



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.

Our Youth Development Centers (YDC) 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 Night 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 participation in Parents Night Out, although members get the best rate! Kids Club is a member-only benefit.

IN-CENTER CHILDCARE IS OPEN TO NATIONWIDE MEMBERS.



MEMBER BONUS

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

YDC CHECKING IN

After scanning in at the front desk, go to the 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.

YDC CHECKING OUT

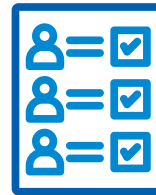
- Only authorized adults (16 years+) who are on the membership account are authorized to pick up.
- Gather all your belongings.
- Staff will tell you about your child's visit and address any concerns.

AUTHORIZED PICK-UP

For the safety of all children, we will only release children to members on the account or on the authorized pick-up list. Primary account holders are responsible for managing their child's authorized pick-up list through their online account. Staff cannot manually add or modify authorized pick-up.

How to add or update authorized pick-up:

- Visit ymcawnc.org
- Click Login (top right corner)
- Select YMCA Account Login
- Enter email and password
- Click Authorized Pickups
- Use the pencil icon to edit/delete an existing pickup
- Click Add Authorized Pickup to add a new person



YDC 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.

YDC 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.

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 Night 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. Children who are excluded from school due to a fever, communicable illness, or exposure may not attend any YMCA programs during that period.

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.



PHOTOGRAPHY

Photo consent forms are included in our waiver. If you prefer not to have photos of your children taken, please email Youth and Family leadership. If pictures are taken, staff may be proactive in seeking consent on the day the photos were taken. We love using action shots from our centers for promotional materials!



BABYSITTING/ PET SITTING

Staff cannot pet-sit, babysit, or interact privately with children met through the YMCA. Pre-existing relationships must be disclosed to the supervisor.



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.

POTTY-TRAINING

Children are considered fully potty-trained after remaining accident-free for 2 weeks in clean pull-ups, then transitioning to underwear. Until then, children must wear pull-ups in the Youth Development Center (YDC). If a child in underwear has multiple accidents, families will be asked to return to pull-ups for a two-week period.



Staff can not wipe children who are potty training. Children are encouraged to try independently, and parents will be updated on progress. If a child has an accident and no spare clothes are available, parents will be called for immediate pickup. Donated clothing may be used if available.

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. Diaper rash cream must be applied before your child enters our care.

Sunscreen ideally is applied in advance when possible; if staff assist, it must be done visibly, with minimal touch, and using labeled sunscreen provided by parents in a sealed bag.

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.

For one-day programs, withdrawal at least 48 hours before the start of the program will result in a system credit to be applied to future programs. Cancellation less than 48 hours before the program will not receive a credit.

