWCA provides a safe, fun, and nurturing environment, and is fully licensed by the North Carolina Division of Child Development.

EARLY EDUCATION: The Early Education Academy is a half-day and full-day preschool that offers a variety of social, emotional and physical development among children. We provide praise and positive reinforcement while encouraging children to develop positive concepts and problem-solving skills. Our experienced staff provides a caring, loving atmosphere while also teaching positive values in an educational setting.

YOUTH ENRICHMENT: The Youth Enrichment Program is composed of the After School and Summer Camp programs that provide quality, affordable childcare in a safe, engaging, and nurturing environment for students throughout the academic year and throughout the summer break. Our highly trained staff foster a supportive environment for students to thrive, make new friends, build skills, develop interests, overcome challenges, and most importantly, have fun!

We offer the Early Learning Academy and Youth Enrichment Programs at the following location:

YWCA Lower Cape Fear - Main Campus
2815 South College Road
Wilmington, NC 28412
910-799-8620
www.ywca-lowercapefear.org

Thank you for allowing us to care for your child. We look forward to a fun and fantastic year!

Operations

The YWCA Lower Cape Fear Early Education & Youth Enrichment programs operate on the following schedules:

Early Learning Academy:

Full-Day Monday through Friday
7:00 am - 6:00 pm
(Breakfast time: 8:45 am - 9:15 am)
*Children enrolled **must arrive no later than 9:30 am**. Please be sure to provide breakfast for children arriving after 9:15 am.*

Half-Day Monday through Friday
9:00 am - 1:00 pm
(Breakfast time: 9:10 - 9:40)
Please be sure to provide breakfast for children arriving after 9:15am.

After School Youth Enrichment:

Monday through Friday
2:00 pm - 6:00 pm
Transportation is provided by the YWCA on days school is in session.

Full-day care is offered for school-age children on days that school is closed, including teacher workdays and school breaks. Additional rates will apply, see "Financial Policies." The parent/guardian is responsible for drop off and pick up on these days. The YWCA must be given notice in advance that the child will be attending full day.

Summer Camp Youth Enrichment:

Monday through Friday
7:00 am - 6:00 pm
*Children enrolled must arrive no later than 9:30 am.
Also applies to full-day care during workdays and NHCS breaks for after school students.*

Holidays

The YWCA Lower Cape Fear and ALL Early Learning Academy and Youth Enrichment will be closed in observance of the following holidays:

- New Year's Day
- Dr. Martin Luther King Jr. Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving Day
- Christmas Eve
- Christmas Day

Exact dates for these holidays will follow national observance dates unless otherwise informed by YWCA staff.

Additionally, the YWCA will be closed for one business day prior to After School and Summer Camp program start dates for the seasonal transition of all classrooms. Advanced notice of these and any other closing will be posted at the YWCA and given in a timely manner.

Classroom Assignments

Classroom assignments are based on the ages and current grade levels of enrolled students.

Early Learning Academy:

Guppies:	Infants, <i>ages 6 weeks to 14 months</i>
Sea Turtles:	Toddlers, <i>15 months to 23 months</i>
Starfish:	Twos/Younger Threes, <i>24 months to 35 months</i>
Seahorses:	Threes, <i>must be fully potty trained</i>
Jellyfish:	Combined Three to Five-year-olds, Half-Day students
Dolphins:	Fours & Fives

Youth Enrichment:

Disney:	Kindergarten & First Grade
Royals:	Second & Third Grade
Norwegians:	Fourth, Fifth & Sixth Grade

Transportation

YWCA provides transportation for the After School program from the following schools to YWCA's Main Campus on 2815 S. College Road:

Pre-K Centers:

Mary Washington Howe
Rachel Freeman

Elementary Schools:

Alderman
Anderson
Bellamy
Carolina Beach
Codington (year-round)
Holly Tree
Mary C. Williams
Parsley
Pine Valley
Rachel Freeman
Sunset Park
Winter Park

Middle Schools:

Roland Grise

Attendance

To keep children in a healthy routine and to encourage participation in daily activities, we ask that all children be in attendance each day according to their registered schedule. If at any time a schedule adjustment needs to be made, please submit a schedule change request form for approval. These forms can be requested at the YWCA front desk. Please note a two-week notice must be given for any schedule changes.

Students will be charged according to the attendance schedules set up when first enrolled. If your attendance does not match your schedule, it is important that you complete the proper schedule request form.

If at any time a child will be absent from the program, we ask that you notify the YWCA as soon as possible. Parents/guardians are still responsible for weekly tuition when participants are not in attendance.

The YWCA will provide transportation from school to the YWCA each day based on your child’s indicated schedule provided at the time of enrollment. If at any time your child will not need transportation for any reason, it is the parent/guardian’s responsibility to notify the YWCA by 12:00 pm for regular scheduled school days and by 10:30 am on scheduled half days. Failure to notify the YWCA of schedule changes before the appropriate time will result in a no call fee of \$10.00. This policy helps ensure that all children are transported from school to our facility safely and efficiently.

Financial Policies

The following financial policies will apply to all enrolled families in the YWCA Early Learning Academy and Youth Enrichment programs. Membership, registration, activity, tuition, and any additional fees listed are applied to all accounts based on the enrollment status of each child and the responsibility of the parent/guardian.

Membership & Registration

A YWCA membership is required for all children enrolling in the Early Learning Academy and Youth Enrichment programs. This membership fee is due at the time of enrollment and annually thereafter. Family memberships are required for more than one child. These fees help support our program, our community, and other outreach programs within our organization as well.

Membership Type	Membership Fee
Youth Membership (under 17)	\$25.00
Individual Membership (18+)	\$35.00
Family Membership	\$55.00
Senior Membership (60+)	\$30.00

YWCA membership fees are non-refundable. Membership dues alone are not fee for service. The YWCA reserves the right to revoke the membership of or deny membership to anyone whose conduct, behavior or language is inconsistent with the principles of the YWCA Mission.

A **Registration Fee** is due at the time of enrollment for Early Learning Academy, After School, and Summer Camp Youth Enrichment programs and is billed annually each August. The Registration Fee is \$30 for the first enrolled child, \$20 for each additional child in the same family.

Registration Type	Registration Fee
First enrolled child, per family	\$30.00
Second & each additional child, per family	\$20.00

A **Summer Camp Activity Fee** is due at the time of enrollment for Summer Camp Youth Enrichment programs. This fee is \$30 per enrolled child and covers any field trips, activities, and other special events that occur throughout the summer.

Tuition Fees

Tuition is billed on a weekly basis. Payments are due each Friday prior to the week of attendance. Failure to pay weekly tuition in full by 6:00 pm on Monday will result in an automatic \$15.00 late fee per enrolled child and must be paid with the full tuition fee. If tuition is two weeks or more past due, the YWCA reserves the right to terminate enrollment status. Weekly tuition rates are dependent on the enrollment status and length of care for each child, as listed in the table below. If your child is absent, days cannot be made up. Tuition fees are not subject to change because of scheduled holidays, weather-related closings, teacher workdays, staff development days, or days when the facility is closed.

Early Learning Academy

Age Group	Half Day Care <i>9:00 - 1:00, Mon-Fri</i>	Full Day Care <i>7:00 - 6:00, Mon-Fri</i>
Infant & Toddlers	Unavailable	\$194/ week \$182/ M W F \$164/ T TH
Ages 2 years - Rising K	\$85/ week \$60/ M W F \$40/ T TH	2 Year Olds: \$185/ week \$168 / M W F \$159/ T H 3-5 Year Olds: \$171 / week \$138 / MW F \$132 / T TH

After School & Summer Camp Youth Enrichment Programs:

Weekly Schedule	After School <i>2:00 - 6:00, Mon- Fri</i>	Full Day Care & Summer Camp <i>7:00 - 6:00, Mon-Fri</i>
Full Time, Weekly Rate (4-5 days)	\$90/ per child	\$130/ per child
Daily Rate (1-3 days)	\$25/ per child	\$32 / per child

A discount is available for families with more than one enrolled child, but is subject to approval. For more information on how to qualify, please see the YWCA Main Campus Front Desk.

DSS Vouchers are accepted by the YWCA for enrolled students, but subject to approval, availability, and rate adjusted by the New Hanover County Department of Social

Services. Membership, registration, and activity fees are due at the time of enrollment, regardless of DSS voucher status.

The YWCA reserves the right to terminate service for delinquent accounts. Payment arrangements can be made on a case by case basis and must be approved by the YWCA Chief Financial Officer and Senior Director of Early Education & Youth Enrichment. For approved payment plans, there is \$15.00 administrative fee automatically applied. A “good faith” payment will also be due at the plan approval date, equaling 25% of the delinquent amount.

Additional Fees

- **Full-Day Care Fee:** This fee change applies to students enrolled in the After School program that attend full-day care on a scheduled teacher workday, holiday, or other designated dates that school is not in session. The full-day care rate is \$32/day per child, versus the standard After School rate of \$25/day per child. Weekly tuition rates will be automatically adjusted for all students in the After School program that attend full-day throughout the academic year.
- **Returned Check Fee:** If at any time a check is returned for fees due, a \$20.00 fee will be automatically added to the account and will be due at the time the account balance is settled. Exceptions will not be made.
- **Late Pick Up Fee:** This fee applies to all enrolled students. Parents/Guardian are expected to pick up all participants by 6:00 pm. Failure to do so will result in a \$5.00 fee for the first 5 minute late period, and then a \$1.00 fee per minute thereafter. Exceptions will not be made.
- **No Call Fee:** This fee applies to students enrolled in the After School program. If at any time your child will not need transportation for any reason, it is the parent/guardian’s responsibility to notify our facility by 12:00 pm for the regular scheduled school days and by 10:30 am on scheduled half days. Failure to notify the YWCA of schedule changes before the appropriate time will result in a \$10.00 fee. Expectations will not be made.

Vacation

A yearly, one week (Mon-Fri) vacation is offered to all families enrolled full-time (attending five days per week) with a zero account balance. Requested vacation time

must be submitted two weeks in advance and on the appropriate form. Vacation request forms are located in the front lobby or you may ask the front desk attendant.

Withdrawal

If at any time a participant chooses to withdraw from the program, a two-week notice must be given and submitted on the proper form. Tuition will continue to be charged during those two weeks despite the participants attendance. All balances must be paid in full before the child's last day of attendance. Any balance not paid within 30 days will be referred to collections. No exceptions.

Inclement Weather

In case of inclement weather, the YWCA Early Learning Academy and Youth Enrichment program will make every effort to open or remain open. Our goal is to make sound decisions based on the safety of families and staff, while still meeting families' childcare needs. The YWCA Early Learning Academy and Youth Enrichment program may close or delay opening at its discretion. In the event that we need to close or delay opening, we will notify you as early as possible by the following methods:

- Posting on our website: www.ywca-lowercapefear.org
- Posting on available social media channels, such as Facebook, Instagram, and Twitter
- An outgoing message on our phones (Note: if the power is out or we are away from the facility for an extended period, we may not be able to change our message to reflect current conditions.)
- By phone, if the facility is closing early
- GO2s App

In the vent that the facility is closing early, we ask that you make immediate arrangements to have your child picked up, not to exceed one hour from the time of notification.

Safe Arrival/Departure Procedure

The YWCA operates Monday through Friday from 7:00 am to 6:00 pm. During operational hours, children must be accompanied by an authorized adult, 18 years or older, at all times.

Upon arrival, parents/guardians must escort children into the building. Children may not be dropped off without an escort. Participants must also be signed in and out each day using the weekly sign in/out sheets located at the front desk. Weekly sign in/out sheets require all parents/guardians and other to record the following information by the participant's name:

- Time child arrives
- Signature of authorized parent/guardian
- Time child departs
- Signature of authorized parent/guardian

When departing the facility, parents/guardians and other authorized individuals are expected to sign all participants out and to collect a pick up pass. Pick up passes are to be given to the child's teacher, and acts as a signal that a parent/guardian or others are authorized to pick up a child. Anyone under the age of 18, and not authorized to pick up, will not be permitted to remove any child from the premises. If at any time a parent/guardian needs to add or delete authorized individuals from their child's information, they must do so in writing. Proper identification will be required for all individuals entering the building, including parents/guardians. Under no circumstances will a child be allowed to leave the facility unattended or with an unauthorized individual.

If at any time an unauthorized individual tries to remove a child from the facility, program staff will take any measure within reason to make sure children remain safe while the custodial parent/guardian is contacted.

However, at no time will center staff endanger themselves or the other children enrolled in the facility.

Copies of legal documents must be provided to the YWCA before any staff member can actively prevent non-custodial parents from picking up their child(ren).

Illness Policy

The health and safety of all children at the YWCA are our first priority. We strive to create a clean, healthy atmosphere for all our participants. It is our responsibility to keep illnesses to a minimum by handwashing, daily cleaning, sanitation of toys, etc. The illness policy has been put in place to help keep germs at bay and to minimize the spread of contagious illnesses. We ask that you please follow the guidelines listed throughout this policy. Children will be excluded from the program for the follow reasons:

- **Fever:** Children experiencing an unexplained fever of 101 degrees or higher. Children may return if fever free for 24 hours without fever-reducing medication.

- **Vomiting:** Children experiencing vomiting and are not actively participating in routine activities. Children may return within 24 hours if vomiting has subsided without medication and/or has a note from a valid physician.
- **Diarrhea:** Children experiencing consistent diarrhea. Children may return within 24 hours if diarrhea has subsided without medication and/or has a note from a valid physician.
- **Conjunctivitis (Pink Eye):** Any child with suspected redness or discharge from one or both eyes. Child may return 24 hours after treatment or with a doctor's note stating the child does not have pink eye.
- **Head Lice:** If at any time head lice or nits are detected students will be sent home. Children may return after he/she has been treated with a medicated shampoo and ALL LICE and NITS ARE REMOVED. The Administration team and/or the child's teacher will check hair before the child will be allowed to attend and will continue to check over the next few days.
- **Unexplained Rashes:** Children can oftentimes develop unexplained rashes for many reasons. As Early Education Professionals, we are unable to determine the type, cause or severity of unknown rashes. A rash can sometimes be a sign of an allergic reaction or an illness. Due to these reasons, we ask that all children be seen by a physician and may only return with proper documentation for a valid physician.
- **Ringworm:** Fungal skin infections are common for children during their early years. Children that may experience this type of infection may return to the program 24 hours after treatment. During treatment, the infected area must be covered until completely healed.
- **Communicable Diseases:** Classified as bacterial meningitis, chicken pox, diphtheria, pertussis (whooping cough), pneumonia, mumps, measles, rubella, hepatitis A, strep throat, influenza A/B, tuberculosis, hand/foot/mouth disease, impetigo, shingles, Ebola, H1N1 Virus (swine flu), or meningococcal infection, and any other communicable disease that may arise. A doctor's note with diagnosis and date the child can return be required. NO EXCEPTIONS.

Please note the YWCA reserves the right to override any documentation from a physician, if we feel your child is not well enough to participate in all activities throughout our program.

Medical Emergency

If at any time a medical emergency should arise, an attempt will be made to notify the parents/guardian immediately. If the parents/guardians cannot be reached, or if the situation warrants, the child may be transported to a medical facility. We will continue to call the parents/guardians or other emergency contacts until proper notification has been made.

Medications

All medications including prescription, non-prescription, diaper creams, emergency medication, etc. must be signed in on the appropriate form and submitted to the Administration team to be securely placed under lock and key. Medications, creams, sunscreens, insect repellent, or any other type of topical ointments will not be administered without proper documentation. At no point can any type of ointment, creams, aerosol cans/spray, medication, etc. be placed in a child's belongings such as backpacks or cubbies.

Please note: talcum powder is prohibited within our program.

Food and Nutrition

Each day, students are provided with a nutritious afternoon snack. The YWCA participates in the Child and Adult Care Food Program. This program assists in providing healthy snacks for the children. If a child chooses not to eat the snack, then we ask that snacks be placed on our shared table in case someone else would like it. At that time, a child that has a signed Opt-Out Form on file may eat a snack brought from home. The Opt-Out form is a part of the application package and should be returned during orientation in order for your child to eat something different. On days that students attend full day, we ask that you send lunch with them. Please adhere to the following guidelines when preparing lunch: **Lunches should include a protein, fruit, vegetable, and grain.** Lunches are stored in individual cubbies provided for each student. They must be labeled daily. Ice packs or other cooling packs are recommended for packed lunches. Please note that food restrictions may be present in certain classrooms due to allergies. **We are a NUT FREE facility. No form of peanut or tree nut is allowed.**

Infant Feedings

Due to health and safety concerns, the YWCA childcare providers are prohibited from preparing formula for infants. All bottles should be prepared at home each day and labeled with the child's name and date. Our infant classroom is equipped to store all breastmilk/formula bottles properly as well as warm them to the correct temperature. We support breastfeeding families by providing a private space in the classroom or in our office for mother's to express milk and/or nurse their child during the day.

Outings and Field Trips

We provide special outings and field trips. All parents/guardians will be informed in advance and are required to complete a field trip authorization form.

Transportation and Procedures

Our focus on safety extends into our transportation policies. For the convenience of the parents, we provide safe transportation from local schools. Every YWCA Lower Cape Fear driver completes a comprehensive driver training program to ensure children are in the safest care when they are at the YWCA.

Child to staff ratios will be maintained on all YWCA vehicles. The buses will be staffed with monitors to assist drivers in documentation of all children being transported. They will ensure children remain safely and properly seated in seat belts on vehicles so equipped. During loading and unloading of children the monitors will ensure that all children are accounted for by completing the daily Transportation Log.

All YWCA vehicles will load and unload children in the front of the building. When children are exiting the vehicles, drivers will ensure the brakes are set, ignition is off, and keys removed.

Drivers will load and dismiss the children using the Transportation Log. During these procedures drivers will record the time in which the children get on and off the vehicle. The Driver will also use special characteristics to record attendance. For example, a check mark will be used if the child is present and the letter "A" will be used if a child is absent. After the children have unloaded the vehicle, the driver must check each seat from the front of the vehicle to the back in order to ensure all children are permitted to walk in front of or behind an occupied vehicle. Our program directors, program coordinator, or other childcare staff will keep an additional documentation log of when children arrive and depart our facility. Proper documentation must be completed at all times during transportation.

In the event it is needed, any incident reports will be completed by the driver or monitor and submitted to the Program Director in a timely manner.

Any defects or concerns regarding vehicle condition or maintenance will be reported directly to the Transportation Manager who will ensure the necessary steps are taken to resolve the issue.

Photographs/Media Release

All participants attending the YWCA Youth Enrichment Program will need parent/guardian permission to participate in any media coverage representing the YWCA. Permission to photograph any child will also be needed.

Personal Belongings

All children are required to be dressed appropriately each day and prepared to participate in activities inside and outside. NO EXCEPTIONS. The YWCA Youth Enrichment will not be responsible for lost or stolen items. Participants are asked to leave valuables at home and to label personal belongings. Due to limited space and storage we ask you not bring skateboards or scooters to the program. Cell phones are required to remain in book bags or they will be confiscated until it can be given to the parents at the time of pick up. Please note children will not be allowed to use cell phones at all.

Group Guidelines

Group guidelines are created to encourage respect and structure support for all participants and group leaders. We are committed to inclusive, anti-racism, and anti-oppression values. Our policies support racial sensitivity, non-discriminatory and a culturally-appropriate environment for children we serve. The YWCA Early Learning Academy and Youth Enrichment program presents unique opportunities for students of all ages to learn and grow. The YWCA participates in Second Steps Curriculum, which gives students the tools to succeed socially in and out of the classroom. *“What’s Wrong With Different?”* is an anti-bullying program developed by the YWCA Lower Cape Fear as a hands-on approach to teaching students to value, appreciate and respect the differences between people, rather than to view a person who is different as inferior.

Our goal is to achieve and maintain the safety, emotional, and physical well-being of each child. This is why we incorporate the Second Steps and *“What’s Wrong With Different?”* programs, which are resourceful tools in assisting the children in having a healthy balance.

Below is a list of the most common guidelines we use in each program. All participants, staff, and volunteers are expected to follow these guidelines. We ask that you spend some time reviewing the guidelines with your child(ren).

Walking

- Line Up

- Listen to instructions for safety reasons

Classroom/Hallways/Lobby/Restrooms

- Use indoor voices
- Listen when others are speaking
- Always ask staff before leaving the room
- Walk
- Treat each other with respect
- Feet on the floor
- Take care of furniture and materials
- Wash hands always
- Do your business and come out
- No standing on stalls or sinks
- No writing on walls

Outside

- Play safe
- Have fun
- Explore with caution
- No sticks or rocks should be used
- No rough playing
- No jumping on/off equipment

At the Park/Other Field Trips

- Stay seated on the bus
- Listen to the teachers/bus drivers
- Stick with your group
- If you have a problem, tell your group leader ASAP
- Climb on the things meant for climbing
- NO food or drink, unless otherwise authorized

Behavior Management/Conflict Resolution

If a child demonstrates behaviors which are deemed unacceptable, cause for concern, endangering the safety of the other children, displaying resistance to authority, or a child is non-responsive to efforts to modify his/her behavior, our policy is to engage in a corrective

approach which is positive and aims to keep the child's best interest in mind. That staff will guide him/her toward acceptable behavior.

If a child is not following guidelines, they will be reminded of the guideline and clarification will be provided. If the guideline is still not followed, the child will be asked to sit separately from the rest of the group for a length of time equal to the child's age. Staff will stay with them and discuss how to follow the guideline. The child will then be supported to rejoin the group. If issues are continued, the child will receive a write up and the Administrators will become involved. At this point the issues will be discussed with the parent/guardians in order for us to create a corrective plan approach for the child. If issues continue to occur, the child will be suspended. We have a zero-tolerance for bullying and fighting. The YWCA reserves the right to suspend or terminate a student at any time for abusive or dangerous behaviors.

Biting

Biting is not uncommon among young children. During early childhood, children are sensory learners and often explore orally. In addition, immature language skills and imperfect impulse control can lead children to bite as a means of making their needs known. We realize that biting is a concern to parents and strive to minimize biting at our facility. You will be notified if your child bites or has been bitten by another child. When a child bites another child and breaks the child's skin, state regulations require staff to recommend the parent take the bitten child for immediate treatment. Under these circumstances, the parents of the biting child will be asked to pick up their child for the remainder of the day. When a child is biting excessively, the safety of all children is at risk, resulting in the need for immediate action or removal from the program. The YWCA reserves the right to define a child's biting behaviors as "excessive" based on each individual child's circumstances and will make every attempt to help the child learn ways of communicating before removal from the program is initiated.

Children's Needs

Children often need many items while attending childcare facilities. It is a parent's responsibility to provide the necessary belongings for their child. For Early Learning Academy participants, changes of clothing should be kept in participants' cubbies and changed out with each season. For infants and potty-training children, parents will need to provide several changes of clothing (including socks and shoes), wipes, and diapers. Blankets or infant sleep sacks should be provided for daily nap time. If your child does not have the above item, your child may not stay for the day. We do not use other children's belongings for anyone else.

Homework Policy

The YWCA understands the importance of homework. Homework time is scheduled for 45 minutes during the Enrichment Program time. In addition, other activities and outside time will occur which are mandated by the state. During this time, group leaders are available to answer homework questions and provide help.

The homework area will be kept quiet to help the student's concentration. We cannot guarantee that all homework is completed or correct. You and your child should review their homework at home. We cannot force students to do any homework. If a student states they have no homework, they will be asked to participate in quiet activities.

You can help your child make homework time a success by:

- Reminding your child of your expectations regarding homework
- Reminding your child to bring their homework with them from class and to turn in their homework the following day
- Encouraging your child to ask for help from staff when they need it
- Reminding your child that homework time is quiet time

Parent Participation

The YWCA Early Learning Academy and Youth Enrichment Program have an open door policy. We encourage all parents/guardians to participate in all areas of our program. There are several ways for you to participate, from volunteering to classroom events.

If you would like to set up a conference with your child's teacher we can set up an appointment either at the YWCA or over the phone.

Child Abuse Reporting Procedures

North Carolina law denotes childcare professionals are mandatory reporters and requires the reporting of suspected child abuse and/or neglect. If a staff member is alerted to the possibility of such a case that meets reporting requirements, it is the legal and moral obligation of the staff member to inform the YWCA Administration team. The Senior of Assistance Director will then notify the Protective Services Unit of New Hanover County Social Services, who will investigate the suspected child abuse and/or neglect.

Confidentiality

All information in the children's folders and other information shared by the parents are confidential and is only available to the child's teachers, parents, and the YWCA Administration. Release information for any child enrolled will be done so only by parental permission. All YWCA staff are required to sign confidentiality agreements.

Cleanliness of Facility

The YWCA makes every effort to keep our facility clean and safe for all children, parents, and staff. Each day, our staff members follow a detailed cleaning list that includes sanitizing tables, toys, removal of trash, etc. Staff is expected to complete routine weekly upkeep of their classrooms. We also have an after-hours custodial team that thoroughly cleans each individual classroom nightly.

Smoke-Free Policy

The YWCA Early Learning Academy and Youth Enrichment Program have a **NO SMOKING POLICY**. We provide a smoke-free environment for the children, parents, and staff. There should NOT be any smoking anywhere on or in our facility. This policy pertains to cigarettes, electronic cigarettes, cigars, or any other tobacco product. This no-smoking policy is for employees, parents, and visitors. To further explain the no-smoking policy for clarity below are clear guidelines:

- There will be no smoking in any area of the YWCA including the pool
- There will be no smoking in any employee's, parents', volunteer's or visitor's vehicle at any time on the YWCA campus. There will be no tobacco use in personal vehicles when transporting children on childcare authorized activities
- There will be no smoking by employees, visitors, or volunteers during any YWCA functions including field trips, walks, and all other off-site activities
- If employees or volunteers leave the premises and knowingly smoke it is required that they change their clothing (shirt/jacket) before returning to the facility. After changing into smoke-free attire, it is required that the employee or volunteer wash their hands immediately

We thank you for choosing the YWCA Lower Cape Fear. Your input is very important to us and our doors are always open. If you have any questions, comments, or special needs, do not hesitate to contact our team.

YWCA Lower Cape Fear

Main Campus

2815 S. College Road

Wilmington, NC 28412

P: 910-799-6820

F: 910-799-5681

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