



PLAY AND LEARN CENTER

Child Care Parent Handbook

WELCOME! This handbook was designed to introduce you to our Play and Learn Program and provide you with specific information about our program.

PHILOSOPHY AND CORE VALUES: The Family YMCA of Marion and Polk Counties is so pleased you are here! Our Play and Learn Program is dedicated to The Y's overall goal and philosophy of enhancing the spirit, mind, and body of all persons in a positive Christian environment through quality programs, services, and facilities. We base all our programs on our mission and values. Our core values were derived from our mission statement and are represented in 4 key words: honesty, respect, responsibility, and caring.

During your visit to the YMCA, be confident knowing that our Play and Learn staff will provide fun and safe activities for your child in an atmosphere of our core values.

AGES, HOURS OF OPERATION, AND VISIT LIMITS: The Y's Play and Learn Program is open for children aged 6 weeks to 9 years of age. We are open Monday-Friday 8:30 am to 1 pm and 4:30 pm to 8 pm, Saturday from 8:30 am to 12:00 pm. We offer drop-in childcare once a day, for up to 2 hours while you are in the YMCA building. Except for special programs or events, parents must remain in the building while your children are in Play and Learn. This ensures that parents are readily available in case of an emergency or to calm an inconsolable child.

RATIOS: Currently, our Play and Learn program is not licensed by the State of Oregon, but because our goal is your child's upmost safety, we follow the state requirements concerning ratios as follows:

Staff to child ratios

6 weeks - 2 years 1:4

2-3 years 1:6

Preschool (3-5 years) 1:10

School age 1:15

PLAY AND LEARN STAFF: We love Children! The Y's staff and volunteers are a part of the Play and Learn Program because they love to care for children. Our caring staff and volunteers are made up of parents,

grandparents, and young people, who have a heart and calling to serve parents and their children. Upon employment, all Y's staff are given background checks and are CPR and First Aid certified. Staff also undergo monthly emergency drills, evacuation plans and ongoing annual training requirements.

CHECK-IN AND CHECK-OUT: On your first visit to the YMCA, membership will take a picture of you and each of your children to be stored in our membership program. When dropping off your child at Play and Learn, you will be asked for the phone number on file which will allow our childcare staff to check in and identify parent and children through their photos. Only those 16 years and older, with a photo and on the approved list may pick up your children.

The maximum occupancy of our Play and Learn Center is 30 children, depending on the ratios of children to adults. After this number is reached, names and phone numbers are placed on a waitlist and will be called in the order that it was received.

PLAY AREAS: Depending on the time of day and peak times, children will be grouped in order of their age; infant, toddlers/preschoolers, and school-aged children. Different areas around the room will include age-appropriate activities.

CHILD CONDUCT AND GUIDANCE: We use our core values of honesty, respect, responsibility, and caring to instruct the children in our care. Self-management skills are taught using reminders of these goals and the Golden Rule of treating others how they want to be treated. Depending on the age and developmental stages of a child, our program uses positive guidance methods of redirection, distraction, reminders and logical consequences. The YMCA reserves the right to restrict children's activities or have parents pick up immediately if behaviors are dangerous or repeatedly disruptive to the program.

Our staff will make every effort to keep your child happy and content within our Play and Learn Program. If your child is not able to be consoled for more than 10 minutes, we will contact you and ask for your assistance.

FOOD: Because our goal is to keep our Play and Learn area safe for all children, including those children with food allergies, there is no food, gum, candy, or drinks in the Play and Learn area. If your infant needs a bottle, please have it made and labeled with your child's name. You may bring a labeled water bottle for your child.

ILLNESS: For the safety of all children, health guidelines must be strictly followed. Do not bring a child with ANY of the following symptoms:

- Fever
- Diarrhea
- Vomiting
- Undiagnosed rash
- Painful, swollen or redness of eyes or ears
- Non-stop, runny nose
- Uncontrollable cough

Children must be symptom-free, without medication, for 24 hours and show no sign of illness when entering our program. For the safety of everyone, an ill child cannot be admitted or remain in the Play and Learn area. Play and Learn staff cannot administer any medication.

ITEMS FROM HOME: Any items from home causing disruption, will be stored with the child's belongings or with the staff until checkout. The Y is not responsible for lost or broken items brought from home.

All infant bottles, pacifiers and diaper bags must be clearly labeled. Diapers and wipes are to be provided by the parent. It is recommended that children under 6 years have an extra set of clothing in case of an accident.

INJURIES: Small, typical scrapes and bumps will be treated with the necessary first aid and parent will be notified at sign-out. If more serious attention is needed, the parent will be located and notified immediately.

SAFE SLEEP PRACTICES: The Play and Learn Program follows Safe Sleep Practices. When a child comes into our care asleep, we follow the guideline of placing your child on their back in one of our cribs. We have more information available on Safe Sleep Practices, as well as more resources on the website.

Parent/Guardian Behavior

We reserve the right to dismiss a family from our program if the parent/guardian at any point threatens the safety of our children and/or staff. This also applies if the parent/guardian shows inappropriate, aggressive, or offensive behavior towards children and/or staff, or refuses to follow our policies and procedures.

We take the safety and well-being of our children and staff very seriously. Any reports of misconduct or concerns raised by parents, staff, or children will be thoroughly investigated. However, we also want to emphasize the importance of accuracy and truthfulness in these reports.

Knowingly making false allegations can have serious consequences, including potential legal action and termination of services. We encourage all parents/guardians to communicate openly, honestly, and proactively with us; and we ask you to do so responsibly.

We are committed to providing a safe and supportive environment for everyone involved in our program, and we appreciate your cooperation in this endeavor.