

YWCA YOUNG WONDERS

Parent Handbook



eliminating racism
empowering women

ywca

YWCA McLean County
1201 N. Hershey Road | Bloomington, IL 61704
(309) 662-7826 | www.ywcamclean.org





Welcome!

YWCA McLean County has been supporting women, children, and families in our community for more than 100 years.

The YWCA family includes dedicated staff and volunteers who help provide a wide range of services including child care, programs for retirees, transportation, support for sexual assault survivors, and programming for formerly incarcerated women.

YWCA Young Wonders staff welcomes you, parents and children, as part of our YWCA family. We look forward to creating a special place where your child can learn, grow, and have fun!

*YWCA Young Wonders is licensed by the
Department of Children and Family Services (DCFS).*

*YWCA McLean County
is a United Way funded agency.*

*YWCA Young Wonders Early Learning programs are accredited
by the National Association for the Education of Young Children (NAEYC).*

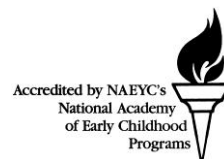


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INTRODUCTION

YWCA Mission

YWCA McLean County is on a Mission to eliminate racism, empower women, and promote peace, justice, freedom, and dignity for all.

YWCA Vision

EQUALITY INDISPUTABLE: By harnessing the potential of every woman, YWCA brings real change to the fight for gender equality and racial justice. These are the building blocks for a world where social justice exists for all.

YWCA Young Wonders Vision

We believe all children have a right to receive quality child care in a safe and nurturing environment. At YWCA McLean County, we are committed to the social, physical, mental, and emotional development of each child. We help your child learn through playful, age-appropriate activities. We foster a peaceful classroom environment that does not support bullying of any kind.

Young Wonders Early Learning Program Philosophy

Programs offered at the YWCA Hershey Road facility will help the child:

- Stimulate intellectual development.
- Build self esteem and positive self image.
- Encourage verbal and creative expression.
- Improve listening skills and small/large motor coordination.
- Develop sound practices related to safety, health, and nutrition.

Young Wonders Youth Development Program Philosophy

YWCA School-Age Programs will provide children with a safe, comfortable, and fun environment while they are in our care before and after school. Our program will recognize their developmental and educational needs by offering a variety of activities including games, arts and crafts, reading, music, homework time, and “free time” to pursue individual interests.

Definitions

The policies and procedures in the *YWCA Young Wonders Parent Handbook—Hershey Road Programs* apply to the following programs: full-time child care, part-time preschool/pre-kindergarten classes, and school-age onsite program.

For the purposes of this handbook, the use of the term “parent” is meant to refer to the parent(s) or legal guardian(s) of the child.

YWCA-PARENT PARTNERSHIP

YWCA Young Wonders is dedicated to building positive and productive partnerships with all our parents. In the best interests of the children in our care, we are committed to the following principles and ask parents agree to the same:

- We will maintain and show respect for all—YWCA staff, parents, guardians, and children.
- We will be responsible for our actions and help the children learn responsibility for theirs.
- We will keep lines of communication open among staff members and between staff and parents.
- We will share information about the child and their progress with parents in a timely manner and ask parents provide any details of the child’s development that can help YWCA better serve their family.
- We will read, understand, and follow the policies outlined in this parent handbook as they are designed to serve the children.

Communication

The Young Wonders program has a Facebook and a Pinterest group. If you would like to be added to the Facebook group, please stop at the front desk and leave your Facebook username/email. Our Facebook group is a secret group used to promote events and parent partnerships. Feel free to follow our Pinterest group to stay up to date on activities. YWCA emails statements and program updates frequently so we ask that you check your email regularly.

Staff Availability

YWCA Young Wonders will make every effort to be available to parents who have questions or concerns. Teachers and directors can be contacted at (309) 662-7826 if assistance is needed. Director contact information can also be found in the **appendix** or on our website at www.ywcamclean.org. Directors staff classrooms based on the enrollment schedule families provide during the registration process.

The Young Wonders front desk is generally staffed during between 6:00 a.m. to 6:00 p.m.

Parent Contact Information

To ensure the best care for your child, YWCA staff must be able to contact either a parent or someone approved by the parent according to the information provided on the **YWCA Admission Form** for Young Wonders participants. *Parents must ensure YWCA has updated information at all times.* To make corrections or updates, please contact a director or the front desk at (309) 662-7826.

In the event of an emergency, YWCA staff will make contact in order each person on the **YWCA Admission Form** until someone is reached. If no one can be reached, YWCA staff will work with the director of Young Wonders to ensure your child receives proper care or appropriate action in the case of behavioral issues.

YWCA reserves the right to reconsider the child’s enrollment in the program if, on a repeated basis, parents and emergency contacts cannot be reached.

Parent Conferences

YWCA staff holds a Parent-Teacher conference at least once per year. Staff can also meet with parents upon request to discuss a child’s progress. In addition, our teachers may contact parents to set-up a conference throughout the year.

Teacher Communication

Teachers will make every effort to communicate regularly (verbally or in writing) about a child's progress. We also encourage parents to make time to speak with teachers as needed and to review posted information.

Newsletters and Lesson Plans

YWCA staff develop a monthly newsletter that is available via email, in each classroom, and at the parent table. Lesson plans, daily schedules, lunch, and snack menus are also posted in each room.

ENROLLMENT

Upon enrollment, YWCA Young Wonders requests that parents share information on a child's special needs including medical and/or behavioral evaluations. We will make every effort to accommodate your child and to work with parents in meeting the child's needs.

A non-refundable registration fee must be paid in order to hold a spot for a child in YWCA Young Wonders. A fee schedule is available at the Young Wonders front desk.

Required Documentation

YWCA must keep the following information on file for each child enrolled in our programs:

1. YWCA Admission Form
2. YWCA Consent Form
3. YWCA Financial Agreement
4. Parent Handbook Agreement
5. Copy of certified birth certificate
6. Proof of medical examination or physical as follows:
 - For infants, toddlers, and preschool children, the initial medical examination must be dated within six months of enrollment and are valid for two years.
 - For school-age children, a copy of the most recent regularly scheduled school physical may be submitted. Subsequent examinations for school-age children must meet the requirements of Illinois school code—physical required at 5th grade.
 - The physical must contain the following information:
 - a. Immunizations have been received as required by the Illinois Department of Public Health
 - b. A tuberculin skin test by the Mantoux method and the results (unless otherwise noted in writing by the physician)
 - c. Record of a lead risks assessment
 - d. Signed and dated by the examining physician including name, address, and telephone number of the physician responsible for the child's care
7. About Me child information form
8. Federal Food Program form
9. Infant Formula Consent (required for infants only)
10. Bus consent form
11. DCFS Licensing standards agreement
12. Medication, medical exemption forms (if applicable)
13. Universal Field Trip Form

GENERAL POLICIES

Mandated Reporters

As mandated reporters, YWCA Young Wonders staff members are required by law to report to the Department of Children and Family Services (DCFS) any incidents that may be suspected as child abuse and/or neglect. Reports are made in the best interest of the child and are strictly confidential. Staff members do not need to report their actions to their supervisor or the child's parents.

Staff Qualifications

Staff members of YWCA Young Wonders Early Learning meet or exceed the qualifications established by DCFS. YWCA conducts background checks on all applicants.

Attendance

YWCA Young Wonders (Hershey Road facility) is a full-time child care center, open from 6:00 a.m. to 6:00 p.m. Because regular attendance is critical for a child's development, YWCA expects your child to attend according to the schedule listed on your admission form. Directors review attendance records monthly and will bill according to days/times your child attends. Please be sure you bring your child the scheduled days/times on your admission form so our staffing and billing are accurate. If you need to change the enrollment of your child you are required to give YWCA a two week notice and need to fill out an *Enrollment Change Form* so our billing is accurate.

A child receiving assistance from publicly funded sources (IDHS, UPIC, United Way) must attend what their approved days are. If a parent chooses to have their child attend outside their approval, the parent is responsible to pay full price **BEFORE** dropping off their child for the additional days. If this policy is not followed, YWCA has the right to suspend the family in order to prevent a high balance on the account.

Release of Child

YWCA will release a child **only** to individuals specified on the Primary and/or Emergency Pick-up Lists of the **YWCA Admission Form**, unless the parent provides written permission. If YWCA staff does not recognize the person picking up a child, we reserve the right to ask for proof of identification to ensure the child's safety. To keep records current, it is important for parents to notify the director of any changes to contact information on the **Admission Form**.

YWCA will not release a child if:

- The person is not listed on the **YWCA Admission Form**.
- The person does not have written permission from the parent *and* the parent cannot be contacted.
- The person appears to be intoxicated and/or impaired in some way. YWCA will contact someone else on the pickup list that can safely drive the child home.
- YWCA has a court order stating that the child may not be released to a particular person.

Transition to Next Room

YWCA staff will communicate with parents when your child is ready to move to the next room. Three conditions must be met for this transition to occur:

1. Your child must be the appropriate age.
2. Your child must be developmentally ready.
3. The next room must have an opening for your child to move into.

As part of the transition process, the director:

1. Reviews the birthday list to determine when a child is eligible to transition.
2. Consults with the teacher regarding the child's progress.
3. Contacts the parents to discuss the transition process and what it means for their child. The child will only be transitioned to the next room if parents are in agreement with the decision.

The transition process takes one week to ensure the child feels comfortable and is adapting well. The child is considered to be "officially" in the next room after this week if they have transitioned successfully.

Voluntary Withdrawal

YWCA Young Wonders requires a two-week advance written notice to withdraw a child from the program. If a two-week notice is not given, the parent is responsible for paying those two weeks. If the child will not be in our program longer than two weeks the parent is required to pay a re-registration fee upon the child returning.

Safe Parking

Throughout the day, YWCA transports children in YWCA vans or busses and loads/unloads them directly in front of the Young Wonders entrance. For the safety of the children, parents, and YWCA staff/visitors, it is **critical** that **everyone** follow our parking policy:

- Parking spaces are available on the upper level and are designated for Young Wonders participant use. Please park **only** in the parking spaces provided.
- **Do NOT** park on or along side of the sidewalk.
- **Do NOT** park in the fire lane along the guardrail.
- **Do NOT** park in the two handicapped parking spaces (unless you have a handicapped sticker/tag/license).
- If you are parked in any area other than the provided spaces, you will receive **one warning**. If you continue to park in unapproved spaces/areas, you will be charged a **\$5.00 fine** that will be added to your weekly child care fees.

DAILY PROCEDURES

Daily Schedule

The YWCA main location (Hershey Road) operates from 6 a.m. to 6 p.m. Offsite locations begin at 6:30 a.m. and end at 5:30 p.m. Meals are provided every two hours to children in accordance to DCFS and food program policies. Each room will post a daily schedule of activities that parents are encouraged to review. Children have structured learning times in the morning and afternoon with YWCA staff, as well as large motor time (gym/outside playgrounds), and free choice.

Sign-In

All children, regardless of age, must be accompanied into the building and into their room by an adult. The adult must use their fingerprint to sign the child in or out daily. Off-site parents are required to sign their child in and out on our attendance logs.

Participation

Your child will be encouraged to participate in all planned activities. If the child chooses not to participate, YWCA staff will provide an alternate activity.

Late Drop-Off

To avoid disrupting classroom activities, parents may not bring a child into the center between **9:30 a.m. and 2:30 p.m.** By arriving before 9:30 a.m., children are able to participate in a full day of activities. Exceptions can be made for doctor/dentists appointments or medical emergencies if parents notify the director or assistant director by 9:30 a.m. on the day the child will be late.

On the first instance of late arrival, we will send a warning letter home with your child. After the first warning, your child will not be allowed to enter the center until 2:30 p.m.

Late Pick-Up

Because the Department of Children and Family Services (DCFS) authorizes YWCA Young Wonders to be open only until 6:00 p.m., YWCA requests your child is picked up before programs end for the day. We will charge accounts **\$5 per minute** that a child is in our care past 6:00 p.m. If your child has not been picked up by 7:00 p.m. and YWCA staff cannot reach anyone on the primary and/or emergency pick-up list, we will notify the police.

To keep consistency for all clients this policy also applies to part-time clients. Part-time care ends promptly at 12 p.m. If children are here after 12 p.m. we will charge the same rate of \$5 per minute.

Transporting Children

YWCA Young Wonders transports children for field trips and to/from school. YWCA Youth Development families are charged a \$5 per week transportation fee for children we bus to and from D87 and Unit 5 schools. YWCA Early Learning charges a \$60 per month rate for pick up/drop off at client homes as well as part-day programs such as Fairview, Brigham, and Sugar Creek Elementary Schools. Transportation routes are planned around the majority need of families. Directors may not approve transport locations if there is a minimal need for families.

In the use of car seats, YWCA will adhere to the Child Passenger Protection Act #83-8. Parents must supply the appropriate booster or child safe seat for a child.

Visitation by Parent(s)

YWCA welcomes parents and family to visit our programs. Parents and family can meet staff and interact with the child at any time.

Clothing

Parent must supply one full change of clothes that are weather appropriate. The clothes will be kept in the child's cubby and include the following: shirt, pants or shorts, underwear, socks, and shoes (if possible). We highly recommend that children learning to be toilet trained are dressed in clothing that are easy to pull up/down.

Outdoor Activities

Children will be allowed to participate in outdoor activities when weather permits. Parents are responsible for ensuring their child has outdoor gear (e.g., coats, hats, gloves, shoes/boots) to protect them from cold weather, snow, and/or ice. YWCA staff will make informed decisions based on temperatures and weather conditions regarding a child wearing or not wearing this outdoor gear.

Food from Home

According to DCFS regulations, parents may **not** bring outside food or drinks into the center unless your child's snack/lunch needs to be supplemented due to **medical** reasons. The parent must submit a doctor's note stating the reason for the supplemented food or drink.

Celebrations

YWCA makes an exception to the "Food from Home" policy in the event of a birthday or special celebration. Parents can bring a treat for each child in the class *only* if the treat is store bought and individually wrapped/sealed. If you do not wish your child to participate in a holiday celebration due to religious or cultural beliefs, please notify the teacher or director.

Toys from Home

YWCA requests no toys be brought from home unless the teacher has approved it for a specific activity in the child's class. YWCA is not responsible if the toy is lost, broken, or stolen.

Movies

All movies viewed at the center are G-rated or pre-approved by the parents and the director.

HOLIDAY AND SUMMER CARE

Full-Day Sessions

On institute days and most school holidays (with the exception of YWCA holidays/closures), YWCA operates full-day school-age programs onsite at YWCA on Hershey Road from 6:00 a.m. to 6:00 p.m.

Full-day care on school holidays costs an additional \$34.00 per child, per day. Parents must register no later than one week prior to the holiday. Subsidized families will be charged the regular \$15 weekly fee as well as \$5 per day for each full day the child attends.

Summer Programs

YWCA offers summer programs held Monday-Friday onsite at YWCA on Hershey Road. Participants of school-age programs do **not** automatically get placement in summer programs. They need to sign-up on or after the designated registration date, locations will be filled on a first-come-first-served basis.

Activities during YWCA summer programs include swimming at off-site pools and weekly field trips to various local destinations. Because the start/end dates of summer programs follow the calendar used by District 87, please be aware that children in Unit 5 or other school districts may have gaps in child care coverage.

Closings

YWCA Young Wonders is closed in observance of:

- New Year's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Thanksgiving
- Day after Thanksgiving
- Christmas Day

YWCA Young Wonders reserves the right to close on other dates. Notice will be given to parents through our YWCA Facebook page and WJBC 1230 AM radio.

BEHAVIOR AND DISCIPLINE

YWCA Young Wonders offers activities that build the social, physical, mental, and emotional development of each child in our care. We encourage and guide children toward self-discipline with gentle reminders, positive reinforcement, redirection, intervention and mediation by our staff, and a “cooling down” period if necessary.

If a child exhibits a behavior pattern YWCA staff and parents cannot stop, we will follow a three-step procedure after intervention methods are exhausted:

1. YWCA staff will send the child home and communicate with the parents about the actions leading up to this decision, this is considered to be the first strike in the discipline policy.
2. If the behavior is repeated after the child returns, YWCA staff will again send the child home, suspend care the next day, and the child may not return until a director can meet with the parent. This is strike two of the discipline process.
3. After the third incident (strike 3), YWCA will dismiss the child from the program without refund of fees.

A child may be dismissed if actions include, but not limited to, the list below occur and no resolution is achieved:

- Physical aggression including, but not be limited to, choking, fist fighting, punching, kicking, biting, and scratching.
- Throwing objects that could be dangerous (e.g., furniture, scissors, etc.).
- Continual disruption of classroom environment/program activities.
- Verbal aggression.
- Purposeful destruction of property.
- Stealing from YWCA, staff members, or other children.
- Leaving program without consent/permission.
- Sexually inappropriate language or behavior.
- Bringing weapons or illegal drugs into the program.
- Bullying of any kind including racism and sexism. YWCA supports the LGBTQ community and will also not tolerate remarks that offend members of this community

Parental Behavior

If a parent displays inappropriate verbal behavior during the discipline process or at any time during program activities, YWCA reserves the right to give a strike to a parent until the parent is able to act in an appropriate and respectful manner. YWCA considers inappropriate and/or threatening physical behavior by a parent as grounds for immediate dismissal.

Immediate Termination

YWCA Young Wonders reserves the right to immediately terminate a child from the program who displays completely uncontrollable behavior that is severe and/or a danger to themselves, other children, or staff.

HEALTH/MEDICAL ISSUES

Managing Illness

Keeping a Sick Child Home

If a child is present in Young Wonders, **they must be well enough to keep up with the day's activities.** Because YWCA does not have staff available to care for sick children and we must consider the health and wellness of **all** children in our care, it is the **parent's responsibility** to keep an ill child home. YWCA follows DCFS sick child policies as stated in standard 407.310.

Please keep a sick child home for any of the following conditions:

- High temperature/fever at 100°F or higher
- Acute cold or excessive sneezing/coughing
- Nausea, vomiting, or diarrhea
- Dizziness/faintness or chills
- Severe pain or aches, headache, ear ache
- Skin rash or irritations
- Sore throat, inflamed eyes, or swollen glands
- Lice, scabies, fleas, hand/foot/mouth, pink eye, meningitis
- Any contagious disease
- Other conditions/illnesses that put staff and children at risk

Sending a Sick Child Home

YWCA will send home a child experiencing any of the above symptoms to the point of physical discomfort. In addition, YWCA staff will contact a parent to pick-up a child registering a temperature of 100°F or higher as read on the thermometer. **A child must be fever-free (have a regular temperature of 98.6°F) for 24 hours before returning to the center.**

Our staff recognizes that children sometimes vomit or experience diarrhea as a reaction to certain foods, medications, or stress. We will use our best judgment in the decision to contact a parent. If we cannot find the exact cause of a specific reaction or if the child experiences other symptoms, we will request you take the child home.

Returning to Young Wonders

For a child absent from the program due to a contagious disease, YWCA reserves the right to request a verbal or written release from the child's doctor before the child is allowed to return.

Medicine and Topical Products

YWCA can administer medicine and topical products to your child while in our care according to the following procedures. The parent must:

1. Complete and sign the **Medication Form** prior to any medicine or topical product being administered to the child by YWCA staff. The parent must also sign a new form when there are changes in type and/or dosage of medicine/topical product.
2. Bring prescribed and over-the-counter medicine to YWCA in the original container/box as follows:
 - Prescription medications must be labeled with the full pharmacy label. Child's first and last name must be clearly shown or marked.

- Over-the-counter medicine must be clearly marked with the child's first and last name. The directions for use of the medicine must be clearly readable on the container/box.
3. Give the completed **Medication Form** and the medicine/topical product directly to the child's teacher. Do not leave medicine in child's backpack/cubby.

This policy applies to prescription medications, over-the-counter medicine, and products applied to the skin such as sunscreen, insect repellent, and diaper ointment. YWCA staff will only administer the exact amount as prescribed by the doctor or the recommended dose/application outlined for over-the-counter medicine/topical products.

Dietary Needs

YWCA will provide a child with special dietary needs, appropriate meals, and snacks following these procedures:

- For a child with food allergies, the child's doctor must complete the DCFS form **Medical Exception Statement for Food Substitution** that provides clear directions regarding the child's diet.
- For dietary needs due to religious/cultural beliefs, the parent, medical provider, or clergy member must submit instructions that clearly outline the child's diet. YWCA will keep this information on file.

Lice/Bed Bugs/Fleas/Scabies

YWCA maintains a "No Nit Policy" for cases of lice, bed bugs, fleas, and scabies the following steps must be followed:

1. If YWCA staff determines a child has nits of some kind, we will notify a parent to pick the child up immediately.
2. Upon pick up, YWCA staff will provide the parent information on what to look for, including nits.
3. As soon as possible, the parent must begin using anti-lice/flea bomb/bed bug treatments as directed on the package. NOTE: *RID* or *NIX* are two common over-the-counter brands.
4. If the nits return after seven days of treatment, contact your doctor for a prescription treatment.
5. If the nits are present upon screening or re-screening, YWCA will dismiss the child to the parent for additional treatment.
6. If nits or lice are still present after 21 days of treatment (three treatment cycles of seven days each), YWCA will discontinue the child from the program. After the child is completely lice-free, you may contact YWCA to discuss re-admittance.

Preventing Illness

According to DCFS hand washing regulations, a child's hands must be washed routinely and frequently with soap and water at the following times:

- Upon arrival at the center (parent's responsibility)
- Before and after each meal or snack
- After using the bathroom
- After handling pets or animals
- After wiping or blowing child's nose
- After touching soiled items
- Before and after working on food activities
- After outdoor play

Accidents and Emergency Care

YWCA is committed to providing the safest possible program for children. In the event of an accident or extreme illness, YWCA staff will:

1. Assess the situation carefully according to basic first aid principles.
2. Immediately notify the parent and director depending on the severity of the accident/incident.
3. Provide basic first aid when appropriate. Call 9-1-1 if more extensive care is needed.
4. Communicate with the parent to assess additional care.
5. Accompany the child to the hospital if needed.

Follow Up

YWCA staff will complete an accident report for any injury that leaves a mark on the child or does not leave a mark immediately but could be more serious (e.g., bumping the head or a blow to the torso). One copy of the report is given to the parent and one to the director.

YWCA McLean County carries liability insurance that covers injuries that occur when a child is in our care. We require parents provide hospital/doctor visit information to YWCA directors within 24 hours so we can submit the information to our insurance.

FEES AND FINANCIAL AGREEMENT

Child Care fees are an important part of the YWCA's ability to provide quality programs for the children. Fees apply to all participants regardless of the number of daily hours a child is in a program and must be kept current.

Upon program enrollment, parents must read, understand, and sign the **YWCA Financial Agreement**. Select details from these agreements are also repeated below for your convenience. A fee schedule is available at the Young Wonders front desk.

Registration

A non-refundable registration fee must be paid in order to hold a spot for a child in YWCA Young Wonders. **A re-registration fee will be applied to clients who drop their child from our program longer than two weeks.** We expect children to be here on the days they are registered for as per admission paperwork at the time of registration. YWCA requires families to attend 80% of their weekly attendance for consistency. If a parent is in a unique situation and cannot attend 80% Director and Billing Coordinator needs to approve attendance plan. If a parent needs to make changes regarding enrollment, they need to submit an **Enrollment Change Form** to the Billing and Enrollment Coordinator. Families are only allowed to submit **two** enrollment change forms per calendar year for schedule changes. We will only approve up to two week vacations per calendar year July 1st-June 30th. YWCA will not credit for illnesses unless it is a special circumstance. We are happy to help our clients in unique circumstances, but making sporadic changes to enrollment affects the billing schedule.

Weekly Payments and Fees

Payments are due weekly or bi-weekly. Other payment arrangements may be made prior to service by contacting the Billing Coordinator (309) 662-7826, ext. 256. Payment may be made by cash, check, money order, debit/credit card, PayPal link, YWCA website, or electronic funds transfer (EFT). We will charge a 25% holding fee to clients who wish to have their child's enrollment spot held while they are absent from the program longer than two weeks.

Government Assistance

Parents applying for government subsidy assistance must have their approval from Child Care Resource and Referral Network (CCRRN) before their child(ren) can start. When approval has been received, parents must pay the monthly co-payment established by the subsidy unit. There is also an additional \$15.00 per week, per child fee to offset the amount of the co-payment. If you are employed with YWCA at least 20 hours per week we will not charge the \$15.00 per week additional charge. If you are a private pay employee you receive a 20% discount after successfully completing 90 days of employment. Once you have reached a year with YWCA you receive a 50 percent discount. **In the event of cancellation of subsidy payments, parents are solely and immediately responsible to pay the YWCA private pay child care fee.** Families cannot attend outside their approved days unless they pay the full price prior to dropping off their child for the additional day. If families are not paying for additional NON CCRRN days after verbal reminders by directors, we reserve the right to only allow the client to attend the approved days as stated by CCRRN.

Non-Payment Days and Holidays

For full-time, YWCA allows non-payment days to be used as follows:

- YWCA Young Wonders requires families to submit an Enrollment Change Form **two weeks prior** when the schedule of your child changes; however, we will only approve a change twice per calendar year July 1-

June 30th. Once notification is received, weekly fees will be recalculated to reflect the non-payment days used.

- We will approve up to two weeks of vacation time in the calendar year of July 1-June 30th per account. Unused vacation days will *not* carry over to subsequent years.

YWCA does not reduce the cost of weekly fees for weeks containing days on which Young Wonders is closed. Contact the Young Wonders front desk or visit www.ywcamclean.org for a list of closures/holidays.

Late Payments/Collections and Withdrawal

If payments are more than two weeks late, the child may be suspended from the program until the parent and Billing Coordinator can create a payment plan.

There will be a \$35 charge on all non-sufficient funds (NSF) checks or EFTs that are returned. After two returned NSF checks or EFTs YWCA may require parents to pay in cash, money order, or credit card.

If an account is past due, YWCA reserves the right to turn the account over to a collection agency/attorney. (See **Financial Agreements** in the appendix for full information.)

A two-week advance written notice is required to withdraw a child from the program using the Enrollment Change Form. If two weeks' notice is not given, parents are responsible for paying those two weeks.

Discounts

YWCA offers 10 percent discounts to State Farm and Country Financial employees with proof of an employee badge that does not say vendor on it. We also offer a 10 percent discount to any Military Branch (active or retired), AFNI, Moms of Multiples, OSF HealthCare, and Westminster Village employees. Part-time clients are offered a \$5 additional child discount and full-time clients are offered a \$10 additional child discount. Please note that only **ONE** discount applies per account.

APPENDIX

YWCA Young Wonders Staff Contact Information

Young Wonders Front Desk

(309) 662-7826

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YWCA Young Wonders

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YWCA Young Wonders

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Cheryl Miller

Young Wonders Billing Coordinator

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Dontae Latson

President/CEO

YWCA McLean County

Liz German

Vice President of Operations

YWCA McLean County

YWCA Young Wonders Parent Handbook Agreement



I, _____, parent of _____,

hereby certify that I have received, read, and understand the policies stated in the YWCA Young Wonders

Parent Handbook.

Parent/Guardian Name _____ **Date** _____

Parent/Guardian Signature _____ **Date** _____