



# YMCA OF WESTERN NORTH CAROLINA CHILDCARE PROGRAM

The Y's center-based childcare programs provide a safe, nurturing, and stimulating environment where your child can grow, learn, and thrive while you take some time for you.

Our childcare staff is committed to supporting your child's needs and fostering their social, emotional, physical, and cognitive development through engaging activities and play.

Parents are the most important people in a child's life. We'll work with you to ensure that your child's time with us is positive and enriching. We encourage open communication and invite you to share any questions, concerns, or feedback.

**We look forward to getting to know your family and being a part of your child's growth and development. If you have any questions or need further information, please feel welcome to ask.**

Our Youth Development Centers offer two types of childcare to meet your family's needs.

## DROP-IN CHILDCARE

Our Household membership plan includes two hours of daily drop-in childcare for all children on the account. A parent or guardian must remain in the building at all times. This amenity is offered on a first-come, first-served basis and is subject to space and staffing ratios. Children should be dressed for active play.



## DROP-OFF CHILDCARE

Parents Time Out is a drop-off childcare option that gives you a chance to take a break away from the building while your children are having fun. YMCA membership isn't required for these fee-based programs, although members get the best rate!

## IN-CENTER CHILDCARE IS OPEN TO NATIONWIDE MEMBERS.



### MEMBER BONUS

Every quarter, Household memberships receive one free Parents Time Out session per child.

## CHECKING IN

After scanning in at the front desk, go to the Youth Development Center (YDC) to check in your child. (Remember, children have to be on your Household membership account before we can care for them.) We'll ask you where you'll be in the facility and make sure the phone number we have for you is current.

## CHECKING OUT

- Only authorized adults (18 years or older) who are on the membership account are authorized to pick up.
- Gather all your belongings!
- Staff will tell you about your child's visit and address any concerns.

## LATE PICK-UP POLICY

If you are more than 10 minutes late to pick up your child, staff will attempt to contact you by phone or in person. Consistently late pick-up may result in a late fee charge to membership account.

## OUTSIDE RUNNING POLICY

Parents/guardians may run outside within a half-mile radius of the center if they have signed the Outside Policy acknowledgement. Outside time is not for personal use (running errands, sitting in a car, etc.). If we're unable to reach you by phone, you may lose your YDC privileges.

## BEHAVIOR

Our goal is to provide a safe, healthy, and happy environment for all children, where they can build self-esteem, character, and positive self-worth. We do not tolerate aggressive behaviors such as intentional hitting, biting, throwing, use of foul language, etc. We do not tolerate consistent refusal to follow directions. We are unable to provide one-on-one attention. If a child is unable to meet behavior expectations, we may contact the parent or guardian. If the behavior continues, the YMCA has the right to suspend a child from the program.

These rules and policies ensure the safety and well-being of staff and children. We practice positive reinforcement as the primary focus for behavior issues. Children whose actions are deemed harmful to themselves, another child, or a staff member are subject to immediate dismissal from the room and a follow-up conversation with the parent and the Program Director.

## OUTSIDE TIME

Only YMCA program staff may take children to the playground if they are in the YDC during program hours.

The playground may be used by members when the YDC or other programs are not using it.



## SNACK AND DRINK POLICY

**We are a nut-free facility.**

A light snack or lunch is recommended for Kids Club.  
We will provide snacks for Parents Time Out.



Baby bottles must be prepared and ready. Staff may not prepare or warm bottles.

Sippy cups and water bottles are acceptable, with your child's name. They may contain water, with the exception of baby bottles containing milk, breast milk, or formula for infants.



## ILLNESS AND INJURY

Please help us protect everyone's health and well-being. If your child has symptoms such as fever, diarrhea, difficulty breathing, severe runny nose, vomiting, pink eye, rash, or a temperature over 100.4, we ask that they stay home for 24 hours.

Those with fever must be fever-free without medication for 24 hours before returning.



We reserve the right to refuse entry if we feel your child is too ill to be in the YDC. Please contact us if your child becomes ill after being in our care. If a child gets hurt, we will contact you immediately, depending on the severity of the incident.

## KEEPING INFANTS SAFE

At the YMCA, your infant's health and safety are our priority. Our YDC follows safe sleep practices from the American Academy of Pediatrics.

### We will:

- Make sure your baby is safe.
- Make sure they are fed and provided for.
- Practice tummy time.
- Ensure they sleep flat on their backs in a pack-n-play.



### We won't:

- Use blankets or pillows.
- Allow your infant to sleep in a car seat.
- Allow your infant to sleep in a bouncy seat.
- Allow your infant to sleep in a swing.

## DIAPER POLICIES

We check diapers periodically throughout shifts. If you prefer that we not change your child, let us know and we will come get you if necessary. We do not change diapers for children over age 4.

Children who aren't potty-trained will need a diaper bag containing disposable diapers, wipes, extra clothes, etc.

## POLICIES

There is a 2-hour time limit per day per child.

You must remain in the facility at all times unless you're taking an outdoor group exercise class or have signed our outside acknowledgment policy.

All walking children must wear hard-soled shoes. Non-walking infants should wear socks or booties.

Continual crying may be an indication that special care is needed. If we cannot soothe your child within 10 minutes, we'll contact you.

Our staff cannot administer medication, ointment, cream, lotion, or gel of any kind in the YDC or Youth Lounge. Sunscreen or diaper rash cream must be applied before your child enters our care.

We do not allow toys in the YDC. We understand that your child may need a personal item to feel comfortable to come into our centers. Once your child is settled in the room, we will move personal items to cubbies. Electronics are never allowed and will be kept in cubbies.

The YMCA is not responsible for lost or broken items.