



GOLDSBORO FAMILY YMCA
PRESCHOOL HANDBOOK

WELCOME

The Goldsboro Family YMCA staff welcomes you to the Preschool and Child Care Center. We have dedicated ourselves to ensuring the children in our care are provided a safe, supportive, caring environment that provides opportunities for children to learn through socialization, exploration, choice, and creative play. We will strive to keep you well informed. The Preschool Program has a 3-Star Child Care License.

MISSION STATEMENT

To put Judeo-Christian principles into practice through programs that build healthy spirit, mind and body for all.

OUR PURPOSE

Keeping with the Goldsboro Family YMCA's mission to the put Judeo-Christian principles into practice through programs that build a healthy spirit, mind and body for all, our purpose is to provide a quality, Christian-oriented Preschool experience that is safe, convenient, and creative. The program presents age-appropriate curriculum and activities which will enhance children's spiritual, social, intellectual, and emotional growth.

ABOUT THE CENTER

Staff Structure

Preschool staff and volunteers are directly supervised by the Preschool Program Director. The Director is responsible for managing the day-to-day operations of the Preschool. The Preschool Director is directly supervised by the YMCA CEO.

Hours of Operation

The center is open from 7:00 a.m. until 6:00 p.m. Children will be admitted for attendance beginning at 7:00 a.m. All children must be picked up by 6:00 p.m. when the center closes. A late fee will be charged for any child not picked up by 6:00 p.m. according to the Time Clock.

Safe Arrival and Departure Procedures

All children must be accompanied to the program area and signed in by an adult. (To sign in, we ask that you talk to your child's teacher and sign in using the ProCare App).

- Each child must be signed in and out daily by a parent or authorized adult. The adult must stay with the child until received by YMCA staff.
- Please be sure to provide accurate contact information, updating it on a regular basis, which allows staff to contact you quickly.

- The pick-up system is designed to protect your child. It is the parent's responsibility to provide the staff with a list of those authorized to pick up your child(ren).
- Children will be released only to persons authorized on the Information Form and picture ID is required.
- No child will be released to an unknown adult without the individual showing proper identification and he/she must be listed on the Information Form.
- It is important to be prepared to show ID on a daily basis.
- Should a person arrive to pick up a child who appears to be under the influence of alcohol or drugs, for the child's safety, staff may have no recourse but to contact the police. Please do not put staff in a position where they have to make this judgment call.
- North Carolina State law allows either custodial parent or guardian to pick up child unless a restraining order is on file at the center/site.

PAYMENT POLICY

Program Fee: A fixed weekly payment is due on Wednesday for the next week of services. If your child will be attending our Preschool, all fees are to be made promptly. Services will be immediately suspended if full payment is not made by 9am on Monday. Preschool payments may be made at the Child Care Center or at the Front Desk of the main Y

any time it is open. If no staff is available to receive payment, you may place your check or money order in the Program Payment Box. Credit card payments can also be made by phone. If you choose to pay bi-weekly or monthly, you MUST set up auto-draft payments. Any payment issues should be discussed with the Preschool Program Director.

LATE PICKUP

In fairness to our staff and because of subsequent program demands, it is very important that your child be picked up on time. A late fee will be charged for any child not picked up by 6:00 p.m. There will be a \$1.00 charge for each minute after 6:00pm. This fee will be added to your account. Per State Law: The Department of Social Services will be notified if a child is not picked up by 7:00 p.m. Whenever possible, parents should call the Preschool and Child Care Center when they will be late for pickup. YMCA Preschool Number is (919)778-0016. This is not only beneficial to the staff, but also to your child. This is because when parents are late, children begin to worry. Alternative pick up arrangements should be considered.

Continued late pick-up may result in suspension or termination of services.

ACCOUNTING POLICIES

1. The Registration Fee for each child is due upon enrollment and is NON-REFUNDABLE and NON-TRANSFERABLE.
2. The Program Fee is a fixed weekly payment that

is due on Wednesday of the week prior to services.

3. Weekly Program fee is due whether a child is in attendance or not. This keeps your child's space reserved. After one full year of enrollment, the family will be granted one vacation week at no charge.
4. Services will be suspended immediately if full payment is not received by 9am Monday morning. All payments must be made before services can resume.
5. Holidays/Vacations- Due to the fact we are closed so few holidays, there will not be a reduction in program fees during the weeks these holidays occur.
6. Closings-Preschool & Child Care Center will be closed Good Friday, Memorial Day, Fourth of July, Labor Day, Veterans Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, Day after Christmas Day, New Year's Eve and New Year's Day.
7. Check Policy- Make all checks payable to the YMCA. There will be a \$30.00 charge for all returned checks. If two checks are returned, cash or money order will be required for all future payments.

THINGS TO BRING

All items must be labeled with your child's first and last name. Your child will have their own cubby. Your child is required to have 2 changes of clothes, a blanket for rest time, wipes, and diapers/pull-ups if necessary. In addition, infants will need to bring premade bottles and baby food daily, labeled with

child's name and date. Blankets should be taken home at the end of each week to be laundered. Children should be dressed in clothes that are comfortable to play in. Closed-toe shoes protect their feet, especially when outdoors. If your child runs out of pull-ups, diapers, or clean changes of clothes, you will be called to immediately replenish the supply.

THINGS NOT TO BRING

Please do not bring electronic games or devices, toys (except Show & Tell), water guns, money. Field trip money should only be submitted to the Program Director. Staff is not responsible for lost or stolen items. Accessories worn by young children can be hazardous. Necklaces, bracelets, rings, and earrings may catch on equipment, causing strangulation. Rings, pins, buttons, hair beads, small barrettes, and other accessories are additional choking hazards for young children. Please do not to send your children with these items to ensure their safety. Outside food and drinks may not be brought into the center. Latex balloons and candles are prohibited.

LOST ARTICLES

Lost and found is placed in a bin near each Director's office. Items will be held for one (1) month after which they will be donated. Socks and underwear will be thrown away at the close of each day. We are not financially responsible for children's lost items.

PARENT'S REPOSIBILITIES

1. Keep proper registration, current phone numbers, and email address in the child's permanent records. It is imperative that we be able to communicate with you.
2. An authorization to give medication form must be completed by the parent if a child requires medication while at the program. Medicines must be in the original containers. Please give specific instructions. If medication is to continue for more than 10 days, a letter from the physician is required along with the form. Medication is stored in a locked area away from the children.
3. If your child has the following, you should keep him/her at home or you will be required to pick-up your child: temperature of 100° or more, contagious illness vomiting or diarrhea. Your child will need to be symptom free without medication for 24 hours before returning. This will be at the discretion of the Program Director.
4. Breakfast will be served from 9:00am – 9:30am. Children should be dropped off no later than 9:00am. If your child has an appointment and will be arriving later than 9:00am, please call to inform the Program Director.
5. You are always welcome to visit the Preschool and Child Care Center. We also encourage you to talk with your child's Teachers, the Preschool Program Director about the program and any needs or special successes your child is experiencing.
6. Children's actions often reflect problems they are experiencing at home (i.e. pet's death, parents' divorce, sibling disagreements, etc.) If

any such disruptive or traumatic experience should occur, please inform the Director. This will enable us to better meet the needs of your child.

7. Documents that require your signature must be returned by the deadline.

CUSTODY ISSUES

In cases of separated or divorced parents where visitation rights are denied to one parent, we cannot deny releasing the child to such parent unless a court decree or separation document is in our file, expressly forbidding such parent from picking up the child from our program, or from picking up at times not allowed by the court decree.

ABOUT THE PROGRAM

Guidance and Socialization

The YMCA Preschool employs positive guidance as a method of behavior management, with a strong emphasis on preventative measures. Strategies are appropriate to the child's age, developmental stage and individual needs. One goal is to help each child develop self-control. We recognize that it is

important to work together with parents to encourage the child's positive behaviors. Time-out should be reserved for extreme behaviors and only to get a child to calm down. At no time will any staff member or volunteer use any form of corporal punishment, including but not limited to shaking, spanking, slapping, pinching, pushing, humiliating, threatening, biting or hair-pulling. Staff will never use threats or derogatory or humiliating remarks. Staff will not withhold food as a form of discipline.

The center employs a positive guidance approach to dealing with children's challenging behaviors. The most important step in the process entails teachers' use of preventative strategies. Teachers recognize the essential role that relationships play in their ability to facilitate children's social competence therefore should take intentional steps to ensure that every child feels accepted and gains a sense of belonging.

Teaching staff will promote pro-social behavior by interacting in a respectful manner with all staff and children and by modeling behaviors such as caring, turn-taking, listening, negotiating, comforting, and by intentionally facilitating children's efforts in these areas. Teachers actively teach social, communication and emotional regulation skills and they assist children in resolving conflicts. Staff guide children who bully, isolate, or hurt other children to learn and follow the rules of the classroom.

When challenging behaviors occur, teachers will observe to identify events, activities, interactions, and other contextual factors that predict challenging behavior and may contribute to the child's use of

challenging behavior. Information regarding the behavior will be recorded on a Behavior Incident Report form. Teachers will identify skills that need to be taught and incorporate these into their activities and routines. Teachers will use environmental modifications, activity modifications, adult or peer support, and other teaching strategies to support the child's appropriate behavior.

Teaching staff will respond to a child's challenging behavior, including aggression, in a manner that provides for the safety of the child, provides for the safety of others in the classroom, is calm, is respectful to the child, and provides the child with information on acceptable behavior. If challenging behavior persists, then teachers will meet with the Director to re-examine collected data and to plan how to proceed. Next steps might include one or more of the following: parent-teacher conferences, development of a Behavior Support Plan, classroom consultation, or referral to outside agency. Throughout this process, teachers and administrators work collaboratively with families to support the needs of the child.

Curriculum

The Goldsboro Family Y Preschool uses the award-winning Creative Curriculum, "a developmentally appropriate, comprehensive curriculum that promotes positive outcomes for preschool children." Nationally recognized for its research-based approach, the curriculum focuses on 36 objectives in nine areas of development and learning: Social-Emotional, Physical, Language, Cognitive, Literacy,

Mathematics, Science and Technology, Social Studies, and The Arts.

Outdoor Play

Weather conditions can make a safe playground unsafe, or can limit the amount of time children should be exposed to extremes of heat or cold. Children should be appropriately dressed for the playground, including closed-toe shoes. If it is cold, they need to wear a coat or jacket. On warmer days, they should dress to remain cool.

If the grounds and/or equipment are wet but conditions are otherwise good, play should be organized into games or contests that keep children dry. Under no circumstances will the children be allowed on the playground during the rain, severe weather warnings, or if thunder is in the area. The gym will be used only when weather conditions are unsuitable

Meals

All the meals and snacks provided by the preschool meet USDA and CACFP guidelines. Parents are required to complete CACFP forms upon enrollment. While we can handle simple accommodations to allergies, parents may be responsible for providing substitutes for their child's food/drink in more extreme allergy situations. In this case, parents must sign a waiver, exempting their child from our food program.

Transitioning to the Next Classroom

Children will transition to the next class based off his/her kindergarten year. Generally, children move up once at the beginning of the new school year.

Communications

We will use both email and ProCare to communicate news and announcements with families. Please ensure your contact information remains updated.

HEALTH, SAFETY, AND EMERGENCY PROCEDURES

Accident Procedure:

- On-site: All accidents/illness occurring on-site and requiring first aid will be handled by the lead teacher or Program Director.
- Off-site: All accidents/illness occurring off-site will be handled by program staff and must be reported to the office upon return.
- Off-site Emergency: In case of an off-site emergency, 911 will be called, the YMCA notified and the child(ren) accompanied to the hospital by one staff member. Parents will be notified immediately.
- Record-keeping: All first aid, accident, or incident reports will be signed by parents and the Program Director and kept on file for a year. Any incidents requiring treatment by a doctor,

must be reported to DCDEE within seven days, so please inform us if your child sees a doctor for an accident that occurred while in our care.

Biting

Child biting provides the unfortunate opportunity for blood-related diseases to pass from one child to another if the skin is broken. When a child bites another child, the injured child will receive the appropriate first aid treatment immediately. The child who has bitten will be separated from the other children until the child has fully calmed down. The parents of both children involved will be given an incident report to sign and inform them of the event.

At the discretion of the Preschool Program Director, a child may be dropped from the preschool program for biting as early as the third offense.

Illness

Upon arrival, each child will be observed for common signs of communicable disease, physical injury or other evidences of ill health. Children shall be excluded from care if they have symptoms of illness specified in the Signs and Symptoms Chart posted in each classroom unless written documentation from a licensed physician state the child has been diagnosed and poses no serious health risk to the child or to other children.

- **Physical:** In case of physical illness, the sick child will be removed from group care to a mat or the office and his/her parent called

to pick up the child. Any child who vomits or has diarrhea twice, or has a temperature of 100*, needs to be immediately removed from group care, and parents will be contacted to pick up the child.

- Emotional: In cases of suspected emotional upset or ongoing condition, the child and circumstances will be reported to the Program Director and may be discussed at a staff meeting. The Director will work with the family and appropriate community agencies to address the problem. Staff will be informed of developments.

Positive Guidance and Behavior Management Policy

The YMCA Preschool employs positive guidance as a method of behavior management, with a strong emphasis on preventative measures. The Goldsboro YMCA believes that children learn self-control when adults treat them with dignity and respect.

Positive guidance is about building an encouraging setting for every child in the classroom. Teachers help young children understand they can learn from their mistakes, and it starts with showing them how. Teachers build relationships with every child—especially with the children that are difficult to

connect with and understand. Teachers build these relationships from day one, outside of conflict situations. When children know and trust his/her teacher in day-to-day interactions they will listen to the teacher when conflicts happen (after the teacher has helped everyone calm down).

Age-Appropriate Behavior Management and Discipline Techniques for Children

Positive guidance strategies are appropriate to the child's age, developmental stage, and individual needs. Teachers recognize the essential role that relationships play in their ability to facilitate children's social competence therefore should take intentional steps to ensure that every child feels accepted and gains a sense of belonging by:

- Infants:
 - No behavior management

- Children ages 1 years old and up:
 - Guiding children's behavior throughout the day, not just when a child acts in a way that is unsafe or unacceptable.
 - Teachers guide behavior by establishing predictable routines, setting clear rules with children, and modeling kindness and respect.
 - Teachers are always attentive and aware of what is going on.

- Redirecting children to a more acceptable behavior or activity.
 - Promote pro-social behavior by interacting in a respectful manner with all staff and children and by modeling behaviors such as caring, turn-taking, listening, negotiating, comforting, and by intentionally facilitating children's efforts in these areas.
 - Actively teach social, communication, emotional regulation, and self-control skills as they assist children in resolving conflicts.
- Children ages 3 years to five years old:
 - Teachers help children set their own limits.
 - Visualizing mistakes as learning opportunities.
 - Listening when children talk about their feelings and frustrations.
 - Guiding children to resolve conflicts and modeling skills that help them solve their own problems.
 - Patiently reminding children of the rules and their rationale as needed.
 - Work together with parents to incorporate the same positive guidance strategies at home that are used in the classroom.
 - Rules will be consistent, based on the understanding of individual

needs and development, and will promote self-discipline and acceptable behavior.

When challenging behaviors occur, teachers will observe to identify events, activities, interactions, and other contextual factors that predict challenging behavior and may contribute to the child's use of challenging behavior. Information regarding the behavior will be recorded on a Behavior Incident Report form. Teachers will use the information regarding the behavior to:

- Identify skills that need to be taught and incorporate these into their activities and routines.
- Use environmental modifications, activity modifications, adult or peer support, and other positive guidance strategies to support the child's appropriate behavior.
- Respond to a child's challenging behavior, including aggression, in a manner that provides for the safety of the child, provides for the safety of others in the classroom, is calm, is respectful to the child, and provides the child with information on acceptable behavior.

If challenging behavior persists, then teachers will meet with the Director to re-examine collected data and to plan how to proceed. Next steps might include one or more of the following: parent-teacher conferences, development of a Behavior Support Plan, classroom consultation, or referral to outside agency. Throughout this process, teachers and administrators work collaboratively with families to support the needs of the child.

Time Out

Time out is the removal of a child for a short period of time (3 to 5 minutes) from a situation in which the child is misbehaving and has not responded to other positive guidance techniques. Children 3 years of age and older can go to time out for one minute per year of age:

- 3-year-old = 3 minutes
- 4-year-old = 4 minutes
- 5-year-old = 5 minutes

The “time-out” space, usually a chair, is located away from classroom activity but within the teacher’s sight. During “time-out,” the child has a chance to think about the misbehavior which led to his/her removal from the group. After a brief interval of no more than 5 minutes, the teacher discusses the incident and appropriate behavior with the child. When the child returns to the group, the incident is over, and the child is treated with the same affection and respect shown to the other children.

Unacceptable Techniques Used to Handle Children

Staff who abuse or neglect a child at the YMCA in ANY form OR staff who fail to report suspicions or cases of child abuse/neglect are subject to immediate termination. This includes yelling, shaming, and harassment of a child.

Corporal punishment or abusive language of any kind is not allowed in any program at the YMCA. At no time will any staff member or volunteer use any form of corporal punishment, including but not limited to the following:

We:

1. DO NOT handle children roughly in any way, including shaking, pushing, shoving, pinching, slapping, biting, kicking, or spanking.
2. DO NOT place children in a locked room, closet, or box or leave children alone in a room separated from staff.
3. DO NOT delegate discipline to another child.
4. DO NOT withhold food as punishment or give food as a means of reward.
5. DO NOT discipline for toileting accidents.
6. DO NOT discipline for not sleeping during rest period.
7. DO NOT discipline children by assigning chores that require contact with or use of hazardous materials, such as cleaning bathrooms, floors, or emptying diaper pails.
8. DO NOT withhold or require physical activity, such as running laps and doing push-ups, as punishment.
9. DO NOT yell at, shame, humiliate, frighten, threaten, or bully children.
10. DO NOT restrain children as a form of discipline unless the child's safety or the safety of others is at risk.

How to Safely Pick Up and Lift Children

It is important to remember that children and caregivers can be injured if safety precautions are not followed when picking up and lifting children. Staff should ALWAYS:

- Pick up children close to the child's underarms while the caregiver uses both of their hands to lift.
- Hold a child by his or her hand when walking them to another place.
- Hold infants with both arms securely.

Staff should NEVER:

- Yank a child by his or her arm or grab a child by the arm
- Pick up and lift by one or both arms of the child
- Holding children in a manner that has the child dangling from caregiver's arms.
- Holding children in any unsafe or a non-nurturing manner

Child Maltreatment/Abuse and Mandated Reporting

All staff are legally required to report any cases of suspected child abuse or neglect per NC General Statute 7B 301 - Duty to report abuse, neglect, dependency, or death due to maltreatment:

Any person or institution who has cause to suspect that any juvenile is abused, neglected, or dependent, as defined by G.S. 7B101, or has died as the result of maltreatment, shall report the case of that juvenile to the director of the department of social services in the county where the juvenile resides or is found. The report may be made orally, by telephone, or in writing. The report shall include information as is known to the person making it including the name and address of the juvenile; the name and address of the juvenile's parent, guardian, or caretaker; the age of the juvenile; the names and ages of other juveniles in the home; the present whereabouts of the juvenile if not at the home address; the nature and extent of any injury or condition resulting from abuse, neglect, or dependency; and any other information which the person making the report believes might be helpful in establishing the need for protective services or court intervention. If the report is made orally or by telephone, the person making the report shall give the person's name, address, and telephone number. Refusal of the person making the report to give a name shall not preclude the department's assessment of the alleged abuse, neglect, dependency, or death as a result of maltreatment. (b) A person or institution who knowingly or wantonly fails to report the case of a juvenile as required by subsection (a) of this section, or who knowingly or wantonly prevents another person from making a report as required by subsection (a) of this section, is guilty of a Class 1 misdemeanor and NC General Statute 105.4. – Duty to Report Child Maltreatment

- (a) *Any person who has cause to suspect that a child in a child care facility has been maltreated, as defined by G.S. 110105.3, or has died as the result of maltreatment occurring in a child care facility, shall report the case of that child to the Department. The report may be made orally, by telephone, or in writing. The report shall include information as is known to the person making the report, including (i) the name and address of the child care facility where the child was allegedly maltreated, (ii) the name and address of the child's parent, guardian, or caretaker, (iii) the age of the child, (iv) the present whereabouts of the child if not at the home address, (v) the nature and extent of any injury or condition resulting from maltreatment, and (vi) any other information the person making the report believes might assist in the investigation of the report. If the report is made orally or by telephone, the person making the report shall give the person's name, address (a) Any person who has cause to suspect that a child in a child care facility has been maltreated, as defined by G.S. 110105.3, or has died as the result of maltreatment occurring in a child care facility, shall report the case of that child to the Department. The report may be made orally, by telephone, or in*

writing. The report shall include information as is known to the person making the report, including (i) the name and address of the child care facility where the child was allegedly maltreated, (ii) the name and address of the child's parent, guardian, or caretaker, (iii) the age of the child, (iv) the present whereabouts of the child if not at the home address, (v) the nature and extent of any injury or condition resulting from maltreatment, and (vi) any other information the person making the report believes might assist in the investigation of the report. If the report is made orally or by telephone, the person making the report shall give the person's name, address, and telephone number. Refusal of the person making the report to give a name shall not preclude the Department's assessment of the alleged maltreatment. (b) Upon receipt of any report of maltreatment involving sexual abuse of the child in a child care facility, the Department shall notify the State Bureau of Investigation within 24 hours or on the next workday. If sexual abuse in a child care facility is not alleged in the initial report, but during the course of the assessment there is reason to suspect that sexual abuse has occurred, the Department shall immediately notify the State Bureau of

Investigation. Upon notification that sexual abuse may have occurred in a child care facility, the State Bureau of Investigation may form a task force to investigate the report.(2015123, s. 8.) Page 1 G.S. 110 105.4ss, and telephone number. Refusal of the person making the report to give a name shall not preclude the Department's assessment of the alleged maltreatment. (b) Upon receipt of any report of maltreatment involving sexual abuse of the child in a child care facility, the Department shall notify the State Bureau of Investigation within 24 hours or on the next workday. If sexual abuse in a child care facility is not alleged in the initial report, but during the course of the assessment there is reason to suspect that sexual abuse has occurred, the Department shall immediately notify the State Bureau of Investigation. Upon notification that sexual abuse may have occurred in a child care facility, the State Bureau of Investigation may form a task force to investigate the report.

Common Signs and Symptoms of Child Maltreatment/Abuse

The lists below contain common indicators of abuse or maltreatment. The lists are not all-

inclusive, and some abused or maltreated children may not show any of these symptoms.

Indicators of physical abuse can include the following:

- Injuries to the eyes or both sides of the head or body (accidental injuries typically affect only one side of the body)
- Frequently appearing injuries such as bruises, cuts, and burns, especially if the child is unable to provide an adequate explanation of the cause. These may appear in distinctive patterns such as grab marks, human bite marks, cigarette burns or impressions of other instruments.
- Destructive, aggressive, or disruptive behavior
- Passive, withdrawn or emotionless behavior
- Fear of going home or fear of parent(s)

Indicators of sexual abuse can include the following:

- Symptoms of sexually transmitted diseases
- Injury to genital area
- Difficulty and/or pain when sitting or walking
- Sexually suggestive, inappropriate or promiscuous behavior or verbalization
- Expressing age-inappropriate knowledge of sexual relations
- Sexual victimization of other children

Indicators of maltreatment can include the following:

- Obvious malnourishment, listlessness or fatigue
- Stealing or begging for food
- Lack of personal care – poor personal hygiene, torn and/or dirty clothes
- Untreated need for glasses, dental care or other medical attention
- Frequent absence from or tardiness to school
- Child inappropriately left unattended or without supervision

How Staff Should Report Concerns of Child Maltreatment/Abuse

For reporting purposes, child abuse is referring to incidents that occur outside our child care facility (i.e.: child's home, etc.) and child maltreatment is referring to incidents that happen at our child care facility. Any staff that has a concern about child abuse should bring their concern to the Preschool Director or other member of the leadership staff. However, staff can make these reports directly to the Wayne County Department of Social Services, anonymously. The number to report concerns is 919-580-4034.

Concerns about child maltreatment should be brought to the attention of the Director or other member of management, as soon as possible, to ensure that the children are being kept safe from any other incidents. Incidents can be reported by meeting with management, by calling, or by sending a message through our work app Slack in the event the Director or other member of management is off the premises. Staff can confidentially report, without fear of reprisal, their observations, or suspicions of co-workers' in appropriate discipline, care, or treatment of children. Staff can also make these reports directly to the Division of Child Development and Early Education at 919-814-6300.

How Management Will Respond to Concerns of Child Maltreatment/Abuse

If at any time a concern rises to the level of child maltreatment, the Preschool Director or another leadership team staff member will interview all staff who may have knowledge of the situation and review video footage. After collecting information and looking at video footage, the leadership team will decide the corrective action that needs to be taken. If child maltreat/abuse has been substantiated, staff are subject to immediate termination.

The Director or other member of the leadership team will contact the appropriate investigating authorities, including the Division of Child Development and Early Education at 919-814-6300, within the same business day. Parents of the child(ren) will also be notified by the Preschool Director as soon as possible and no later than the same business day.

Classroom Observation Policy and Procedures

The YMCA Preschool Director will conduct routine classroom observations to ensure that all staff members are in compliance with child care requirements and facility policies and procedures regarding discipline of children. Classroom observations will be conducted in person and by reviewing video surveillance.

Routine observations of classroom activities and staff-child interactions will be conducted monthly for each staff member. The observations will rotate between in-person and then by video surveillance. However, observations may be more frequent and video surveillance will be reviewed due to the following situations:

- Complaints regarding staff
- A child is injured
- Issues regarding a child's behavior

If at any time a concern rises to the level of child maltreatment and/or child abuse, the Preschool Director will contact the Division of Child Development and Early Education within the same business day. Parents of the child(ren) will also be notified by the Preschool Director as soon as possible and no later than the same business day.

Documentation of the observations will be recorded on the Classroom Observation Form and will include the following information:

- Date
- Time
- Location of observation and if observation was in-person or by surveillance
- Name and signature of person(s) observed
- Signature of the observer
- Summary of observation

- Notation of whether there are concerns about staff following discipline policies
- Observer feedback/guidance to staff members
- Staff member response

Storage of Video Recording

The storage of video recording is only accessible to Goldsboro YMCA Leadership staff, which includes the Preschool director. In the event that a review is necessary by representatives of the Division of Child Development and Early Education, a copy of the video recording will be provided by a member of the Senior Leadership Team.

Staff Training on YMCA Positive Guidance Policies, Discipline Policies, and Mandatory Reporting Policies

All staff members will receive training on the YMCA positive guidance policies, discipline policies, and mandatory reporting policies as part of their new staff orientation and before they assume child care responsibilities. The Preschool Director will then conduct this training on an annual basis for all staff. Additionally, all staff are required to take an online training on recognizing and responding to suspicions of child maltreat within 90 days of hire.

Disciplinary & Behavior Management Policy

A child's participation in the Preschool depends upon his/her behavior. We certainly want each child to enjoy the activities planned and benefit from his/her experience with the Goldsboro Family YMCA Preschool.

Basic Rules of Safety and Conduct are reviewed below. Please make certain that your child is aware of these rules. Parents will be informed by phone, in writing (daily behavior and activity log) and through parent conferences if their child continues to display poor behavior. General discipline techniques involve positive reinforcement for good behavior and careful explanation of behavior that is unacceptable. An activity will be denied for repeated poor behavior and the child will be directed to an alternative activity. Physical discipline will not be used. Failure to comply with the following rules may lead to disciplinary action, possible suspension and/or termination from the program.

- Repeatedly engaging in fighting as a way to solve an issue.
- Stealing or defacing the facility or other children's property.
- Refusing to follow basic safety rules.
- Repeated disrespect for staff or rude and discourteous behavior toward other children.
- Repeatedly displaying an inability to follow established guidelines.
- Continuous biting of other children

The Parents will be given written or verbal notification of termination with a one-week period for obtaining new services. Immediate termination

could occur if the YMCA staff feel we cannot maintain the safety and welfare of the child and /or other children.

Prevention of Shaken Baby Syndrome and Abusive Head Trauma

Belief Statement

The Goldsboro Family YMCA Preschool believes that preventing, recognizing, responding to, and reporting shaken baby syndrome and abusive head trauma (SBS/AHT) is an important function of keeping children safe, protecting their healthy development, providing quality child care, and educating families.

Background

SBS/AHT is the name given to a form of physical child abuse that occurs when an infant or small child is violently shaken and/or there is trauma to the head. Shaking may last only a few seconds but can result in severe injury or even death¹. According to North Carolina Child Care Rule (child care centers, 10A NCAC 09 .0608, family child care homes, 10A NCAC 09 .1726), each child care facility licensed to care for children up to five years of age shall develop and adopt a policy to prevent SBS/AHT.

Procedure/Practice

Recognizing:

- Children are observed for signs of abusive head trauma including irritability and/or high pitched crying, difficulty staying awake/lethargy or loss of consciousness, difficulty breathing, inability to lift the head, seizures, lack of appetite, vomiting, bruises, poor feeding/sucking, no smiling or vocalization, inability of the eyes to track and/or decreased muscle tone. Bruises may be found on the upper arms, rib cage, or head resulting from gripping or from hitting the head.

Responding to:

- If SBS/ABT is suspected, staff will:
 - Call 911 immediately upon suspecting SBS/AHT and inform the director.
 - Call the parents/guardians.
 - If the child has stopped breathing, trained staff will begin pediatric CPR.

Reporting:

- Instances of suspected child maltreatment in child care are reported to Division of Child Development and Early Education (DCDEE) by calling 1-800-859-0829 or by emailing webmasterdcd@dhhs.nc.gov.
- Instances of suspected child maltreatment in the home are reported to the county Department of Social Services.

Prevention strategies to assist staff* in coping with a crying, fussing, or distraught child

Staff first determine if the child has any physical

needs such as being hungry, tired, sick, or in need of a diaper change.

If no physical need is identified, staff will attempt one or more of the following strategies:

- Rock the child, hold the child close, or walk with the child.
- Stand up, hold the child close, and repeatedly bend knees.
- Sing or talk to the child in a soothing voice.
- Gently rub or stroke the child's back, chest, or tummy.
- Turn on music or white noise.

In addition, the facility:

- Allows for staff who feel they may lose control to have a short, but relatively immediate break away from the children.
- Provides support when parents/guardians are trying to calm a crying child and encourage parents to take a calming break if needed.

Prohibited behaviors

Behaviors that are prohibited include (but are not limited to):

- Shaking or jerking a child
- Tossing a child into the air or into a crib, chair, or car seat
- Pushing a child into walls, doors, or furniture

Strategies to ensure staff members understand the brain development of children up to five years of age
All staff take training on SBS/AHT within first two

weeks of employment. Training includes recognizing, responding to, and reporting child abuse, neglect, or maltreatment as well as the brain development of children up to five years of age. Staff review and discuss:

- Brain Development from Birth video, the National Center for Infants, Toddlers and Families, www.zerotothree.org/resources/156-brain-wonders-nurturing-healthy-brain-development-from-birth
- The Science of Early Childhood Development, Center on the Developing Child, developingchild.harvard.edu/resources/inbrief-science

