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Welcome...

We build strong kids, strong families, and strong communities! All of our YMCA Child Development programs are geared to help your child grow into strong, confident, and caring young people. Caring, well-trained staff have been providing youth programs in our community since 1887. Swimming, play, field trips, and healthy snacks are all a part of your child's Y experience. With all that we offer, you can count on your child to develop a healthy body, mind and spirit at the YMCA.

Upon enrollment at the YMCA, it is assumed that all families are in agreement of our philosophy, policies, and procedures. Because we feel there is always room for improvement, we are always open to comments and suggestions. The Director of Youth Development will make the final decision on any changes to the present policies and procedures. We will do our best to work with each and every family. We reserve the right to make changes to our policies at anytime.

Philosophy & Goals...

All YMCA programs incorporate the values of honesty, caring, respect and responsibility into the daily curriculum. A positive self-esteem is the most important asset a child can have in growing up. Our major goal in our programs is for children to have positive experiences in which they can feel good about themselves. We believe that through play and social activities such as; games, crafts, discussion groups, etc., we can provide a child with the opportunity to develop socially, physically, emotionally, and intellectually. Most of all, we want to provide a warm, safe, and accepting atmosphere in which the children can enjoy themselves. Keeping the mind, body and spirit together has been the Eugene Family YMCA's goal since 1887.

YMCA Policies & Procedures...

Absent Children and Finders Fee

Please be sure to contact your child's program if your child will be absent on a regularly scheduled day. After a reminder, parents will be assessed a \$5 fee for each "Kid Search" we initiate. You are able to leave us messages at each individual site to inform us of any schedule changes.

Authorization To Pick-Up Child

No child will be released to a person not authorized by a parent to pick the child up. We must have written or verbal authorization each time someone other than the parent is to pick up and for any changes in this respect. Please ask them to bring photo identification with them the first time you have them pick up your child. This is an extra precaution we take for your child's safety. YMCA programs need on file any restraining orders or court documentation that restricts individuals from picking up a child.

Birthdays

We celebrate birthdays during the afternoon snack period. If you wish to send treats, they need to be store bought due to the health regulations that we need to follow. Please remember we are a nut free environment. We encourage health snacks (fruit, popsicles, etc). Check in with your program staff to see if any children have allergies. We want everyone to be included in fun celebrations.

Car Seats

All children in the Rainbow and Friends Room need to have car seats for field trips. We will provide booster seats for school-agers who weigh less than 60 pounds, and are under 6 years of age.

Celebration of Holidays

Holidays are recognized for their celebration value rather than their religious significance. To honor diversity and to teach children about the world around them we introduce and discuss how different cultures celebrate their holidays.

Children's Cubbies

Each child has a cubby/laundry basket in which to keep their belongings. (Onsite Programs) Please bring a change of clothes to be kept in your child's cubby.

Child Abuse

All Child Development Staff are mandatory child abuse reporters. If you have questions about our child abuse policy or questions about child abuse prevention, contact your site director/lead teacher.

Custody Papers

If you have any current or pending Legal Parent/Custodial Issues, we will need copies of the paperwork.

Drop in Policy

The School-Age programs have a drop in option when there is space available. In order for a child to drop-in the parent must call the on-site director 24 hours in advance to determine the spot availability. If a program is full, there are no drop-ins available. There are no drop in's in our preschool programs.

Disorderly Parents

In the case that a parent/guardian shows up and is drunk and/or disorderly we will follow procedures outlines below.

- politely suggest that the parent call and have someone else pick up the child
- will call the other parent or emergency numbers and attempt to get them to come for the child
- If parent does take the child, we will get license plate number and which direction they drove in and call 911

Enrollment Procedures

Enrollment is open on a "first come first serve" basis until all spaces are full. School enrollment is from September until June or until you withdraw from the program.

- If a space is available, a registration packet must be completed before enrollment. (registration card, health form and USDA)
- \$65.00 registration fee (gets you community member rates on certain programs)

Field Trips

Field trips will be on your program calendar. If the field trip requires transportation, we will use the YMCA vans. A schedule of the planned field trip will be on the monthly curriculum. If a child is not here by the time their program leaves for the field trip, they will have to be brought back when the program returns or taken to the field trip spot.

Hours

Children enrolled in our Rainbow and Friends Room can be in the classrooms for up to 10 hours on one day. Any time over the 10 hour mark will result in a \$1/minute fee.

Late Fees

A \$25.00 late fee will be assessed on the 11th of every month if the child care payment has not been received in full or an alternate payment plan has not been established. If a payment is 30 days past due without a payment arrangement, then the account may be sent to a Collection Agency.

Late Pick Up

Children must be picked up by 6:00pm. A late charge will be assessed for late pick-ups. There is \$1 a minute charge for all late pick-ups. These will be added to the next bill.

Nutrition-USDA

Our meal and snack program is partially subsidized through the Food and Nutrition Service, U.S. Department of Agriculture. "The U.S. Department of Agriculture (USDA) and the State of Oregon prohibit discrimination in all USDA programs and activities on the basis of race, color, national origin, sex, religion, age or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 14th and Independence Avenue, SW, Washington, D.C. 20250-9410 or call (202) 720-5964 (voice and TDD). USDA and the State of Oregon are equal opportunity providers and employers.

Parents are responsible for checking the menu for any foods, which might be harmful to any allergies or that, might conflict with parental preference for their child's diet. Parents need to make sure that the food substitute is a sufficient replacement ensuring a balanced diet. The center will provide juice or water for any children with milk allergies. Any known allergies should be noted on the child's application and the child's teacher should also be alerted to any potential problem.

Food and Medical Substitutions

Food Substitutions for Participants with Special Dietary Needs

If your child has special dietary needs that require substitutions to the normal Center menu, you must submit a completed Medical Statement for Food Substitution Form signed by one of the following: MD (medical doctor), PA (physician assistant), NP (nurse practitioner), RN (registered nurse) or RD (registered dietician). If your child has a special dietary need that restricts their diet, the center will make substitutions prescribed by your child's doctor. Parents will not be required to provide any of the substitute foods for their child. If a parent wishes to provide a substitute food for their child, they may do so with the Director's approval. The Eugene Family YMCA will honor requests for food substitutions when the requested food is readily available and does not exceed the normal cost of a center provided meal. The completed Medical Statement for Food Substitutions will be maintained on file in the Director's office. There will be copies in each classroom as well as posted on the program bulletin boards.

Food Substitutions for Participants with Disability

If your child has a medically diagnosed disability by a Licensed Physician (MD) see the Director.

Nap Time

Our preschool/Pre-K classrooms have nap/quiet time. The staff move around the room rubbing backs until all that will sleep are asleep. Soft music is also often played.

Nut Free

All Child Development Programs are nut free.

Outdoor Play

We feel that it is important for children of all ages to participate in some form of outdoor activities. Children who are well enough to be at school are also well enough to go outside. Remember to consider the weather when dressing your child.

Payment

Our billing system is a pre bill system. You will receive a monthly tuition bill approximately 5-7 days before the start of the new month in your parent file at your program. Payment for tuition is due by the 10th of each month.

Pictures

Pictures and videos taken of children in our program may be used for publicity or news purposes for the YMCA. If you would ever like a copy of a picture that was used, just ask.

Potty Training in Preschool

When a child is showing an interest in using the toilet at home or at school, the staff will work with the parents to develop a routine that will be consistent both at school and at home. Please communicate with your child's teacher when your child is ready for this stage in their life! You will need to keep a supply of your own disposable diapers for your child at the center.

Returned Checks

Any returned checks are subject to a \$25.00 service charge.

School's Out Safari

Child Care will be held at the YMCA when 4J school's are closed. Sign ups are available online and at the YMCA membership desk for the school year. Pre-registration and payment are required to sign up. Cancellations need to be done one week prior to receive a refund.

Sexuality Dialogue

It is normal for kids to ask questions about sexuality. These questions may concern growth and development, human reproduction, anatomy, physiology, masturbation, family life, pregnancy, childbirth, parenthood, sexual response, sexual orientation, contraception, abortion, sexual abuse, HIV/AIDS, and other transmitted diseases. Staff are encouraged to direct the child to their parents for an answer. "That's a great question to ask your parents" is one way to reply, which can also be used if a child asks for a staff member's opinion about something related to human sexuality.

Sign in/Out procedures

After school staff will sign in all children when they arrive at programs from school. Parents need to sign them out on the attendance sheet with the departure time and initials. On site program parents when entering and leaving, please write the arrival/departure time and initial the attendance sheet. Always leave your child in the care of the teacher, and notify a teacher when you are taking a child home.

Snow Days

No deductions or credits will be made for sick days, vacation days, snow days or other emergencies resulting in school closings.

Swimming

1. Some programs have specific swim days. Check with your child's teacher for your days.
2. Each child must have a swimsuit, a towel, and a plastic bag.
3. Each child is evaluated prior to swim lessons (on site programs) at the beginning of the program to determine his/her level of capability.

Things From Home

Children may bring toys to school only on sharing days. The only exception to this rule is a child may bring a soft cuddle toy if needed to sleep with at naptime. GUNS, WAR TOYS, OR OTHER TOYS OF DESTRUCTION are not allowed in our programs. The YMCA is not responsible for lost, broken, or stolen items.

Vacation/Sick Leave Policy

No deductions or credits will be made for sick days, vacation days, snow days or other emergencies resulting in school closings. Tuition is calculated for the year and then divided up into monthly or weekly payments to make it more affordable.

Visits and Observations

Parents are always welcome to visit and/or observe their children at the center any time.

Volunteers

Volunteers will be utilized wherever possible in caring for children and adding to the success of our programs. Volunteers assist the teachers in activities and on field trips. All volunteers over the age of 18 are formally interviewed, and have their references and criminal histories checked. Volunteers are never left alone with the children.

All middle & high school volunteers who are earning credit for classes attend an orientation prior to entering the classroom with the Director of Child Development. Rules and appropriate behavior are discussed. Please contact your program staff for information on volunteering.

Waiting List

If there is an available space and a family is next on the waiting list, but does not need the space until a later date, that family has the option of holding the space by paying for it until the needed date or declining the available slot. Once your name is on the waiting list, you will be called when an opening becomes available. Wait lists are only held onto for the current school year.

Withdrawal

A written notice is needed at least 2 weeks, prior to last day of enrollment. If this is not possible, parents will be expected to pay two weeks tuition from the date of the notice given. This allows the center time to contact the next family on the waiting list and fill the space without any loss of revenue.

What to wear to the YMCA

Children should wear comfy clothes that allow them to move and have fun. There will be messy art projects such as paints, glue, mud, and other activities, so clothing should be washable.

The weather should be another consideration. It may be cool in the morning and then become hot by the afternoon, so dress in layers. It is much easier to take off clothing than it is to put on something that they don't have! We suggest shoes with back straps.

A great day at the YMCA is when a child goes home with a smile on their face and paint, dirt, markers, glitter, on their body!

Parent/Staff Communication...

Monthly Bills/Parent Newsletter

Each month a parent newsletter will be available on the website. Please read it to find out about No School Days, Billing Days, staff birthdays, etc. Bills will be placed your parent file at your program.

Parent Message Board

Be sure and check daily for reminders of field trips, special dates, program closures and other important information.

Parent Pockets/Files

Each child has a pocket/file with their name on it near the sign in/out table. We will put monthly bills, notes for parents, etc. in there. Please check this daily.

Website

The Eugene Family YMCA website will provide with the monthly calendar, newsletter, rates, important dates, etc.

Email

Each Friday an email gets sent out to all Child Care Families. We include weekend family activities, upcoming events, and YMCA news. We will also send emails of program specific information.

Staff Availability

In the morning at drop off time and in the afternoon when you are picking up your child, the staff is available for brief communication with parents, although, it is important to remember that the staff's first responsibility is for the supervision and safety of the children. If further communication is needed, please set up a time with the site director. If you have questions or concerns, conference time can be scheduled with the Site Director or Lead Teacher. Contact Holly, Director of Youth Development with any questions or problems, 686-9622 or holly@eugeneymca.org

Staff Structure...

The administration of the Child Development program consists of the director and on-site directors/lead teachers at each site. The director is responsible for the overall operation of all the YMCA Child Development programs with a special emphasis on staff training and program development. The on-site directors/lead teachers are responsible for maintaining the children's records, assisting the lead teachers with any paperwork and curriculum needs, working with the families enrolled at their site, and the overall day-to-day needs of the program. The director reports directly to Dave Perez, YMCA Executive Director.

Staff Training

All of the teaching staff in this center are professionally trained. The staff of each classroom meets together monthly for training's on various child care topics. In addition, all the center staff are required to attend monthly meetings with the on-site center director.

All the teaching staff are required to obtain at least 15 hours per year of training. Every staff member of the center is required to have current Infant/Child CPR/First Aid training, Criminal Background Check and driving record check.

Child Development Staff are Mandatory Child Abuse Reporters. We are required by law to report any signs that we think may be child abuse.

Room Division and Teacher/Child Ratios

Rainbow Room

For children ages 30 months to 4 years old.

One teacher for every 10 children. (State requirement 1:10)

Maximum group size is 20 children to 3 teachers

Friends and After Kindergarten

For children age 4 to 5 years old.

One teacher for every 9 children. (State requirement 1:10)

Maximum group size is 20 children to 3 teachers

School Age Programs (K-5th)

For children attending kindergarten or older

One teacher to every 15 children.

For more information about

State Child Care Regulations contact

Child Care Division, 1-800-556-6616.

Health & Safety...

Dentist/Doctor

If your child needs a doctor/dentist and we cannot get a hold of you or your doctor/dentist, or your emergency contacts we will contact Urgent Care.

Emergency Procedures

In case of accidental injury, we will make an immediate attempt to contact a parent. If we cannot reach you, we will call the child's physician. If necessary, we will also call an ambulance or paramedics. Until the arrival of a parent, the physician, an ambulance, or paramedics, and the Director will be in charge and make all decisions about the care of the child. You will be expected to assume responsibility for any resultant expense not covered by your insurance. The center will maintain a parent's signed consent form agreeing to this provision. It is to your child's benefit that you keep the center up to date on phone numbers, emergency numbers, and other pertinent information.

Fire & Emergency Drills

We have a monthly fire/earthquake drill in which all children and staff participate. We also practice emergency procedures if a child or staff person would be seriously injured.

Illness

Your child's health is a matter of major importance to all of us. Upon enrollment, you must file with us a health form signed by a parent. There are certain guidelines our center must follow to maintain our license with the state of Oregon and to try to prevent the spread of illness. They are as follows:

A daily health inspection is casually given to each child upon arrival. We cannot admit or retain in care, except with the written approval of the local health officer or your child's physician, a child who:

1. Is diagnosed as having or being a carrier of a day care restricted disease, or
2. Has one of the following symptoms or combination of symptoms of illness:
 - Fever over 100 degrees F
 - Diarrhea (more than one abnormally loose, runny, watery or bloody stool per day)
 - Vomiting
 - Nausea
 - Severe cough
 - Unusual yellow color to skin or eyes
 - Draining eyes (pink eye, cold sinus infection)
 - Skin or eye lesions or rashes that are severe, weeping or pus-filled
 - Stiff neck and headache with one or more of the symptoms listed above
 - Difficult breathing or abnormal wheezing
 - Complaints of severe pain
 - If a child is notably tired and/or irritable and needing one on one care

Your child may not attend YMCA Child Care Programs if they have any of the mentioned symptoms. If your child does not attend school (for sickness or other reasons) they may NOT attend the YMCA programs. Your child may be sent home if any of the above symptoms

appear during the day. You will be contacted to pick up your child as soon as possible, no more than 60 minutes.

If your child has had any of the above symptoms they cannot return to the center until they have been "symptom free" for at least 24 hours. If a child has mild symptoms, which do not impair his or her functioning, they can remain in the center and the parent will be notified when they pick up their child at the end of the day.

If children have been exposed to a communicable disease within our programs, parents of enrolled and incoming children shall be notified. Children diagnosed, as having a communicable disease shall be excluded from the classroom. The exclusion time shall follow the Lane County Health Departments exclusion rules.

Immunization Records

We are required to maintain accurate and up-to-date immunization records of each child enrolled in our early childhood programs. Parents need to update these records each time your child receives a new immunization or booster.

Minor Injuries

Every effort will be made to try to prevent injury to your child, but due to the nature of young children, an accident can happen within a blink of an eye. If an injury occurs, your child will be given "tender loving care" from the staff person who witnessed the injury. That same staff person will fill out an accident report explaining the mishap and what treatment was given. The staff person will leave this report for you to sign and a copy of this report will be kept.

Medicine

Medications can be administered to children under the following conditions:

- A. Medication authorization by the parents on file
- B. Prescription/Non prescription medicine is in the original condition and labeled with the child's name of the drug, dosage, directions for administering, date and physicians name

We keep a written record of all medications administered.

Sunscreen

We will provide kids with sunscreen. If your child has an allergy to specific sunscreens please let us know.

Weather & Emergency Closure...

All YMCA Child Development Programs will follow the 4J School District Inclement Weather Policy.

If in doubt in the morning, listen to KUGN AM 590 or KRVM FM 91.9 for an announcement regarding 4-J schools and YMCA programs. If in doubt in the afternoon, call us at 686-9622. We will have a message on our voice mail system regarding any closure information. If 4J schools are closed, all YMCA Child Development Programs are closed. If 4-J opens on a 2 hour delay, our programs will open at 10:00 am.

In a weather emergency we will email all parents/guardians to let you know to come and pick up your child immediately.

No deductions or credits will be made for snow days or other emergencies resulting in school closings.

Emergency Evacuation Plan

If there is a blizzard, earthquake, or fire and for any reason you were unable to contact us by phone or were unable to get here, you need to know the following:

- If our building is safe to be in, the staff will stay with your children no matter how long it takes for you to get here.
- If the YMCA building is not safe, we will evacuate to Spencer View Child Development Program in the Spencer View Apartments.

Guidance...

It is the YMCA philosophy that encouragement and praise for acceptable behavior is more effective than punishment for unacceptable behavior. Using positive directions, giving choices, and being consistent are principles we use to enact this philosophy. Staff strives to establish and maintain a behavior management system which will reinforce positive behaviors. The following methods will be used to accomplish this:

1. Staff will act as role models.
2. Both the group as a whole and the need of the child as an individual will be taken into consideration.
3. Rules will be appropriate for each child's age and stage of development.
4. Rules will be consistently implemented.
5. Rationale for rules will be explained and related to the child's well being, and to the rights and safety of others.

Never will any teacher or staff member ever use any form of punishment that is humiliating or frightening to a child. Our center shall never accept parental permission to use any form of punishment listed above.

Behavior Policy...

We encourage parents to consider the use of positive forms of discipline at home too. The teachers and the center director are delighted to help parents with any questions or concerns they may be experiencing at home. We are an excellent resource for parents and encourage you to use us!

1. Redirection and one on one correction by staff
2. One on one private discussion with staff
3. Loss of program privilege (ie: swimming, field trips, etc) relating to the offense for an amount of time to be determined.
4. Contact of parent or guardian or the site director/lead teacher to discuss how to help child succeed
5. Suspension from the center for an amount of time.
6. Removal from program.

A serious discipline problem is defined as one in which the site director/lead teacher determines that the child is engaging in inappropriate behavior that includes, but is not limited to the following:

1. Inflicting physical or emotional harm to self or others
2. Destroying property
3. Disrupting the facility program
4. Failure to adequately respond to regular discipline
5. Repeated ignoring of staff requests

At any time a child is hurtful and/or disrespectful to themselves, other participants and/or staff and not responding to staff, a parent/guardian will be called to come and pick up the child immediately.

Dismissal Policy...

Our first priority is to provide quality care and early education for all children enrolled in our programs. On a rare occasion there is a need to ask a family to remove their child from enrollment. The following are examples of when and why this may happen:

1. **Inability to adapt-** After enrollment, if a child fails to adapt to our program, even though every effort has been made to aid in their adjustment, the staff and director of the center may ask the parents to find alternative care that may be more suitable for their child. Prior to this point, daily communication will take place and the parents may be asked to attend a conference with the director of child development and staff to decide what is best for their child.
2. **Aggressive or hurtful behavior-** If a child is aggressive and hurtful to other children, policies have been followed, for the safety of the other children in the center, the family may be notified by the director to remove their child from enrollment.
3. **Parent or Guardian Conflict** - If a parent is disruptive, destructive, or malicious through their actions or words in any way that interferes with the morale of the staff and/or stability of the center, the family will first be spoken to by the Child Development Director and the YMCA Executive Officer. If the behavior continues the family will be asked to leave the program.
4. **Non-Payment**

Mutual Acceptance Policy...

We want to provide an open environment where children and adults can question and discuss differences in ability, race, color, gender, national origin, ethnicity, sexual orientation, age, religion, socioeconomic status, cultural background and lifestyles. We feel that through honesty and positive discussion, children will learn that there is strength in diversity. We would hope that through being proactive and discussing the differences and similarities found in our families, our classroom, our center and the community at large, we will dispel stereotypes and fear and provide the children with a positive, healthy respect and acceptance of all human beings.

Discrimination and Harassment

The Eugene Family YMCA Child Development policy prohibits discrimination or harassment. The definition of discrimination and harassment are as follows:

- **Discrimination** means any act that has the purpose or effect of unreasonably differentiating in treatment, based on disability, race, color, gender, national origin, ethnicity, sexual orientation, age, religion, marital status, socioeconomic status and or cultural background, familial status, physical characteristics, or linguistic characteristics of a national origin group.
- **Harassment** means unwanted behavior of a nonverbal, verbal, written, graphic, sexual, or physical nature that is directed at an individual or group on the basis of disability, race, color, gender, national origin, ethnicity, sexual orientation, age, religion, marital status, socioeconomic status, cultural background, familial status, physical characteristics, or linguistic characteristics of a national origin group.
- **Sexual Harassment** is defined as "unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature." Sexual harassment may include such actions as sex –oriented verbal kidding, teasing, or jokes, subtle pressure for sexual activity, physical contact such as patting, pinching, or brushing against another's body, or demands for sexual favors.

When there is a situation that involves an act of discrimination or harassment these are the steps that will be followed:

- **Communication:** Teachers will talk with the children involved. Teachers will ask the child who made the discriminatory statement:

"What did you mean when you said. ..?"

"It is not okay to say. ..."

"It is hurtful to judge people based on (their religion, skin color, culture, gender or lifestyle)."

Teachers will talk to the child who was the victim of the discriminatory act:

"That was not okay for (other child) to say. ..."

"It is okay for you to be hurt and let (other child) know how that made you feel."

"Would you like me to help you talk (to other child?)"

• **Assessment:** Teachers and Directors will assess the seriousness of the situation to determine the best plan of action. The plan of action will be determined by these factors:

- The age of the child
- The seriousness of the content in the statement or act.
- Did the child know what was said was hurtful?
- From this assessment, we will see what needs to be done to:
 - Help and protect the child who was the victim of discrimination
 - Help the child who made the discriminating act learn that this is not okay.
 - Work with the child who made the discriminating statement and examine our program to make it a safe haven for both children.

• **Incident Forms:** Incident Forms will be made up for both set of parent describing what was said and how it was and will be handled.

• **Meetings:** Both sets of parents/guardians will be told personally what happened and the concerns that will be addressed.

Parents of the victim: Will be told about the incident, how it was handled and the plan of action that will follow.

Parents of the aggressor: The lead teachers, director and parents will work together to address this situation so it doesn't happen again. A period of one to two weeks will be established to implement a plan of action. The lead teachers, director and parents will meet at the end of the time established to assess the plan of action. If the plan is working, we will continue for another two weeks before meeting again. If the plan is not working, the seriousness of the situation and the safety and well being of the children in the classroom will need to be examined before going further. Why wasn't the plan working? Are more people needed in the classroom to insure safe communications with the children? If this is the case, one week will be established for improvement.

• **Dismissal from the Program:** A child will be asked to leave the program under these conditions:

- When the parents do not follow through with steps established at the meetings.
- If after the established time there is no improvement.
- If after the plan of action is completed, there is another incidence of similar discrimination. (Based on determination at assessment)

Non-discrimination Policy...

YMCA child care programs will admit children of any race, color, religion, national or ethnic origin, and physical or mental abilities to all the rights, privileges, programs and activities generally accorded or made available to children enrolled at the center. YMCA will not discriminate on the basis of race, creed, color, religion, national or ethnic origin, age, sex, disability, marital status, sexual preference or veteran's status.

Parent Grievance Policy...

If at any time while your child is enrolled in a YMCA child care program you have concerns about the care your child is receiving you may use the following grievance procedure:

1. Talk to the lead teacher/site director in your child's program and try to resolve the issue.
2. If you are not satisfied with the results from this, contact Holly, Director of Youth Development. You may be asked to submit your concern in writing.

We will investigate your concerns and let you know the conclusions.

Inspection and Certification...

Copies of inspections by the Fire Marshall, Sanitation Department, and Child Care Division are available at the YMCA for your review. If you have questions or concerns about our licensed program, you should contact the Child Care Division of the Employment Department at 2510 Oakmont Way, Eugene, 97401, Denni Galloway, certifier, 349-4132.

Comments or Questions...

If you have questions or comments, conference time can be scheduled with the Site Director or Lead Teacher. Contact the Youth Development Director with any questions or comments @ 686-9622 or holly@eugeneymca.org