



# Central Florida YMCA Family Center at the Walt Disney World Resorts®

Lake Buena Vista and Sherberth Road  
Locations

## Parent Handbook

## Central Florida YMCA Family Centers at the Walt Disney World® Resort

The purpose of the Central Florida YMCA Family Centers at the **Walt Disney World® Resort** is to improve lives of Central Floridians by connecting individuals, families and communities with opportunities based on values that strengthen Spirit, Mind and Body. The Central Florida YMCA Family Centers at the *Walt Disney World®* Resort will achieve this by providing high quality, flexible and affordable child development services, enhancing work and family life and building a strong sense of community.

### Vision Statement

Central Florida YMCA Family Centers at the **Walt Disney World® Resort** provide a high-quality, safe and stimulating child development environment that:

- Allows parents to balance work and family lives with the support of high quality, flexible and affordable child development services.
- Encourages children to achieve their highest potential through healthy, innovative, educational and fun child development programming.
- Fosters the values of Caring, Honesty, Respect and Responsibility among staff members, children, parents and families.
- Supports family growth and learning through the spiritual, physical and mental development of all family members individually and together.
- Practices diversity by encouraging children to learn about their own backgrounds as well as the backgrounds of others; allowing children to see themselves represented in books, artwork and toys; continually exposing children to materials and ideas that eliminate stereotypes; and celebrating the creativity that comes from many points of view.
- Extends the range of play and learning experiences through an emphasis on outdoor and natural learning environments allowing for healthy development in fresh air and sunlight.
- Commits to hire the most qualified professionals, secure the highest level of accreditation for infant and early childhood education, and maintain administrative stability necessary to create and sustain a quality child development center.

## **Families**

Parents are a child's first and very best teachers. The YMCA Family Centers involve parents through family events, participation in parent advisory groups, lunches with children, informal parent-staff discussions and conferences. The Family Centers encourage parents to visit at any time. Conferences may also be arranged by appointment. Open communication is essential.

## **Communication with Families**

Family daily activity reports keep parents involved in what is happening at the center. Parents are encouraged to participate with their children in home activities that correspond with the activities at the center.

Parents visit with teachers briefly everyday at drop-off and pick-up times. Because of the demands on the staff at the beginning and end of each day, it is difficult for them to engage in extended conversations at these times. Please reserve lengthy and/or sensitive discussions for pre-arranged appointments.

Please notify your Family Center if you are going to be away for several days and your child will be in the care of someone else. This sometimes affects your child's behavior. Also, it is important for us to know who is responsible when you are away. Throughout the year, if there is anything unusual going on in your home, please let the Center Director know of exceptional activities. Even though your child may not seem to have been affected, it may show up in her/his behavior at the Family Centers.

Your child may be a bit timid and shy at first, so encourage your child to get involved with the program activities. As you gain feedback from your child throughout the year, please keep us informed. We need to have open communication between the program staff and the family as to how your child feels and what he/she likes/dislikes. Discuss the day's activities as you drive home at the end of the day.

Parent participation and input are welcome. Additionally, in order to maintain strong parent-staff communication, please make sure you check your parent mailboxes daily. The children, staff and Director appreciate your creativity, ideas and leadership in activities.

We appreciate hearing from you, including general suggestions and feedback. Your input is encouraged and will be considered during the year as well as for future planning. Additionally, a formal evaluation will occur each year.

## Committees

Your child's continued development while in our care is a top priority, and this development is best accomplished through a strong partnership between you, a member of our parent group, and our team of childcare providers. To further enhance that partnership, we have established a Parent Advisory Board.

We want parents who use the Family Centers to be aware of the Parent Advisory Board. The Board includes parents whose children are enrolled in the Family Centers, representatives from the **Walt Disney World Resort**, and representatives from the Central Florida YMCA.

If you have an issue that you feel has not been satisfactorily resolved through Family Center management, you may take it to the Parent Advisory Board. The board is responsible for raising and/or considering parent concerns and for providing non-binding recommendations to management regarding possible opportunities for improvement. Please refer to the concern process below.

### Concern Process for Parents

Our vision is to provide a high-quality, safe, and stimulating environment for your children. In order to meet that vision, and to help us grow, we need your involvement and feedback. We take your concerns and feedback very seriously and make every effort to address issues within our Centers. In order to assist with this, we have outlined a process and provided contact information for parents to share concerns or feedback easily. We ask that you give us every opportunity to resolve the issue internally. We also welcome any new ideas or positive feedback. Please feel free to share it with your teachers, the directors, or senior management.

The process:

An informal concern is initiated by discussing a situation with the parties involved.

- STEP 1: The concern may be shared by the parents with the appropriate teacher. Every opportunity should be given to the teacher to address the issue first. If the issue has not been resolved, a parent may follow the chain of command outlined below:
- STEP 2: A Program Director or Director may be contacted if the parent is not satisfied. They may be contacted by phone, face to face, or by email.
- STEP 3: If the parent wishes to continue to address the issue, the parent may contact the VP of Child Development or Senior VP of Education and Community Outreach. They may be contacted by phone, face to face, or by email.

- STEP 4: After addressing the issue with the VP of Child Development and if the parent is not satisfied with the resolution the concern may be reviewed by the PAB (Parent Advisory Board).
- STEP 5: The parent may contact the PAB Chairperson or Secretary to schedule time at an upcoming PAB meeting. The PAB would hear the concerns and make recommendations to the MAC (Management Advisory Committee). The MAC consists of management from the YMCA and Walt Disney World and provides advice and recommendations regarding the operations of the center. PAB chairperson will contact the parent to provide an update of the recommendations that have been shared.

Lake Buena Vista Center:

Sr. Program Director: Michelle Foley [mfoley@cfymca.org](mailto:mfoley@cfymca.org)

Sherberth Center:

Sr. Program Director: Carrie Showalter [cshowalter@cfymca.org](mailto:cshowalter@cfymca.org)

Program Director: Erica Catania [ecatania@cfymca.org](mailto:ecatania@cfymca.org)

Both Centers:

Vice President of Child Development: Becky Spencer [bspencer@cfymca.org](mailto:bspencer@cfymca.org)

Advisory Board: Jay Pyka, Heather Sparby

District Executive Director: Nicci Bucher [nbucher@cfymca.org](mailto:nbucher@cfymca.org)

## Goals

Parents are an integral part of our program so the following goals and objectives have been established to ensure strong family connections:

**Goal 1 – To build a partnership with families.**

- To strengthen the family unit in the community.
- To involve families in the program’s planning and evaluation process.
- To listen to and discuss families’ questions, concerns, observations and insights about their children.
- To communicate regularly with families at arrival and departure times about how things are going for their child at home and at the program.
- To schedule regular conferences and/or home visits.
- To discuss with families ways to handle children’s challenging behaviors.
- To help families gain access to community resources.

**Goal 2 – To support families in their parenting role.**

- To demonstrate respect for a family's approach to child rearing and their feelings about sharing the care of their child.
- To celebrate with families each new milestone in their child's development.
- To incorporate family rituals and preferences into the daily life of the program.
- To offer workshops/training on child development and other topics of interest to families.
- To help families network with one another.

**Goal 3 – To support families in their role as primary educators of their child.**

- To encourage family involvement and participation in program activities.
- To provide families with strategies to support children's learning at home.

**Goal 4 – To ensure home cultures of children's families are reflected in the program.**

- To encourage children's awareness of and interest in home languages spoken.
- To seek family members' assistance in learning about children's home culture.
- To interact with children in a style that is respectful of their home culture.

**Staff**

We believe the success of our programs (and ultimately your child(ren)'s experience) lies in the quality of our staff. Our staff members are carefully selected based on their experience, education, talents and interpersonal skills. Our staff meets regularly for in-depth training and discussion, covering such areas as program goals, emergency procedures, group work, curriculum planning, philosophy, goals and objectives, policy procedures and training. Our Family Center staff brings with it a multitude of experiences and backgrounds. All of our staff has undergone a thorough criminal background screening, and are to complete First Aid, CPR and Child Abuse Prevention training while employed by CFYMCA. Above all else, our staff has one thing in common – a love for working with children.

## Teacher/Child Ratios

The program is sufficiently staffed to meet the needs of and promote the physical, social, emotional and cognitive development of children.

CFYMCA ratios		State ratios
Infants	1:4	1:4
Toddlers	1:5	1:6
Two's	1:7	1:11
Three's	1:12	1:15
Pre-Kindergarten	1:12	1:20

State voluntary, universal pre-kindergarten – 1:9 for the 3 hour, 180 day program.

School-Age	1:15	1:25
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## Administration

The Family Centers are administered by a highly-qualified group of educators. The Center Directors hold the Director's Credential for the State of Florida.

## Licensing and Accreditation

The Central Florida YMCA Family Centers at the **Walt Disney World® Resort** are licensed by the Department of Children Services, State of Florida (FS402.26 – 402.319). The Family Centers meet all requirements of this licensing process and are open to visits by licensing personnel and parents. The license is renewed annually. Representatives of the Department of Children and Families may check the status of children's records, including their confidential files and medication forms. Therefore, for us to be able to serve a child, it is essential that all documentation for that child be complete and current.

The Family Centers are committed to high-quality programming and are seeking accreditation through the National Accreditation Commission (NAC). The centers meet all criteria outlined in the YMCA ChildCare Quality Check and seek to achieve the Gold Seal Certification for Quality Care. Periodically, we ask parents to evaluate the program or participate on a review team.

NAC-accredited programs demonstrate a commitment to providing a high-quality program for young children and their families. While the NAC accreditation process examines the total program, the greatest emphasis is placed on the quality of interactions between staff and children, and the developmental appropriateness of the curriculum. Health and safety, staffing, staff qualifications, physical environment and administration are all reviewed during accreditation while primary consideration is given to the nature of the child's experience.

The YMCA Family Centers have also partnered with the Early Learning Coalition in each respective county, as well as other state and local agencies to ensure best practices and top quality services are practiced in the centers. As a result, the centers continue to adapt to the changing needs of child care, keeping up with cutting edge curriculum and service delivery to our families.

### **Locations**

#### **Sherberth Road – 407. 396. 3001**

3261 Sherberth Road  
Kissimmee, FL 34747

Open 6:00 a.m. to 8:00 pm

#### **Lake Buena Vista – 407. 938. 0680**

2800 East Vista Boulevard  
Lake Buena Vista, FL 32830

Open 6:00 a.m. to 11:00 p.m.

### **Days of Operation**

365 days per year – The Family Centers are open every day.

### **Eligibility**

- Ages 6 weeks through 12 years old - Children are eligible by birth date.
- Infants – 6 weeks through 12 months
- Toddlers – 12 months through 24 months
- Two Year Olds – 2 to 3 years of age
- Three Year Olds – 3 on or before September 1
- Pre-kindergarten – 4 on or before September 1
- VPK – 4 on or before September 1 and register with local Early Learning Council
- School Age – 5 on or before September 1 through 12 years old

### **Transition**

Children transition to the next class after their birthday. Children pay the new rate when they transition to the new class. A child must be completely toilet trained to move into a three year old class.

### **Child Care Services**

The Family Centers provide the following early care and education services:

- **Primary Care**
- **Back-up Care**
- **Club Y (School Age Care)**

## Primary Care

Primary Care is defined as regular, ongoing care each week. Parents must pay for the number of days they request whether they use them or not.

Parents pay the fixed amount for these days. If you need to work extra days, you can request in writing additional days of care. At least 24-hour advance notice is required for additional days. The front desk may approve additional days as needed. Requests for additional days must be paid for when requested.

If your supervisor requests you to work additional hours during your scheduled day, you must call the center at least one hour prior to your scheduled pick-up time to notify them of the delay in picking up your child. You must pay for the additional time your child remains at the center.

The purpose of the Family Centers is to provide child care for Cast Members to use **primarily** while they are working at the **Walt Disney World® Resort**. Utilization of care as compared to hours worked will be evaluated by WDW basis throughout the year.

## Enrollment

- Parents must sign-up for either the Sherberth Road Family Center or the Lake Buena Vista Family Center.
- **Parents must complete a separate enrollment form for each child.** Parents who are not willing to complete the forms will not be able to use the center.
- Parents must determine what kind of care they require for each child:
  - Primary Care – regular care of at least 1 day per week.
  - Back-up Care – “just-in-time” care for 15 days per year.
  - School Age Care - (after school, weekends, school holidays and summer care)
- After the complete enrollment application is received, the Center notifies the parents of the child’s status.

## Registration

**All of the forms must be completed for registration to be finalized.** Each child must have a complete health form on file signed by a physician, and all immunizations must be recorded and up-to-date. The Registration Packet must be completed for all children receiving Primary and Back-up Care. School age children (age 5-12) are not required to provide the immunization record since it is maintained at their school.

## **A completed application includes:**

### Application for Primary Care

- Pick-Up Authorization
- Child Emergency Information
- Developmental Screening Permission Signature
- Permission to Photograph Child Signature
- Know your Child's Day Care Center Signature
- Parent Handbook Receipt Signature
- Supplemental Information About Your Child
- Copy of child's birth certificate
- Children's Health Exam
- Immunization Record on HRS form
- Copy of Walt Disney World Resort ID Card & Pennr Number
- Proof of relationship if not parent
- Family Center Scholarship Application (if applicable)
- Registration fee per family for applying for Primary Care
- Payment Contract

All documents in a child's file are considered confidential records and are not disclosed to outsiders, except officials of the Florida Department of Children and Families, Child Care Licensing Program, without the parents' or guardian's written permission.

### **Scheduling**

- Cast Members request a child care schedule that complements their work schedule.
- Part-time and full-time slots are available.
  - Full time slots are 4-5 days per week.
  - Part-time slots are 1-3 days per week.
- All children are placed on a fixed schedule unless the Cast Member provides proof of a variable or flexible (flex) schedule from their work location manager.
- Flex schedules include different days or hours from week to week.
- Cast Members who qualify for a variable or flexible schedule must submit their schedule request by noon on Wednesday before the scheduled week beginning on Sunday.
- Variable and flexible schedule requests must be in writing and may be faxed to the center.
- Variable and flexible schedule requests are not taken over the phone.

### **Fixed Schedule**

- Parents schedule the days and times for as far into the future as possible if their schedule is consistent.
- Fixed schedules have the same days and hours each week.
- You may add days to your schedule commitment on a space available basis.
- You may extend your daily hours up to the closing time of the center, if your shift is extended, but you must pay the appropriate fee.
- All permanent changes must be provided by the **15<sup>th</sup> of each month** to become effective by the first of the following month.
- Schedule changes will be made on a space available basis.

### **Variable Schedule**

- A variable schedule consists of consistent days, with different times from week to week.
- Variable schedules are offered to Cast Members only.

### **Flexible Schedule**

- For work schedules that vary hours and days from week to week, Cast Members commit to a fixed number of days (four to six) per week. The actual days and times may vary.
- Cast Members required to work a flexible schedule may request a flex schedule.
- Spouse schedules are not considered unless they are Cast Members.
- Parents provide their written schedule to the Center by noon on Wednesday.
- You may add days to your schedule commitment on a space available basis.
- You may extend your daily hours up to the closing time of the center, if your shift is extended, but you must pay the appropriate fee.
- All permanent changes must be provided by the **15<sup>th</sup> of each month** to become effective by the first of the following month.
- Schedule changes are made on a space available basis.
- Flexible schedules are offered to Cast Members only.
- A limited number of flex schedule spaces are available.

### **Number of Days**

- Parents commit to a fixed number of days (one to six) per week.
- Parents must pay for the number of days they request whether they use them or not.

### Priority Enrollment

The Family Centers reserve the right to adjust the priority based on the needs of children and/or their age distributions. Applications are accepted by the following priorities:

- The **Walt Disney World® Resort** Cast Members' children.
- Children of Family Center staff not assigned to parent's classroom.
- Operating Participants' children.
- Other applicants.

### Waiting List

An established number of Primary Care slots are available within each age group. A waiting list is maintained and parents are informed when a space is available that fits the child's schedule. Because of the complexity of our enrollment, including part-time, variable, fixed and back up slots, children will be placed into slots as they become available. Children are not assigned a number on a waitlist since the complexity of requests and needs change often.

### Withdrawal

Parents must provide written notice of a child's withdrawal from the Family Center **at least two weeks in advance**. If parents do not notify the Center that their child is withdrawing, a two-week tuition withdrawal fee will be assessed and billed to the parent. When a withdrawal notice is given, the 2 week period begins the following week (starting on the following Sunday) for the duration of a 2 week period. A full week is considered Sunday through Saturday.

- When the health, welfare and safety of other children or staff are at stake, the Family Centers reserves the right to suspend/or terminate family services immediately. In addition, the Centers reserve the right to suspend or terminate services to a family in the event that a member of that family is inappropriate and/or threatening to staff or participants in the program. This will be determined by the management team as well as representatives from the Central Florida YMCA Senior Leadership Team.
- If a child does not attend the Center for two weeks and the Center is not notified of the absence, the child will be removed from the Center.
- If a parent is terminated from the **Walt Disney World® Resort**, their child(ren) may remain in Primary Care at the Family Centers for **up to ninety days at market rate**.

### Request for Additional Days

If you need to work extra days, you can request additional days of care on the Request for Additional Days Form at least 24 hours in advance. The form is available at the front desk. The front desk may approve additional days. The approval for additional days is not a permanent change. Additional days must be paid when requested and are non-refundable.

## **Request for Extended Hours**

If your supervisor request you work additional hours during your scheduled day, you must call the center to notify them of the delay in picking up your child after the scheduled time. The Extended Hours Form is completed and provided to the teacher for your signature when you pick up your child. You must pay for the additional time your child remains in the center after the scheduled pick-up time. If you do not call for an extension to your scheduled time, you will be required to pay the late pick-up fee. The approval for extended hours for one day is not a permanent change. (See the “Drop Off Early and Late Pick Up Fee” section)

## **Request for Permanent Changes**

- Requests for permanent changes in days and/or hours must be provided to the director by the 15<sup>th</sup>.of the month so they can be processed for the following month.
- The director on a space available basis approves changes.
- Children who are presently enrolled in the Family Centers and request a change in number of days will receive priority over children not yet admitted.
- Changes from one Family Center to the other Family Center must go through the Change of Status process.

## **Tuition and Fees**

### **The application fee for Primary Care is:**

- \$25 per Cast Member’s family for Primary Care
- \$40 per non-Cast Member’s family for Primary Care

## **Primary Care Tuition**

Daily Primary Care tuition rates for Cast Members paying the Cast Member Standard Rate is based on the age of the child and the number of hours of care per day. Cast Members receiving financial assistance pay reduced rates. All billing issues are handled by the business manager. Please do not approach teachers with billing issues. Call the business manager with billing concerns.

Children attending the Center from four to ten hours per day represent the most common daily rate.

**Table 1: 2011-12 Daily Primary Care Tuition Rates –  
Cast Member Standard Rates\***

\*Subject to Change

Age of Child	Cast Member Childcare Tuition Rate									
	Number of Hours of Childcare Scheduled									
	0-1	1-2	2-3	3-4	4-10	10-11	11-12	12-13	13-14	14+
Infants (6 weeks to 12 months)	\$15	\$22	\$29	\$36	\$39	\$42	\$45	\$48	\$51	\$70
Toddlers (12 to 24 months)	\$14	\$21	\$27	\$33	\$37	\$40	\$43	\$46	\$49	\$66
Two-Year-Olds	\$13	\$19	\$25	\$31	\$35	\$38	\$41	\$44	\$47	\$61
Pre-School Age (3 to 5 years)	\$12	\$17	\$22	\$27	\$30	\$33	\$35	\$37	\$39	\$55
School Age ( <b>effective 8/21/11</b> )	\$12	\$16	\$20	\$24	\$25	\$27	\$29	\$31	\$33	\$42

- Daily Primary Care tuition rates for Cast Members paying the Cast Member Standard Rate is based on the age of the child and the number of hours of care per day.
- Cast Members receiving financial assistance through the scholarship program pay reduced rates. Cast Members must complete the Scholarship Application in order to be considered for the scholarship program.
- The rate changes the week the child transitions to a new class.
- Families with more than one child enrolled full time (4 full days or more) will receive a 10 percent discount on the oldest child's tuition (School Age not included), unless the family is already receiving tuition assistance (which already factors in family size).
- Children who provide their voluntary, universal pre-kindergarten voucher to the Center receive a 10% discount on all FULL TIME additional extended care for the pre-kindergarten child for the year.
- All food, except infant food, diapers and wipes are included in the rate.\*

\*Subject to change

## Primary Care Family Center Scholarship

The Walt Disney World® Resort offers Family Center Scholarships to qualified Cast Members. If the Cast Member qualifies, the scholarship rate is based on household income and family size.

Cast Members who do not apply for the Family Center Scholarship pay the Cast Member Standard Rate.

### How to Apply for Financial Assistance

Family Center Scholarship applications are located at the Family Centers and the Disney Cast Kids central Module of the *Hub*, under the Disney Difference tab. If you have questions about the Family Center Scholarship, please contact Work/Life Initiatives at 407-934-6768.

To determine your Family Center Scholarship rate, start in the column that represents your family size. Select the row that is closest to (but no less than) your total household income before taxes. The amount in the first column of that row is the rate you would pay per day, per child.

**Table 2: 2009-2010 Daily Family Center Scholarship Rates\***

Rates Effective August 23, 2009

Daily Rate per Child (All Ages)	Maximum Gross Annual Household Income (By number of people in the immediate family)					
	Family Size					
	2	3	4	5	6	7
\$2.50	7,375	9,155	11,025	12,895	14,765	16,635
3.40	11,063	13,733	16,538	19,343	22,148	24,953
4.50	14,749	18,309	22,049	25,789	29,529	33,269
5.90	17,209	21,362	25,726	30,089	34,453	38,816
6.70	19,668	24,415	29,401	34,388	39,375	44,362
7.60	22,125	27,465	33,075	38,685	44,295	49,905
8.70	22,985	28,532	34,361	40,189	46,017	51,845
9.10	23,845	29,600	35,646	41,692	47,738	53,784
10.30	24,705	30,667	36,932	43,196	49,460	55,724
10.70	25,565	31,735	38,217	44,699	51,181	57,664
12.00	26,425	32,802	39,503	46,203	52,903	59,603
13.50	27,288	33,874	40,793	47,712	54,631	61,550
14.00	28,394	35,247	42,446	49,646	56,845	64,045
14.60	29,500	36,620	44,100	51,580	59,060	66,540
17.60	33,188	41,198	49,613	58,028	66,443	74,858
19.60	36,875	45,775	55,125	64,475	73,825	83,175
21.60	40,563	50,353	60,638	70,923	81,208	91,493
23.50	44,250	54,930	66,150	77,370	88,590	99,810
25.50	<b>47,938</b>	<b>59,508</b>	<b>71,663</b>	<b>83,618</b>	<b>95,973</b>	<b>108,128</b>
Cast Member Standard Rate	47,939 or more	59,509 or more	71,664 or more	83,619 or more	95,974 or more	108,129 or more

\*Subject to change

Cast Members receiving Family Center Scholarships will pay a prorated amount for Primary Care in excess of 10 hours in a day.

## **Payments**

Payment for Primary Care is **due before the service** begins. Fees must be paid the Friday before the week of service. A \$5 per day late fee is charged to families who maintain a balance. Services cannot be provided if a balance is owed the center.

Parents may pay by one of the following methods (in person or by phone):

- Charge Card
- Check
- Cash
- Payroll Deduction (*Cast Members and YMCA employees only*)

### **Returned Checks**

Returned checks accrue an additional \$25 to the existing outstanding fee. After two returned checks, Cast Members can no longer pay with checks.

### **Drop Off Early and Late Pick-Up Fees**

Parents are assessed a \$5 per 15-minute fee in addition to the hourly fee for picking up a child after the scheduled time if the one-hour notice is not phoned to the Center.

### **Additional Hours Fee**

Additional hours added to the day are paid at the premium rate of \$3 per hour, with a one hour advance notice.

### **Late Pick-Up after the Center Closes**

Parents are assessed a \$1 per minute fee for picking up a child after the center closes. State law requires the center contact the police if a parent cannot be contacted and they are 30 minutes late picking up a child.

## Back-up Care

Back-up Care is “just-in-time” care offered when your infant, toddler or preschool child’s regular care is not available. Back-up Care is not for sick children. Back-up Care is limited to 15 days a year at a reduced rate. You might use Back-up Care when...

- Your regular caregiver is ill or on vacation
- Your child’s regular childcare facility is closed due to a holiday
- You have a change in your work shift and need temporary care until you make new arrangements.

## Back-up Care Eligibility

All children of Cast Members who are six weeks to school age and meet the guidelines established for Back-up Care.

## Back-up Enrollment

- Back-up Care is an alternative to Primary Care. **You may not enroll in both Primary and Back-up Care.** Once enrolled in Primary Care, you are ineligible for special Back-up Care rates.
- There is no registration fee for enrolling in Back-up Care. Cast Members enroll children if they plan to use the Center.
- A child is eligible for Back-up Care when their paperwork is complete.
- Once you have reached your fifteen-day limit, you may request to be placed on the Back-up Reserve Waitlist. You will be eligible to apply for the Reserve 24 hours before additional care is needed. You will be charged the Market Rate.

## Back-up Care Application

Parents apply by printing the Enrollment for Back-Up Care off the [www.ymcafamilycare.org](http://www.ymcafamilycare.org) website or by picking up the application at the Center. After the forms are completed, they may be mailed or hand delivered to the Center.

**Parents must complete a separate form for each child.**

### **Additional Forms for Enrollment Consideration**

All forms and required signatures must be completed before Back up services can be available. Each child must have a complete health form on file signed by a physician, and all immunizations must be recorded and up-to-date. All documents in a child’s file are confidential records and are not disclosed to outsiders, except officials of the Florida Department of Children and Families, Child Care Licensing Program, without the parents’ written permission.

**A completed Enrollment for Back-up Care includes:**

- Enrollment for Back-up Care Form
- Pick-Up Authorization
- Child Emergency Information
- Developmental Screening Permission Signature
- Permission to Photograph Child Signature
- “Know your Child’s Day Care Center” Receipt Signature
- Parent Handbook Receipt Signature
- Supplemental Information about Your Child
- Copy of child’s birth certificate
- Children’s Health Exam
- Immunization Record on HRS form
- Copy of Walt Disney World Resort ID Card & Pernr Number
- Proof of relationship if not parent

**Scheduling Back-up Care**

- Cast Members schedule Back-up Care over the telephone. To schedule Back-up Care call your Family Center during regular operating hours.
- Requests for Back-up Care are taken no more than thirty days in advance.
- Parents are provided a registration number when they request Back-up Care.
- If parents no longer need the requested care, they must cancel the request 24 hours in advance of the beginning of the scheduled care.
- When parents cancel the care, they will be provided a cancellation number.
- If the care is not cancelled within 24 hours, the parent will be charged the Back-up Care fee.
- **Parents may not schedule or use Back-up care if they carry a balance at the Center.**

**Back-up Care Tuition Rate**

Back-up Care tuition for Cast Members are based on hourly pay rate.

<b>If your hourly pay rate is:</b>	<b>Your daily rate will be (per child, all ages)*:</b>
\$6–\$11	\$5
\$11.01–\$17	\$10

\$17.01+ (or you are tipped)	\$15
If pay stub is not provided:	\$15

\*Subject to change

***Please note that Back-up Care is subsidized by Walt Disney World and the amount paid by Walt Disney World will be properly recorded on your payroll record to abide with federal tax laws.***

#### **Verification Methods**

- Cast Members will be expected to present a recent pay stub at each use of Back-up Care if they are requesting the \$5 or \$10 rate. These may be printed off the Cast Member Portal at the Center site.
- If the spouse or partner also works for Walt Disney World®, the lower of the two hourly rates will be used to determine subsidy level.

#### **Withdrawal**

- When the health, welfare and safety of other children or staff are at stake, the Family Centers reserves the right to suspend and/or terminate family services immediately.
- The center(s) reserve the right to suspend/terminate services to a family in the event that a member of that family is inappropriate and/or threatening to staff or participants in the program. This will be determined by the management team as well as representatives from the Central Florida YMCA Senior Leadership to ensure fair and consistent treatment.
- When a withdrawal notice is given, the 2 week period begins the following week (starting on the following Sunday) for the duration of a 2 week period. A full week is considered a Sunday through Saturday.
- **If a parent terminates their employment with The Walt Disney World® Resort, their child(ren) may no longer participate in Back-up Care.**

#### **Club Y (School Age Care)**

School Age care consists of care after school during the week, weekends, during school holidays, school vacations and summer vacation for school age children.

#### **School Age Application**

Parents apply by printing the School Age Application off the [www.ymcafamilycare.org](http://www.ymcafamilycare.org) website or by picking up the application at the Center. After the forms are completed, they may be mailed or hand delivered to the Center.

Parents must sign-up for either the Sherberth Road Family Center or the Lake Buena Vista Family Center, not both.

**Parents must complete a separate form for each child.**

**A completed School Age Application includes:**

- Application for School Age Care
- Pick-Up Authorization
- Child Emergency Information
- Permission to Photograph Child Signature
- "Know your Child's Day Care Center" Receipt Signature
- Parent Handbook Receipt Signature
- Copy of Walt Disney World Resort ID Card & Pernr Number
- Proof of relationship if not parent
- Family Center Scholarship Application (if applicable)
- Payment Contract

### **School Age Eligibility**

Children enrolled in schools that are five on or before September 1 of the current school year through age 12 are eligible for School Age Care.

### **School Age Schedule Request**

Requests for School Age Care may be made no more than 30 days prior to the date care services are needed

### **School Age Enrollment**

All of the forms and required signatures must be completed for enrollment to be considered.

Immunization Records are maintained at the child's school.  
All documents in a child's file are confidential records and are not disclosed to outsiders, except officials of the Florida Department of Children and Families, Child Care Licensing Program, without the parents' written permission.

## **School Age Care Tuition Rate**

- School age care will be provided at the introductory rate of \$5, \$10 or \$15 per day for 15 days for all school age children whether they are receiving weekday, weekend or holiday care beginning January 1 of that school year. The rate is determined by the cast members' salary.
- Introductory rate School Age Care is subsidized by Walt Disney World and the amount paid by Walt Disney World will be recorded on your payroll record to abide with federal tax laws.
- After the Introductory Rate for fifteen days is exhausted, the daily rate applies.
- Tuition is due before care is provided.
- Tuition is due on Friday for the following week for weekday care.
- Tuition for weekends is due on the morning of the weekend service before care begins.
- Special Holiday School Age Care is due on the day/week of service.
- Parents may not schedule or use School Age Care if they owe the Center money.

## **Policies and Procedures**

### **Children with Special Needs**

The IDEA (Individuals with Disabilities Education Act) provides a public school education to children with disabilities from ages three through twenty-one, no matter how severe their disabilities. Under IDEA, early intervention services are made available to infants and toddlers with disabilities, age birth through two years. Children who have an identified IEP (Individualized Education Plan) have been diagnosed and are provided special services as a result of their need.

The Family Centers will work with the District Preschool Evaluation Center (PEC) which serves children from birth to school age to ensure children who are identified are served appropriately. The IEP is adhered to stringently. The IEP is specific and regulated by federal guidelines. For instance, ADD (attention deficit disorder) is not considered a "special need" and although children may need special accommodations they do not qualify for special services.

Children who show a need for further evaluation after being admitted to the Family Centers will be referred to the PEC for further evaluation and diagnosis.

Placement of children with identified disabilities will be handled on a case-by-case basis. Most young children will fit into a group of typically developing children, while a few may need special services, especially those with high medical needs that require the services of a nurse. The Family Centers will request and review information given by the parent related to the child's participation in the program.

Identification of specific accommodations required to meet the needs of the child, which include change or modification in the child's participation in regular activities, will be discussed, as well as identification of any special equipment, materials, ramps or aids. If such accommodations will cause undue burden on the child care program, the parent will be notified in writing, which would include reasons for the decisions. Parents may contact the Office of Vice President of Child Development with the Central Florida YMCA with any questions or concerns.

The staff is trained to work with special needs children and inclusion is practiced. Children in inclusive classrooms show greater understanding and tolerance of all children, as well as success in developing warm and caring friendships.

Children who receive special services such as speech and language, occupational or physical therapy will have space provided at the Family Center for these services.

The Family Centers' playgrounds, as well as indoor space are compliant with requirements listed in the American's with Disabilities Act (ADA)

**Allergies to foods, chemicals or other environmental issues (such as nuts, pollen) should be listed in the "Allergies" section of the child's information form. Please include any reactions and treatments of the allergies. This information will be placed on a master list and posted in food preparation and distribution areas, the Director's office and First Aid area. Staff will be informed of children's allergies and instructed to avoid these products.**

### **Walt Disney World® Termination**

If a parent is terminated from the **Walt Disney World® Resort**, their child(ren) may remain in Primary Care at the Family Centers for **up to ninety days at market rate**. If a parent has been terminated from the **Walt Disney World® Resort**, his/her child(ren) may no longer participate in Back-up Care.

### **Misconduct**

Parents or other adults authorized to drop-off or pick-up children who use inappropriate language, threaten staff or otherwise act in an aggressive manner will be asked to leave the property. In addition, the centers reserve the right to suspend/terminate services to a family in the event that a member of that family is inappropriate and/or threatening to staff or participants in the program. This will be determined by the management team as well as representatives from the Central Florida YMCA Senior Leadership Team, to ensure fair and consistent treatment.

## **Change of Status Request Form**

- Changes in information must be written and submitted to the Director.
- Changes in schedules must be written and requested by the fifteenth of the month before the change may become effective the first of the following month.
- The Primary Care agreement will be in effect until a Change of Status Request occurs.
- All changes are considered on a space available basis.
- Children who are presently enrolled in the Family Centers and request a change in number of days will receive priority over children not yet admitted.
- Changes from one Family Center to the other Family Center must go through the Change of Status process.
- All changes must be requested in writing.

## **Non-Discrimination Policy**

The Family Centers do not discriminate on the basis of race, color, ethnic origin, religion, gender or sexual orientation.

## **Using the Family Centers When You are not Working**

The purpose of the Family Centers is to provide high quality childcare for Cast Members while they are working at the **Walt Disney World® Resort**. Our expectation is that Cast Members will use this service primarily for the time that they are working.

## **Clothing**

Children at the Family Centers are active and involved. Children should dress comfortably. We engage in some messy activities, such as painting. Clothes can get dirty or stained in spite of smocks. Children should wear clothes that are seasonally appropriate, comfortable, practical, and wash easily. All belongings should be labeled with the child's name.

Open-toed sandals, flip-flops, and boots cause injury to children using playground equipment. Tennis shoes are a good idea because they better protect the foot and can be easily cleaned and dried in case they accidentally get wet.

The Family Centers are not responsible for lost or damaged clothing.

Please send an extra set of clothing (underwear, socks, shirt, and pants) in a bag labeled with the child's name in case of accidents.

If your child is still in the toilet training stage, please be sure to supply extra training pants.

## **Labeling**

Label all bottles, toys, books and extra or removable clothing with your child's first and last name. This is important for teachers to determine ownership of items and helpful for children.

## **Cubbies**

A cubby is provided for each child and is marked with his/her name. Please check each day for artwork, notes from teachers or personal items.

## **Treasures and Possessions**

Sometimes children bring special toys or newfound treasures to school to share or talk about during sharing time. Too many toys from home may create problems, so please only bring special items for sharing. Do not send guns, gum, candy or money. Toys that encourage aggressive play are not allowed.

Since children's belongings occasionally do become misplaced, clothing or other items of high monetary or emotional value should be left at home. While the Family Centers make every effort to secure its premises and their contents, it cannot be responsible for valuables left at the Center.

Many children prefer a blanket or special pillow for naptime and those items will be placed with the child's rest or sleep items.

## **Breast Feeding /Formula**

Parents must label and provide breast milk and formula for infants. Parents must bring enough bottles for each day plus one. The infant and toddler suites have refrigeration for bottles. Breast milk is handled as a blood borne pathogen and gloves are worn while handling breast milk.

Mothers who are breastfeeding their children in the infant or toddler room may continue to breastfeed their children in the designated area. Parents must check-in at the main office to visit the room to breastfeed or eat with their child.

Toddlers may use bottles for up to one week as they transition into the toddler room.

## **Pacifiers**

Pacifiers are discouraged in the toddler room. Sippy cups and pacifiers may not be used in the two-year-old rooms.

## **Food**

The Food Services are USDA approved for breakfast, lunch, dinner and snack. Candy and chewing gum are not allowed at the Family Centers. Family Center staff members assist children with hand washing, containers, utensils and cleanup. Sharing of food among children is not permitted.

Parents are encouraged to eat lunch with their child, but must adhere to the Visitor guidelines. The guidelines include checking in at the front desk and

receiving authorization and clearance. The posted schedule will give you the time your child will be eating.

### **Enrichment Programs**

A variety of ancillary programming is available for parents who choose to enroll children in such services. Periodic notices are available on the parent information table. The center also offers Spanish (Muzzy) class and Melody Hounds music appreciation classes as a part of the curriculum.

### **Field Experiences**

The Family Centers provide field experiences through visiting exhibits. A variety of outside resources may be brought to the Family Centers for enriching activities.

### **Administration of Medication/Sunscreen**

Prescription medication administered to a child must have prior written parent authorization. Prescription medication will only be administered on the written order of the child's physician and must be in the original container with the child's name, the name of the drug and directions for its administration and storage on the label. All nonprescription oral medication must have advance written permission from a physician as well as parental consent (e.g., cough syrup, Tylenol®).

Medication will be administered by a Director only between the hours of 12:00 pm and 1:00 pm and 4:00 pm and 5:00 pm at Sherberth and 12:00 pm and 1:00 pm and 6:00 pm – 7:00 pm at LBV. Parents are asked to adjust medication schedules to coincide with that of the centers administration times. No medication will be given to children outside of the predetermined times set forth in this policy.

During the established 12:00 pm – 1:00 pm and 4:00 pm – 5:00 pm at Sherberth and 12:00 pm and 1:00 pm and 6:00 pm – 7:00 pm at LBV medication administration times, the Director distributing the medication will remove the child receiving the medication from the classroom to provide the medicine. Upon receipt of the medication the child will be returned to his/her class.

Parents who wish staff to administer sunscreen to child's face and arms must provide the sunscreen marked with the child's name and written permission to administer the sunscreen on the medication form.

### **Birthday/Special Celebrations/Gifts**

Children are invited to celebrate their birthdays at school. If parents choose to bring a birthday treat we prefer a treat that is nutritious and healthy. All foods brought into the center must be store bought according to state regulations. No homemade foods are allowed to be served to the children (for allergy and regulatory purposes). Goody bags must be age appropriate so choking hazards will not occur. It is our policy not to exclude any children in the suite from the celebration, so it is important that party foods brought in by parents are provided for each child.

Latex balloons are a choking hazard, and they are not permitted. Foil balloons are an alternative.

Parents often donate a book, puzzle, or game to the classroom to honor the birthday of their child. The teacher will help you make this choice. Parents are always welcome at their child's birthday celebration.

If a birthday is to be celebrated away from school, please mail the invitations.

We are delighted to help parents celebrate other events at the center arranged in consultation with the teacher and management.

Teachers may not accept, give or distribute gifts to or for children.

### **Transportation**

Transportation to and from the Family Centers is the parents' responsibility.

### **Drop-Off and Pick-Up**

Parents or other designated adults will be assigned a code for entry into the center. Parents should escort their child into their room at the beginning of each day and pick their child up at the end of each day. Although extensive parent conferences cannot take place during this time, it is a good opportunity for parents and caregivers to touch base daily about children. Cast Members must show their ID when they enter the Center and pick up their children.

### **Nap, Rest, Sleep and/or Quiet Time**

All children need quiet and rest time. Infants grow when they sleep so they need more sleep than older children. Infants will be placed on their backs for naps and will be moved to their backs if they roll to their sides.

The Family Centers provide appropriate cots and/or cribs for children for resting. Infant sleep periods will be determined by the infants' own biological clocks. If you find your child is not getting enough rest, please tell us so we can help to adjust their rest schedule. You may want to send a special blanket in from home so your child will feel more at home during this quiet time.

### **Visitors**

Visitors, including prospective parents, routinely visit the center. Visitors are not permitted to spend an extended period of time with any specific child or group of children without the permission of children's parents. Visitors may not take photographs of children unless permission has been granted by the parents.

Parents are welcome to visit anytime. Parents who visit the Family Centers during the day to eat with their children must check-in at the main desk and receiving authorization and clearance. Employees wear identifying shirts, so any person not wearing appropriate clothing and/or badges will be questioned.

## Sick Child

Please keep your child at home if he/she seems listless, unusually irritable, complains of aches, is feverish, or seems to be unusually pale or flushed. It is better to be overcautious than to risk exposing the rest of the children and staff. The following is a guideline for you to follow in determining when to keep your child at home.

### Child should be kept home for:

- Earache (if they have not been on medication at least 24 hours)
- Fever 101 degrees or over
- Strep throat (if they have not been on medication at least 24 hours)
- Stomachache
- Anything contagious; i.e., chicken pox, hand, foot and mouth disease, etc.
- Diarrhea/vomiting
- Contagious rashes
- Head lice, including visible nits
- Pink Eye (conjunctivitis) if they have not been on medication at least 24 hours
- Inability to keep up with the pace of the day
- Inability to participate in outdoor activities

Each child responds and reacts differently to sickness, so please be advised that the staff may need to send a sick child home. If the child is unable to keep up with the pace of the day, parents are expected to make arrangements for pick-up in a timely fashion. Also, infants with diarrhea may not be in childcare due to risk of dehydration. If your child is at the center and becomes ill, you will be required to pick-up your child immediately. Please be aware that these guidelines are set forth to help maintain the health and safety of your child and other children as well. Children should be symptom free for 24 hours to return to the Center.

## Toilet Procedures

For children not toilet trained, the staff will change diapers every two hours or as needed. Parents must supply disposable diapers and ointments. Diapers will be changed on a changing table. Soiled diapers are placed in a closed container that is lined with a leak proof disposable lining. Diaper pails will be removed twice a day and when needed. The changing surface is washed and disinfected with bleach/water solution.

Each child will be washed and dried with individual washing materials during every change. After every change the child and staff will wash their hands following guidelines for hand washing, and disposable towels will be used to dry hands.

Children who are toilet trained will go to the bathroom as needed. **Children will be able to move into the pre-kindergarten three-year-old program after they are toilet trained.** Toilet training is the joint responsibility of the Family

Centers and parents, since parents and staff must work together to ensure continuity in practice. The Family Centers will help parents with timing and processes for toilet training. For those children who are just learning to be toilet trained, teachers will provide opportunities throughout the day for the child to become accustomed to the toilet. If children continue to “have accidents” a parent conference will be required so that parents, children and staff can work together to master toilet training.

Children using the toilet will follow guidelines for hand washing, and they will use disposable towels to dry their hands. The teachers will always discuss the procedures with the parents, and they will follow their requests whenever possible.

If a child should have an accident and soils his/her clothes, teachers will escort to the bathroom to be cleaned up and provided with a clean change of clothes.

The soiled clothes will then be put into a plastic bag labeled with the child’s name. The bag of soiled clothes will be given to the parent upon pick-up.

Caregivers will work with parents to continue the toilet training philosophy begun at home.

### **Infection Control**

The program shall ensure that the specified equipment, items or surfaces (including floors and walls) are washed with soap and water and disinfected as needed to maintain a sanitary environment. Cribs, cots, mats or other approved sleeping equipment and machine washable fabric toys are washed and disinfected at least monthly or more frequently as needed to maintain cleanliness. Sheets, blankets or other coverings will be laundered weekly and as needed.

### **Hand Washing**

Frequent hand washing with soap and running water is necessary to prevent the spread of disease. Children and adults need to wash their hands before preparing or eating snacks, before and after water play, toileting, coughing and wiping noses. Teachers set a good example and teach children how to clean their hands.

### **Child Guidance**

Basic rules include respect for each other, the property of others, the Family Center facility, the child’s safety and the security of the group. Child guidance is accomplished through a positive approach, which respects the child as an individual. Discipline procedures are handled individually, usually with a mild consequence that is associated with the particular infraction. Staff does not allow spanking and parents are not allowed to spank children at the Family Centers.

### **Progressive Methods of Discipline:**

- Redirection
- Reminder of rules
- Allow transition time and warnings before they occur.
- Discuss the problem with the child depending on child's age.
- Discuss problematic situation with the child's parent and incorporate his/her suggestions into the child's behavior management plan.

### **Aggressive Behavior Guidelines**

When a child is expressing aggressive behavior, a parent conference will be requested. Together, we will create a behavior modification plan to help the child become more successful in developing positive relationships with their peers and caregivers. If attempts to improve behavior have been exhausted and issues continue to arise, the following Guidelines will take effect.

#### **Under 2 years of age**

Aggressive behavior is defined as behavior that causes injury or insult to staff or child to include: spitting, slapping, biting, scratching, pushing, hitting, or kicking. Parents may be called to remove child from the Center if their behavior cannot be handled in the Center.

The following consequences are in effect:

#### **Level I**

- Three times within a five-day period - Written warning to improve behavior within 7 days and one-day suspension.

#### **Level II**

- Continued offense over the next 7 day - Short-term leave of absence -7 days- prorated tuition.

#### **Level III**

- Continued offense after suspension - If after 7-day leave of absence, there is no improvement, extended leave of absence implemented.

#### **2 years of age or older**

Aggressive behavior is defined as behavior which causes injury or insult to staff or child to include: spitting, slapping, biting, scratching, pushing, hitting, kicking, hair pulling, and Inappropriate language.

The following consequences are in effect:

#### **Level I**

- Three times within a five-day period - Written warning to improve behavior within seven days and one-day suspension.

**Level II**

- Continued offense over the next seven days - Short-term leave of absence -7 days-prorate tuition.

**Level III**

- Continued offense after suspension - If after 7-day short-term leave of absence, there is no improvement, extended leave of absence will be required.
- Every attempt is made to work with you and your child through this difficult time. If however, the aggressive behavior continues to present a hardship on the other children or prevent teachers from conducting their classes, you will be required to withdraw your child from the program. If you are required to withdraw your child from the program, prior notification is not required.

**Child Safety**

Children experiencing minor injuries or illness such as bumps, bruises, scrapes, bee stings and stomach upsets will be treated by the teacher trained to administer first aid. Parents will be informed of all first aid and ailments on the CFYMCA OUCH Report signed by the teacher and director. If the child's symptoms persist, parents will be asked to pick-up their child. Parents will be contacted in the event that an OUCH Report is completed.

**Emergency Procedures**

In case of a major emergency (such as broken bones, puncture wounds, etc.), the child's parent will immediately be called and may be taken by ambulance to the nearest emergency medical facility. Health forms on file include child and parent information, emergency numbers when parents cannot be reached, and a medical release to seek treatment if parents cannot be reached. The incident/accident Report will be completed and faxed to the CFYMCA Risk Manager and the Walt Disney World Work Life Initiatives Manager as well as filed in the Center binder.

**Attendance**

The YMCA Family Centers request that if a child is to be absent from the program, the parent must call at least two hours prior to the child's usual scheduled arrival at the center. The parent will be contacted in the event that the child does not arrive at the YMCA and previous notice has not yet been given. If a child is absent on his/her scheduled day, the parent is responsible for payment for childcare services. Attendance is taken every day at the time of the child's arrival. Parents must sign children in and out each day.

**Fire/Emergency Drills**

Monthly fire and/or emergency drills are required.

## Emergency Evacuations

In the rare case of an evacuation of the facilities for a period exceeding two hours, the following procedure will be implemented:

- Center staff will telephone parents, if possible, to inform them of the evacuation.
- If parents believe that an evacuation is taking place, they may call the Center or the administrative office. If communications are not functioning at either location, parents should assume that an evacuation is taking place.
- Parents should pick-up their children from the Center as soon as possible.
- If children must be relocated from the Family Centers, the locations of the children who have been relocated to other areas will be posted at the center.
- The Family Centers will resume operations as soon as it is safe and legally able to do so. Information may be obtained by calling the Center or the administrative office.

## Reporting Suspected Child Abuse

In order to ensure the well being of the children in our care, our staff has a continuing duty under state law to report incidents of possible neglect or abuse, including physical, sexual, and psychological abuse, to the Department of Children and Families and to cooperate in any investigation of such possible neglect or abuse. All staff members are mandatory reporters and must follow Florida statute for mandatory reporting. **We do not have discretion in this matter, but must make such referrals** whenever we have reasonable cause to believe that a child might have been harmed by anyone, including non-family members. We may be subjected to criminal penalties if we fail to report such possible harm. Staff is not allowed to comment to parents, other staff or any other persons on the subject of reported child abuse. Parents may not accuse or question staff concerning child abuse allegations. Child abuse investigations are a matter for DCF.

## Developmentally Appropriate Practices

Children are provided developmentally appropriate practices that include social, emotional, physical and cognitive growth experiences. Children are outside at least twice a day.

## Evaluations

Children will undergo periodic evaluations using Ages and Stages, Lapd and other instruments suitable for young children. Parents are expected to meet with staff to discuss ongoing results and learning plans.

## **Parent Concerns**

Parents should contact teacher about specific concerns. Parents may contact directors with questions and issues. Billing issues are handled by the office/business manager. Please see page 3 for the detailed concern procedure.