

**eliminating racism**  
**empowering women**  
**ywca**

**YWCA ECE**  
**Parent Handbook**

## **Welcome**

Dear Families:

The YWCA's Early Care and Education Program is honored to provide you with 30+ years of experience as a New York State licensed day care center.

The YWCA of Jamestown is a not-for-profit organization, dependent on tuition and generous donations from the United Way of Southern Chautauqua County. The Child and Adult Care Food Program (CACFP), Community Foundations, as well as private donations provide additional funding. The Early Care and Education Program Director and childcare staff are responsible for the day-to-day function of the daycare program.

Early Care and Education provides care for preschool children from six weeks to four years. Our Universal Pre-Kindergarten Program for three and four-year olds is educationally based and prepares children for the transition to early elementary public school.

The center is open year round with the exception of legal holidays observed by the YWCA of Jamestown.

Fees are based on state regulations, with grant monies, fundraising, government subsidies, and United Way funds assuring continued implementation of the YWCA Mission by providing access to quality child care, regardless of income status or situation.

Respectfully,

Early Care and Education Director

## **Philosophy and Competency Goals of Our Program**

The philosophy of the YWCA's Early Care and Education Program is to use developmentally appropriate curriculum and practices (**DAP**) to foster the development of social and emotional, gross and fine motor, and perceptual and cognitive skills. Within every group of children, a variety of background experiences and developmental levels can be found. The teachers and support staff who work with the children of Early Care and Education acknowledge these differences and plan the curriculum accordingly. Our teachers plan experiences that help build a sense of community – shared experiences such as reading and singing together at circle time, going for walks within the community, and taking field trips. Other needs of the children are best met through small group experiences or one-on-one interactions. Early Care and Education teachers and support staff concurrently provide activities that allow success for children operating at different developmental levels. In our high quality early childhood program, the teachers offer a sufficient number and variety of activities and experiences so that the needs of **ALL** the children in our program are met.

### **The competency goals for the Early Care and Education Program are to:**

- establish and maintain a safe, healthy learning environment
- advance physical and intellectual competence
- support social and emotional development and provide positive guidance
- establish positive and productive relationships with families
- ensure a well-run, purposeful program responsive to participant needs
- maintain a commitment to professionalism

Our professional staff of teachers and support personnel are exceptional for their longevity, commitment, and dedication to our program. Their educational credentials are preferred by licensing and accreditation agencies. A great deal of emphasis is placed on ongoing training and staff development

**Daily Schedule:** Each classroom has its own schedule and routine, which is posted in the classroom. Indoor/outdoor activities designed to meet educational, social, cultural, emotional, and physical/recreational objectives for each developmental level are carefully planned each day. Children enjoy the security of a predictable routine that also allows for exploration and choices. Field trips, music and movement, trips to the library, and visits to area playgrounds provide endless opportunities for children to learn, grow, and have fun.

**Meals/Snacks:** All meals are in accordance with the New York State Department of Health (DOH), Child and Adult Care Food Program (CACFP). Breakfast, a hot lunch, and an afternoon snack are provided daily. We highly encourage families to participate in our food program as meals are prepared fresh daily using local fresh fruit and vegetables when available. If parents choose not to participate in our food program, a letter is required stating so. Food brought from home daily will be kept refrigerated. Menus are provided to parents upon request. Children with special dietary restrictions will be accommodated (specifics must be provided on required medical forms). Children wash their hands before and after meals and brush their teeth after lunch.

**Home/School Relations:** The relationship between your home and the center is the cornerstone of our program. We believe that parents are the most important influence in a child's life. Communication between home and the center is encouraged and provided in a variety of ways: daily conversations, notes, daily journals, meetings, family bulletin board, family conferences, and telephone calls. We encourage families to share concerns and joys that might affect your child while s/he is in our care. Make sure you check your child's cubby daily for artwork, notices, and updates.

**Naptime:** A relaxing time for rest follows lunchtime, as required by New York State Licensing regulations. A soothing atmosphere is provided with dim lighting and quiet music or stories in order for children to rest and sleep. Individual cots are provided. We ask that you send a small blanket that is laundered weekly at the center. If your child resists taking a nap, we will not insist that s/he fall asleep, but we do require children to lie quietly so that other children are not disturbed. Quiet activities are provided at the end of the naptime for children who are awake.

**Clothing: SNEAKERS and PLAY CLOTHES** are the best choices for safe and busy play. New York State licensing requires us to provide periods of daily-supervised outdoor play for all children, except during inclement weather. Please dress your child accordingly!

Warm hats, boots, snowsuits, and mittens are essential in cold weather. A complete change of clean clothes must be kept at the center.

## **Releasing Child From the Center**

Your child will only be released from the center to those people listed on your blue card. Special pickup permission can be done by telephone after providing staff with your Security Code. Anyone picking up a child must be at least 18 years of age with proof of ID. No child can leave the center without an adult. A court order or custody papers must be on file if someone is not allowed to have contact with your child.

We **MUST** always have current up-to-date phone numbers where someone from the blue card can be reached at all times for emergency purposes. Please plan this accordingly in case your child needs to be picked up immediately from the center (i.e. illness, emergency evacuation, etc). Any changes in contact information must be given to YWCA staff immediately. Failure to update the blue card's contact information can result in your child being withdrawn from the program.

**Please note that someone from the pick-up list MUST be available to pick-up your child within 30 minutes of the call to you or CPS may be called.**

## Admission and Enrollment

The following enrollment requirements must be completed before your child begins attending:

- Completed and signed contract. You will be billed according to the original contract unless a written notice has been provided.
- Emergency contact cards: ANY change in address, work info, and/or phone #s must be changed immediately with teacher and office staff
- DOH CACFP Income Eligibility application
- Medical statement form completed by child's physician with current physical and immunizations and communicable disease statement signed by physician
- Current Health Insurance Card: The YWCA is NOT liable for any injuries sustained on YWCA grounds. Children must have their own insurance (or insured under guardian) to attend the program.
- Release form (permission to receive information by fax)
- Child Custody & Visitation Orders: Orders of Protection will be shared with teachers and placed in child's folder in classroom

## Tuition and Fees

Tuition helps pay for the cost of providing childcare. Tuition rates vary with the age of the child and the number of hours/days of enrollment.

- An annual fee of \$20 is required for Membership and Registration fee prior to enrollment.
- Weekly payments are due Fridays after a week of care according to your contract.
- A two-week notice is required in writing for withdrawing your child from the program.
- If proper notice is not given, full payment (YWCA contracted fees) for the two weeks following the child's last day will be required.
- A 75% discount of full tuition (not copay) applies:
- 1. for vacation, only if a written two-week notification is given (i.e. Change of Schedule Form)
- 2. for three days or more of sick time providing a doctor's excuse is issued. If your child is scheduled to be at the center and he/she is sick, you are responsible for full payment
- All billing questions are to be addressed with the Billing Coordinator.
- A fee of \$25 for all bounced checks will be charged to your account. The full amount of the fee and the amount of the bounced check must be paid within three days of notification.

**1st and 2nd Bounced Check:** If we receive a returned check from our bank for a payment you made, you will be invoiced for the original amount of the check plus a \$25 bank fee. The payment of the invoiced amount plus the bounced check fee will be due within 3 days of notification. We can redeposit your check with your approval plus \$25 cash or a cash payment can be made for the invoice amount plus \$25.

**3rd Bounced Check:** The same applies as above; however, we will not re-submit the original check (unless approved by the Finance Director) nor will we accept another

check for payment. You will need to bring a cash payment, money order, cashier's check into the office or mail to us a money order or cashier's check for the amount of invoice plus the \$25 bounced check fee within the 3 days. Check payments will not be accepted for 6 months on this account. Cash, money order, or cashier's check will be the only acceptable payment.

**4th Bounced Check:** After 6 months, once again check payments will be accepted. If we receive another returned check from our bank, you will no longer be able to pay on your account with checks.

- A filing fee of \$25 will be charged for all accounts not paid in full within four weeks of withdrawal date. Account is then sent to Jamestown Credit Bureau.
- A fee of \$1 per minute will be charged to your account if your child is picked up after 6:00 p.m. For UPK 3 and 4 years old not scheduled for Wrap Care, you will also be charged \$1 per minute up to \$25 per day if your child is picked up after 2 p.m. when UPK programming ends. This late fee must be paid prior to your child's/children's return to our program UNLESS arrangements have been made with the Billing Coordinator. Time is determined according to the clock on site. No warnings will be given and money will be paid prior to staying the next day.
- If you sign your child up for a "special" holiday, you will be billed whether the child is here or not. This is due to staffing requirements for that day.
- No refunds are issued under \$10. The amount will be donated to the Camp Program.
- Accounts two weeks past due will result in suspension from the program.
- 24-hour notice to the Head Teacher is required in order for a child to attend on a non-scheduled day. Teachers will confirm if there is an opening at that time.

## DSS Regulations

**ILLNESS OR OTHER ABSENCE:** A maximum of twelve days will be allowed in a consecutive three-month time period.

- Anything in excess of three days requires approval from your childcare case manager before we, the provider, can receive payment from the Department of Social Services. If your case manager does not approve the sick days, the amount due will be charged to your personal account (making you responsible for payment). Attendance sheets are sent to Mayville every month.
- The YWCA and case manager have the right to request a physician's excuse. If your child/children miss three consecutive days, you will be required to have a doctor's excuse to return (no exceptions). You must call the provider by 8 a.m., either the classroom or office, if your child/children will not be attending on their contracted day.
- Vacation will NOT be paid by Social Services. Anyone who wishes to take their child/children out due to vacation must 1) give a two-week written notice and 2) pay a 25% holding fee (of full rate) according to your child's contract prior to leaving on vacation.

Exceptions:

**\*\*If your place of work closes the door for shut-down, your caseworker will give written permission stating they will cover your 25% holding fee. This occurrence can happen only one time per year. A letter from your employer is required and MUST be on company letterhead.**

**\*\*School breaks from September to June. We must have a school schedule in your file.**

DSS does not pay for maternity leave. You must temporarily withdraw from the program (six weeks).

- Upon return, if we have a slot open, your childcare will continue as previously, assuming all paperwork is still current according to state regulations.
- If you should lose your job, you need to have your job search time approved by DSS in order to continue to have care. You must notify the Billing Coordinator that you have lost your job and whether or not you have been approved for job search care. If the job search time is not approved, your child will be withdrawn from the program. To return after being withdrawn from the program, you must reopen your case with DSS and call us to see if we have any openings. Paperwork must still be current according to state regulations.
- Reminder: You will be responsible for any care not covered by DSS.
- Co-payments are due Friday prior to the week of care. If your payment is not paid by Tuesday, the week of actual care, childcare will be denied on Wednesday morning and your Case Manager will be notified. At that time your voucher will be canceled.

## Safety

**Fire Drills:** Monthly fire drills help the children and staff to feel comfortable with evacuation procedures and the use of fire exits. A map of the evacuation route for each room is clearly displayed.

**Staff Ratios and Training:** All teachers and support staff are required by New York State Daycare Regulations to be certified in Infant/Child First Aid every three years and Infant/Child CPR every year. On-going training relevant to childcare is provided for all teachers and support staff.

**Mandated Reporters:** When we have reasonable cause to suspect child abuse or neglect, we shall report it to the appropriate community agency and follow up to ensure that appropriate action has been taken. When appropriate, parents or guardians will be informed that the referral has been made.

## Illnesses and Emergencies

If your child will not be attending because of illness or other last-minute reason, please call the center to let them know not to expect him or her. Call the YW's main number—488-2237—and dial extension 255 to get a staff member in the Dandelions room. Do NOT leave a message on the main number or the office staff's number.

If your child is sent home and the staff determine they will need to be seen by a doctor, the child MUST have a doctor's note to return to daycare. They must have the doctor's note BEFORE they can return to the center. The note must say, "may return to daycare". No

exceptions. It will depend on the symptoms that the child has whether we will require a doctor's note to return. This is determined upon a case-by-case basis.

Please remember that we are not health care professionals. When we determine that a child must be seen by a doctor before they can return to daycare, we make these decisions based on the health and safety of all the children in the center. We also do so in accordance with our Health Care Consultant, Chautauqua County Department of Health, New York State Department of Health and New York State Office of Children and Family Services. We see many different symptoms, illnesses, etc. within the center. We do our best to make these decisions accordingly from the information that we have.

### **Health Care Policies**

Preventative measures are the best way to ensure the health and well-being of the children and staff. If a Head Teacher feels your child does not feel well enough to attend the program or may be contagious, you will be called and asked to pick up your child within one-half hour.

The center is not equipped to care for sick children; therefore, it is essential that you have alternative childcare available. Keep in mind that returning a child to childcare too soon after illness may prolong their recovery.

**A CHILD SHOULD NOT ATTEND CHILDCARE IF ANY OF THE FOLLOWING EXISTS:**

**\*\*The following conditions warrant written verification that a physician has seen the child, a diagnosis has been made, the child is NOT contagious, and he/she may return to the center 24 hours after the child has been seen by a doctor.**

**FEVER:** Fever is defined as a temperature of 100 or greater; absence of fever would be a temperature less than 100 provided there has not been any administration of fever reducing medication in the past 12 hours. A child will be sent home for a fever of 100 or greater, if the child's fever is 102 or above, parents will be encouraged to take the child to see a doctor. The child may return when he/she is fever free for 24 hours without medication.

**DIARRHEA:** Diarrhea is defined as an increase in the number of stools compared to the child's normal pattern, with an increase in water and/or decrease in form, which is not contained by a diaper or toilet use.

**VOMITING:** Vomiting one or more times in the previous 24 hours unless the vomiting is determined to be due to a non communicable condition and the child is not in danger of dehydration.

**MOUTH SORES:** Mouth sores associated with an inability of the child to control his or her saliva unless the child's physician states that the child is non-infectious.

**RASH:** Any rash associated with fever, signs of illness, or behavior change until the physician has determined the rash does not represent a communicable illness or condition.



**CONJUNCTIVITIS:** Defined as pink or red-rimmed eyes with white or yellow discharge, often with matted eyelids.

**IMPETIGO:** Infected skin sores, return 24 hours after treatment has been administered.

**CHICKEN POX:** Return the sixth day after the onset of rash or all the lesions have dried and crusted.

**HEAD LICE:** Return the morning after the first treatment and no nits are present. Child/Children will be checked for (7) days after the initial discovery of lice/nits. Random head checks are made routinely on all children – **We have a No-Nit Policy.**

**SCABIES:** Return after treatment has been completed. (Verification that diagnosis has been made.)

**BED BUGS:** Although bed bugs are a nuisance, they do not transmit diseases. They do however cause bites, and as stated by the Center for Disease Control, they affect each person differently. Allergic reactions and skin infections can occur. The bugs and eggs can be transmitted via clothes, back packs and items brought from home. If a home is infested with bed bugs, the child **MAY NOT** attend daycare until the infestation has been treated and confirmed cleared.

Our policy follows the General Recommendations Section, as found in the Report of the Committee on Infectious Disease, 1991 American Academy of Pediatrics, Day Care Regulation, NYS Department of Social Services.

**Hand, Foot, and Mouth Disease:** This is a syndrome (meaning a group of symptoms) caused by Coxsackie virus- an enterovirus. An enterovirus is one that affects the G.I. tract. It is characterized by a distinctive rash – blisters usually noted in the mouth, on soles of feet and hands. It can also appear elsewhere on the body such as the diaper area. It is generally a very mild disease that resolves without treatment. Other symptoms that may occur include headache, low grade fever, and sore throat. Incubation period is 1 – 10 days. The illness generally lasts about one week.

It is most prevalent in spring and fall, and in infants and children. It is spread largely by person to person, but the virus has been cultured from the vesicle itself and from oral secretions and the stool. (Centers for Disease Control and Prevention)

To prevent spread, hygiene is of utmost importance, through hand washing and consistent use of gloves during diapering, meal times, and general cleaning etc.

YWCA Early Care and Education POLICY: A child who has been diagnosed with Hand Foot and Mouth must be kept home for the duration of the illness (about one week) or until all blisters have healed. They are able to return once they are cleared by their physician and a note stating they are able to return to daycare is provided.

**GENERAL RECOMMENDATIONS:** There is no evidence that the common cold, minor respiratory illnesses, and ear infections can be reduced among children in childcare by any

specific intervention, including exclusion from the program. Children need not be excluded for minor illnesses unless any of the conditions listed above or any of the following exist:

1. The illness prevents the child from participating comfortably in program activities.
2. The illness results in a greater care need than the childcare staff can provide without compromising the health and safety of the other children.
3. The child has other symptoms such as unusual lethargy, irritability, persistent crying, difficulty breathing, or any other signs of serious illness.
4. **ANTIBIOTICS:** If antibiotics are prescribed, children must be on them for 24 hours before returning to childcare. **NO EXCEPTIONS!** After 24 hours, your child/children may return accompanied with a doctor's note stating diagnosis and child/children are **NOT** contagious.

**ADMINISTRATION OF MEDICATION AT CHILDCARE:** NO medications will be administered by childcare staff; with the exception of over-the-counter topical ointments (for diaper rash) and sunscreen lotion. A note from the parent giving permission to apply such medication must be in the child's file and a record of application maintained.

Parents ONLY will be permitted to administer medications to their child while the child is attending the program.

**SPECIAL CIRCUMSTANCES:** We recognize that occasionally there may be a child attending the childcare who has special health care needs that may require individual attention. When this situation arises the childcare staff, parent, and health care consultant will work together to devise specific protocols and recommendations for the individual child.

**AIDS HIV POLICY:** The center has a copy on file and this is available to parents upon request. As our part in maintaining a healthy environment for children, understand that you cannot bring your child and will be required to remove your child from the program if he/she is sick or shows signs of illness. This would include: severe cough, ear, throat, or eye infections, fever (100+), vomiting, diarrhea, rash, contagious disease or condition, or medical problem that the doctor requires the child to remain at home.

You will authorize the YWCA ECE Center to obtain necessary medical treatment and/or surgery for your child in the event that you cannot be reached. It is your responsibility to notify ECE staff of changes in address, phone, or work location. Also understand that the YWCA ECE **cannot** dispense medication; however, topical ointments may be applied. (i.e. sunscreen)

## Lead

### **An Equal Opportunity Poison: What Every Parent Should Know About Lead Poisoning in Children**

- Lead poisoning poses an invisible danger to your child.
- One in 11 children in America have high levels of lead in their blood.
- According to recent Centers for Disease Control and Prevention (CDC) estimates, 890,000 U.S. children ages 1-5 have elevated blood levels.
- Most children with elevated blood levels do not look or feel sick.
- The longer children have lead in their blood, and the higher the level, the more serious their problems may be. Long-term effects of lead in a child can be severe. They include learning disabilities, decreased growth, hyperactivity, impaired hearing and even brain damage. At very high levels, lead can cause seizures, coma and even death.
- Lead can be found in paint, dust, soil and water.
- The most common source of lead in homes is lead-based paint. Keep your children away from peeling paint and dust from broken plaster.
- Use lead-free dishes. Some older dishes may have lead in their glaze.
- Use cold tap water—not hot—for infant formula or cooking. Many older homes still have lead water pipes.
- Store food from open cans in glass or plastic containers. (Some cans are made with lead solder.)
- Wash your baby's pacifier, teething rings and toys often. This will help remove any lead dust.
- Wash your toddler's hands before meals. Little hands like to explore!
- Damp mop floors and damp wipe surfaces twice a week to reduce lead dust.
- Feed your child the right food to GET AHEAD OF LEAD. A diet high in iron and calcium is best!
- Have your child tested for lead levels! All children six months to six years should be screened regularly.

***A simple blood test is all that is required.  
Ask your doctor about lead screening.***

## **Discipline**

Caregivers will use positive guidance, redirection and the setting of clear-cut limits that foster the child's own ability to become self-disciplined. Caregivers will encourage children to respect other people, to be fair, respect property, and learn to be responsible for their actions. Discipline involves teaching character and self-control. Because people differ in how they approach discipline, families and caregivers must discuss the goals and methods of discipline for each child.

Physical punishment and abusive language are forbidden at the YWCA's child care programs.

### **Parents are asked to support and reinforce the following "I Care Rules":**

- We listen to each other.
- Hands are for helping not hurting.
- We use "I care" language.
- We care about each other's feelings
- We are responsible for what we do and say.

### **We will strive to accomplish these expectations by:**

**Redirecting:** Helping a child choose to change locations within the group or activity in which s/he is involved.

**Providing Renewal Time:** Providing a place where a child can be somewhat alone to engage in individual activities that will help calm and provide time to regain self-control.

**Talking with children:** Providing time and a place to sit down with children involved in a certain situation and facilitating their making a plan of acceptable ways to handle the situation, if it should happen again.

### **Our program recognizes the importance of dealing with aggressive behavior.**

- Teachers help children find acceptable ways to express their anger, negotiate to get what they want or need, and handle aggression directed towards them by their peers.
- We encourage children to express their feelings into words and to negotiate resolutions to conflict.
- Teachers facilitate conversations between children when problems arise.

If the above measures in the classroom do not work to resolve the aggressive behavior, a conference will be scheduled between teacher and parent to discuss goals for their child's self-control along with techniques and consequences to help the child learn to express themselves in more appropriate ways.

If the steps and approaches mentioned above for resolving unacceptable behavior are unsuccessful, the child will be dismissed from the program. It is crucial to the health and well being of **ALL** the children in the program to maintain a safe and happy environment.

## Behavior Problem

In the event that a child has a continual behavior problem or cannot fit into the center program or if the child requires more specialized staffing than the YWCA ECE Center can adequately provide, there will be:

- a consultation with the parent
- a referral to other programs more suitable to the child and situation
- a withdrawal of the child from the YWCA ECE Program

### YWCA Early Care and Education Biting Policy:

Anytime a child is bitten, the child who was bitten & the child who did the biting's parent(s)/guardian(s) are notified. Notification will be determined by the severity of the bite. If the skin has been broken, the parent(s)/guardian(s) will be contacted immediately. If the skin is not broken, contact to parent(s)/guardian(s) can be done at pick-up at the end of the day.

When there is a bite that breaks the skin, the child who was bitten and the child who did the biting **both** must be sent home for the remainder of the day. (This is for safety purposes having to do with blood and bodily fluid contact). Parent(s)/guardian(s) of both children will be contacted immediately and asked to pick up their child.

A doctor's note is **not** mandatory for either child to return to daycare the next day. It is recommended that the parent(s)/guardian(s) make a decision as to whether or not their child should be seen by a doctor, but it is **not** mandatory.

Should biting continue to be a behavioral concern for a specific child, **The Three Warnings policy** will apply. This can be found in the YWCA ECE Discipline Policy, which is on file in the ECE Director's office.

## Helpful Information

**Saying Good-bye:** Change can be overwhelming for all people, adults and children alike. While adjusting to a new situation, it is normal for children to be upset when parents leave. To assist your child:

- Arrive early to avoid rushing, which is stressful for children.
- Avoid passing on your own anxious feelings to your child.
- Always say good-bye.
- Be firm in saying, "Good-bye, I'm going now. I love you."
- Prepare your child for any changes in routine, especially pick-up time.
- Try to be specific when picking up your child, try to arrive when you said you would.
- Put aside the day's problems and take some time to hear about your child's day.
- Try to bring your child before mealtime to help your child's adjustment.

### **Toys:**

- Only a favorite stuffed animal or book should be brought, for naptime or to help a child adjust.
- To avoid having a child upset because of toys being lost or broken, we ask that you leave all other toys at home.

- Bringing toys from home is, ultimately, discouraged. If the toy or book begins to cause any problems, you will be asked to not bring that item again

**Things to bring:**

- Change of clothes labeled with your child's name
- Toothbrush with cap
- Sunscreen
- Small, washable blanket for nap
- Diapers or training pants for children not using the potty
- Paint smock or large shirt (optional)
- Toddlers – large snap bib for mealtimes

**Parking:**

Individuals who are dropping off or picking up children from the center should use the on-street parking on either Main Street or Fourth Street. All of the on-street parking is metered. Parking meters require payment between the weekday hours of 9am—5pm. The current meter rate is 25 cents for 30 minutes of time. The YWCA will not be responsible for any parking tickets issued while you are picking up or dropping off your child. Do not use the parking lot located next to the dentist office as those spots are leased and you would risk having your vehicle towed.

**Closings**

**Emergency Closings:** In the rare event that the center must close due to inclement weather, the announcement will be made on the local radio stations – WJTN-1240 AM, WWSE-93, and WHUG-101.7. In the event of other emergencies, such as no heat, the staff will contact all parents.

**Holidays that the YWCA center will be closed:**

- |                            |                        |
|----------------------------|------------------------|
| New Year's Day             | Good Friday            |
| Memorial Day               | Thanksgiving Day       |
| Independence Day           | Day After Thanksgiving |
| Martin Luther King Jr. Day | Christmas Day          |
| Labor Day                  |                        |

## **Hours of Operation**

**Daycare:** 6:30 am—6:00 pm

**Office:** 8:30 am—4:30 pm

### **Direct Extension Numbers**

**YWCA of Jamestown: (716) 488-2237**

**YWCA Fax: (716) 484-1752**

**Director: Laura Colburn ext 250**

**Assistant Director: Krista Hansen ext 263**

**Billing Coordinator: Adam Digirolamo ext 251**

**Office Coordinator: Luis Iglesias-Carpena ext 223**

**Bumblebears (Infant Room): 257**

**Doodlebugs (Toddler Room): 222**

**Dandelions (Preschool Room): 255**

**KinderKubs (4yr old UPK Room): 252**

**3yr old UPK Room: 265**

If calling daycare before 8:30 am, dial ext. 255 no matter what classroom your child is in. If you are calling daycare after 6:00 pm, dial ext. 255 and leave a message no matter what classroom your child is in.