



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

WHERE KIDS COME TO PLAY

NEW CANAAN YMCA KIDS CLUB FAMILY HANDBOOK



ABOUT KIDS CLUB

Kids Club provides parents and caregivers the opportunity to use our Y facility while their children are cared for in a safe, nurturing and fun environment.

We are honored to have the opportunity to care for your children and hope that they love coming to Kids Club!

We look forward to meeting you and your children!

Sincerely,
Kids Club Staff

Contact:

If you have any comments, questions, or suggestions please feel free to ask the staff or contact: Kristen Godin, Childcare Director, at 203-920-1649 or kgodin@newcanaanymca.org.

HOURS & FEES

Hours:

Monday–Sunday: 8:15 am–12:15 pm

*Visits to Kids Club are limited to 90 minutes or the end of operation hours, whichever comes first.

Fees:

Free with Family Membership

Kids Club is **free** for those with a current New Canaan YMCA Family membership.

Please stop by the Member Services Desk to receive your pass for each visit.

Non-Family Member Rates

\$15.00 per 90 minute visit.

Please stop by the Member Services Desk to purchase your pass for each visit.

POLICIES & PROCEDURES

Checking In/Out:

- For the safety of your children and all Kids Club participants, please make sure you check in and out with the staff upon arrival and departure from Kids Club.
- Each time you visit, you must present a pass or receipt from the Member Services Desk.
- If someone other than the person who dropped the child off will be picking up, please notify staff at drop-off. Please note that if Kids Club staff does not recognize the pick-up person, they will ask for valid ID prior to releasing the child to that person.

General Policies:

- Kids Club is a babysitting service that is only offered to people who hold a membership with the New Canaan YMCA.
- Kids Club welcomes children ages 6 months who are able to sit independently through 11 years old. If a child is not able to demonstrate steadiness while sitting up independently, the child will not be permitted to stay in the program.
- First-time participants will be asked to fill out a Kids Club registration form. Please inform Kids Club staff of any changes including medical and allergies.
- Please inform staff upon arrival of any allergies that may require an "epi-pen" to ensure that staff is aware. Please see "Allergy & Medication Policies" for additional information/requirements.
- At the discretion of the Kids Club Staff and Director, a limit may be enforced on the number of children we can accept at any one time.
- Parents and caregivers are required to remain within the YMCA facility while their children are in Kids Club.
- Our experienced staff will do their best to make sure your child is happy and comfortable during their stay. If a child is upset or crying and our staff is unable to calm them within 15 minutes, staff will contact you by phone or come find you in the facility to ask that you please pick up your child immediately.
- We welcome parents to stay for no longer than 5 minutes in the Kids Club program space in order to help the child get accustomed to the setting/environment, if needed. Then, we kindly ask that parents make their transition out of the Kids Club space and we will follow the 15 minute calm down policy above.
- Kids Club staff engage your children in a variety of activities that are age appropriate including coloring/drawing, pretend play/free play, music and more.

POLICIES & PROCEDURES

General Policies (continued):

- Kids Club Staff will discuss any behavioral challenges they may have faced during the time that the child was in the care of our staff.
- If a child is not following the directions of Kids Club Staff and are engaging in behaviors that are seen to be dangerous to that child or other children in the program, Kids Club staff will contact the parent immediately for pick-up. If these unsafe behaviors continue for more than two instances/visits, the Director may determine that the child is no longer eligible to utilize the program for a period of time.
- Parents are required to pick up their child by the maximum time allotted for Kids Club usage (90 minutes or end of operation hours, whichever comes first). If late pick-ups occur (more than 5 minutes past the 90-minute time), Kids Club staff will provide a verbal reminder to the parent regarding the maximum time allotted. This verbal reminder will be documented. After the verbal reminder, if late pick-ups continue to occur, the Director may implement a suspension of eligibility to utilize the Kids Club program for a period of time as they see fit.
- Cups or bottles should be labeled and contain only water to protect children with allergies. **No food is permitted.**
- Kids Club Staff and the YMCA are not responsible for any personal belongings that are brought into the Kids Club program space.
- Any items that are left behind will be placed in the YMCA Lost and Found (located in the Forese/Scooter Pool locker room walkway).

Diaper/Toilet Policy:

- We kindly ask that prior to entering the Kids Club program space, your child's diaper has been changed or your child has had the opportunity to utilize the restroom.
- Kids Club staff are not able to change diapers or assist children in the restroom.
- **Diapering and Changing:** If a child needs a diaper change or a change of clothes, staff will call or locate the parent/caregiver. After the parent/caregiver changes the child, the child can remain in Kids Club for the remainder of their time.
- **Restroom Use:** There is a restroom located next to the program space. If staffing ratio allows, Kids Club staff will accompany the child to the restroom but **cannot go into the restroom with the child to provide any toileting/bathroom assistance.** They will prop the door open slightly and wait for the child to be done in the doorway, providing them with privacy. All children who are toilet trained must be able to use it independently. If they need assistance, staff will call or locate the parent/caregiver to assist. After the parent/caregiver assists the child, the child can remain in Kids Club for the remainder of their time.

POLICIES & PROCEDURES

Allergy & Medication Policies:

- Parents are asked to note on the child's information sheet as well as verbally remind Kids Club staff of any allergies requiring medications in order for staff to be aware. **We ask that you remind staff at each visit.**
- Parents of children with an allergy are required to initial the "Allergy & Medication Policies" section indicating that they have read, understood and agree to the policies listed.
- Parents of children with an allergy are required to bring their necessary medication (such as Epi-pen and Benadryl) into the building and keep it on them at all times while the child is in the care of Kids Club staff.
- Parents of children with an allergy are required to keep their phone on them at all times, even during a class, in the event of an emergency and Kids Club staff needs to contact them right away.
- If called and the parent does not answer their phone after 3 attempts of staff trying to contact the parent, the Director may implement a suspension of eligibility to utilize the Kids Club program for a period of time as they see fit.
 - Exception: If a parent plans to utilize the pool, it is required that you inform Kids Club staff of this plan and provide a description of swimsuit (such as color) so that staff are able to spot/locate parent quickly in the event of an emergency.

Illness Policy:

- To ensure the health of Kids Club participants and staff, parents and caregivers are asked not to bring their children to Kids Club if they are exhibiting signs or symptoms of illness that include but are not limited to the following:
 - Runny nose that produces thick, green or yellow discharge (may not return discharge is clear)
 - Deep cough or congestion
 - Temperature of 99.9 degrees Fahrenheit or above
 - Diarrhea or abnormal bowel movements
 - Pink/watery eyes
 - Unexplained/undiagnosed rash
 - Nausea/vomiting
 - Head Lice (must provide note of clearance by school nurse or doctor before return)

POLICIES & PROCEDURES

Illness Policy (continued):

- If child becomes sick while in the Kids Club program space, staff will contact parent by phone immediately to have them pick-up their child. If a parent does not pick up their child within 5 minutes of Kids Club staff speaking directly to them, the Director may reconsider their eligibility to use the program moving forward.
- Please note that our staff will use their best educated judgment when determining if they need to send a child home in order to keep everyone healthy.
- **As a general rule, if your child is not attending school due to illness, they should not attend Kids Club.**

Closure & Delay Procedures:

- We kindly ask that prior to leaving your house to come to the YMCA to utilize the Kids Club program, please check our online schedule published on the New Canaan YMCA Website. Once at the homepage, please select the "Schedules" button at the top. Then, you will see Kids Club operation hours appear under the "Class and Facility Schedules" section. If Kids Club needs to be closed for any reason, this will be reflected with the title "CLOSED: Kids Club".
- We also send out any last-minute closure notification through the New Canaan YMCA App. As a result, we kindly ask that you download the New Canaan YMCA app on your mobile device. The front desk can assist you in this process, if needed. Then, please also check the app before leaving your house to come utilize the Kids Club program. The notification will appear in the "Notification Center". This can be found by click on the user icon in the top left corner of your screen once you're logged in. Then, by clicking on the bell icon that will appear at the top right corner of your screen.

Helpful Hints for Successful Visits to Kids Club:

- You are welcome to visit Kids Club with your child before dropping them off for the first time so they can familiarize themselves with the room and the staff (no payment required).
- You are encouraged to bring a personal item from home to help your child feel more comfortable. (No toys please—we have lots!)
- Our Kids Club staff is happy to assist you with any questions.