



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

ENSURE A BRIGHTER FUTURE

Kid Zone

YMCA OF GREATER ERIE

Parent Handbook



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WELCOME LETTER

Dear Parents,

We believe the values and skills learned early on are vital building blocks for quality of life. Because of the Y community, kids in neighborhoods around the nation are taking more interest in learning and making smarter life choices. At the Y, kids learn their ABC's, learn to share, learn about sportsmanship and, most importantly, learn how to be themselves; that makes for confident kids today and contributing and engaged adults tomorrow.

We welcome you and your child to our YMCA. The Kid Zone is designed for children to play and interact with other children while their families use YMCA facilities. Our hope is that you will feel comfortable with our staff and with the program we have developed for you and your child.

This handbook was written for you. It contains important information regarding our policies and procedures. Please read it and then refer to it when necessary.

If you have any questions after reading this handbook, or concerns regarding your child's care at any time, please feel free to contact our staff.

Sincerely,

YMCA Kid Zone Staff

KID ZONE PROGRAM

Program Hours based on the academic calendar(See your branch for details)

**Hours are subject to change with staff availability and season end* The most up to date information can be found on our website.*

County Location

Monday, Wednesday, Friday	9:00-11:30 am
Tuesday, Thursday	6:00-8:30 pm
Saturday	8:00-11:30 am

Eastside Family Location

Monday-Friday	8:30 am-12:00 pm
Monday-Thursday	5:30 am-8:00 pm
Saturday	8:30 am-12:00 pm

Glenwood Park Location

Kid Zone:

Monday-Friday	8:30 am-1:30 pm
Monday-Thursday	4:30-8:30 pm
Saturday	9:00 am-12:30pm

Fun-n-Fit Room:

Monday-Thursday	5:00-8pm
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PROGRAM PHILOSOPHY

Kid Zone programs present an opportunity for early child development while meeting the needs of parents and family members who participate in Y programs and activities. While keeping children safe in a nurturing, caring environment, Kid Zone provides young children additional opportunities for holistic development, social experiences, and learning through play. As with all child/youth programs in the Y, Kid Zone supports health and well-being, character development, and excitement about learning.

KID ZONE

We believe that all kids deserve the opportunity to discover who they are and what they can achieve. That's why, through the Y, millions of youth today are cultivating the values, skills, and relationships that lead to positive behaviors, better health, and educational achievement.

Kid Zone exists for the purpose of providing a safe nurturing environment for children while their parents utilize the YMCA facility.

Our collective spirit is characterized by Honesty, Respect, Responsibility, and Caring. We are respectful of the beliefs, values, and cultural diversity of the children and their families. We strive toward developing a strong partnership with families.

We will guide children toward open communication when conflict arises, identifying together respectful, peaceful solutions. As adults, we will model this same behavior among ourselves.

AGES/CAPACITY (See your branch for details)

County Branch	Capacity: 20 Ages: 6 months to 7 years
Eastside Family Branch	Capacity: 15-20 depending on staffing and ages in the room. Ages: 6 weeks to 7 years
Glenwood Park Branch	Capacity Adventure Area: 16-20 depending on the ages in the room. Ages: 6 weeks to 7 years Capacity Fun-n-Fit: 12 Ages: 8-14

PARTICIPATION TIME LIMIT

Any child may be in the Kid Zone Program 1-2 hours per visit depending on the branch or room capacity. Find more details at the branches or on our website. Kid Zone is a free service to all Family Memberships. Other membership types may use Kid Zone services by paying a \$5 drop-in fee or adding a monthly \$10 Kid Zone pass to their membership for unlimited use. Guests must purchase a family guest pass to utilize Kid Zone.

PARENTS IN THE PROGRAM AREA

Feel free to enter the program space to help your child get acclimated. If your child needs this support, we ask that you spend no longer than 10 minutes. If there are special circumstances concerning your child, please discuss this with the program supervisor.

PARENT CONCERNS

Parents should discuss any complaints or suggestions about Kid Zone with our staff and supervisors. Staff can direct you to the Program Director or Executive Director if needed.

PARENT RESPONSIBILITIES

For the safety of your child, parents or guardians must remain in the building while the child is in the program. The parent or guardian that checks in their child to the program must also check the child out. All participants must be checked in and out by a parent or guardian who is at least eighteen years of age. If a parent is late picking up their child more than 3 times, the child is not welcome back for two weeks.

LABELS

Upon check-in parents will be labeled with a wrist band that will include their return time.

GETTING USED TO THE NEW ROUTINE

It is normal for your child to have some fears and misgivings about being away from you. Children, like adults, need time to get used to new situations. Try to prepare your child for their stay as far in advance as possible. Talk about some of the new people your child will meet and the new things your child will do. If your schedule allows, it may be helpful to visit with your child. This will help your child become familiar with our program and staff. If this is the first time your child has been separated from you, it is natural for the child to be hesitant. Please do not sneak out when your child is not looking. A cheerful goodbye

kiss from you, a smile, and a reassuring word that you will be back to pick them up are all that you need to do. Our caring staff will take it from there. Usually, the child settles down shortly after the parent leaves. Please check with Kid Zone staff regarding the parent notification policy for crying children.

When children are not comfortable in Kid Zone and are upset for an extended period of time (up to 15 minutes), the parent may be asked to come and help soothe the child. If successful, the parent may resume their activity. If the child becomes upset again, we may ask the parent and child to try Kid Zone another time.

BEHAVIOR MANAGEMENT & GUIDELINES

Limits are set positively and are developmentally appropriate based on the child's age and developmental stage.

1. The child will respect the rights and feelings of others and will avoid disruptive behaviors that would interfere with program activities. Aggressive behaviors such as hitting, kicking, biting, tripping, verbal "put-downs," spitting, and other similar inappropriate behaviors will not be tolerated.
2. The child will follow all directions given by the staff regarding safety procedures and will stay with the group for all scheduled activities.
3. The program strictly prohibits the use of tobacco, alcohol, and drugs, except prescribed medications or over-the-counter medication. Parents must keep any prescription or over-the-counter medications on their person.
4. The child will respect the private property of others and understand that stealing or vandalizing the property of others will not be allowed.

Depending on the severity of the behavior, the YMCA reserves the right to utilize these guidelines in any order.

Staff members hope to help each child develop positive feelings of self-esteem while fostering growth toward self-direction. When a child is aggressive or disruptive, staff will redirect him/her to more constructive activities. If a child continues to show aggressive or disruptive behavior, the following steps may be taken.

1. We stop children from hurting themselves or other children.
2. We redirect to another activity or encourage time away from the activity. (Children will be moved to another activity such as reading a book, coloring, etc.) Sometimes children need time to themselves so we will find a place for them to sit quietly until they are ready to rejoin the activity.
3. If the behavior happens again, we will again try to redirect and calm the child. Parent/guardian will be notified, and the behavior will be documented.
4. If the behavior is persistent and the staff cannot redirect the child to other activities, then the parent/guardian will be asked to come and remove the child from the program.
5. If a child consistently displays inappropriate behavior in the program, a conference will be held with

parent/guardian, supervisor of Kid Zone, and the Program Director to determine the best course of action.

When a child's persistent inappropriate behavior takes energy and attention away from the needs, safety, and well-being of other children, or causes disruption of the program objective, the possibility of suspending and/or expelling the child from the program will be considered. Repetitive unsafe behavior will be documented and handled on a case-by-case basis. It may be necessary for a family to take a leave of absence from the Kid Zone Room (not to exceed 90 days) if the staff feels it is necessary for the health and safety of others in the program. The decision to send a child home is an important and difficult one to make and will be carefully considered and discussed before the action is taken.

We recognize that each child has a unique personality and disposition. We will do our best to work with every child. In the case of behavioral issues, our staff may need to fill out an incident report. Kid Zone staff are required to discuss incident reports when they occur.

BITING POLICY

While biting is a frequent occurrence in programs serving young children, our staff will do their best to prevent biting. If a child bites another child while in Kid Zone, the parent/guardian of both children will be notified immediately. Ice may be applied to the child who was bitten, and the incident will be documented.

CRYING CHILD

If a child is upset and crying in Kid Zone, staff will make every effort to calm and comfort the child and help them acclimate to the Kid Zone environment. After 15 minutes of crying, the staff will locate the parent to assist in calming the child. Parent/guardian may attempt to leave the child a second time, but if crying persists for another 5 minutes, parent/guardian will be called to pick up the child.

SPECIAL NEEDS POLICY

It is the intent of the YMCA of Greater Erie to include children with special needs in activities to the greatest extent possible. Recognizing limitations due to a child's special need is important and, with this in mind, the YMCA will make every attempt to adapt program activities, staffing, and facilities through reasonable accommodation, unless the accommodation imposes hardship on the YMCA. We are unable to provide one-on-one care. If your child requires an accommodation, please discuss it with the Kid Zone Supervisor. It is recommended that a family member (or caregiver) tour the program area with the appropriate YMCA staff, along with the child with a special need, before the first day of services. This provides the family with an opportunity to observe the program, facility, and staff. This also allows the staff to learn what can be done to enhance the child's involvement in the program.

ILLNESS POLICY

CHILDREN ARE TO BE FREE FROM ANY COMMUNICABLE DISEASE, WHICH INCLUDES DIARRHEA, VOMITING AND ANY COLORED NASAL, EYE OR EAR DRAINAGE, AND COUGHING.

Any temperature of 100 degrees or above (without the aid of acetaminophen) will require removal from the program. Staff may also remove a child who is demonstrating obvious discomfort, including a consistent runny nose with any other symptoms (i.e., irritability, non-participation, etc.). Please see Policies Regarding Specific Medical Conditions for more information regarding our illness policy.

PLEASE DO NOT BRING A CHILD WHO HAS BEEN GIVEN FEVER-REDUCING MEDICATION AND IS ILL TO OUR PROGRAM.

MEDICATION

Staff cannot administer any medication. If a child is in the program and needs medication, a parent or guardian will need to administer the medication.

Children who have vomited or had a fever or diarrhea within 24 hours are not permitted to attend Kid Zone.

POLICIES REGARDING SPECIFIC MEDICAL CONDITIONS **Including Communicable Diseases**

CHICKEN POX

Child must stay home for six days until free of all drainage and free of all open lesions

CONJUNCTIVITIS **(PINK EYE)**

BACTERIAL

Tearing, redness, swelling of eyes, eye drainage. Exclude until 24 hrs. of antibiotic treatment have been administered. Transmitted through direct contact with eye discharge (24 to 72 hours)

VIRAL

Tearing, redness, swelling of eyes. Exclude until symptoms resolve. Transmitted through direct contact with discharge (12 to 36 hours)

DIARRHEA

Must stay home if two abnormally loose episodes in 24 hrs. (unless the doctor confirms in writing this is caused by an antibiotic) Child must be fully free of symptoms before returning to center.

FEVER

For a fever over 100° the child will be sent home. The fever must be gone for 24 hours before child can return to the program (without using fever-reducing

medications.)

HEAD LICE

Child must go home until the condition eradicated (no nits or lice present)

RASH OR UNDIAGNOSED SKIN ERUPTIONS

Child will be removed until free of rash or return with doctor's note.

STREP THROAT

Child must go home. Child must be examined and can return with a Strep screen or doctor's written statement

VOMITING

Child cannot attend Kid Zone if they have vomited within the previous 24 hours

OTHER POLICIES

FOODS AND SNACKS

Food, bottles, and sippy cups brought from home may not be used in the program. **Please serve your child a snack or meal, if needed, before leaving them.**

Parent/guardian are welcome to bottle or breastfeed in Kid Zone. Kid Zone staff does not bottle-feed babies.

CHANGING DIAPERS

Parents/guardians are encouraged to change diapers or take their child to the restroom before signing them into the program. Staff is unable to change diapers. If a child's diaper needs to be changed, a parent or guardian will be summoned to change the child.

RESTROOM POLICY

Please ask about this at your location.

TOYS

The YMCA provides toys for children while they are in our programs. Toys that are mouthed or exposed to bodily fluids will be disinfected after use. All toys are disinfected after each shift. Toys from home are not permitted. Please do not send toys or electronics with your children. The YMCA is not responsible for any damaged, lost, or stolen toys or electronics brought in contrary to our policy.

GIFTS

The YMCA of Greater Erie donations are tax deductible. Receipts will be issued for all donations. Please speak to a supervisor if you would like to donate.

SAFETY

STAFF CREDENTIALS

All Staff are required to be certified in Pediatric and all ages CPR/AED/First Aid and Oxygen Administration. They must also obtain child abuse, criminal, and FBI clearances. All staff are required to complete the mandated reporter training, Bloodborne Pathogens training, and Child Abuse Prevention training.

EMERGENCY PROCEDURES

The YMCA of Greater Erie emergency procedures are posted in a visible location in the Kid Zone area. All staff are familiar with the emergency procedures, location of the telephone, emergency numbers, evacuation procedures, and first aid supplies.

INCIDENT/ACCIDENT REPORTS

If a child gets injured, even if it does not leave a mark, an accident report must be filled out completely by the employee that witnessed the accident. The accident report is then signed by the parent and the form is then given to your supervisor.

The form must be completed in full with facts only. They must be completed before leaving work that day. Should the accident be more than minor, the parent/guardian should be paged immediately.

CHILD ABUSE

All suspected cases of child abuse get reported immediately to Childline at 800-932-0313.

**YMCA OF GREATER ERIE
KID ZONE PARENT HANDBOOK
CONFIRMATION PAGE**



I have received a copy of the YMCA of Greater Erie Kid Zone Parent Handbook.

Signature

Printed Name

Date