



**FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY**

Alexander YMCA

FAMILY PROGRAMS

**Alexander Family YMCA
1603 Hillsborough Street
Raleigh, NC 27605
(919) 832-9622
www.YMCATriangle.org**

**OUR MISSION:
TO PUT CHRISTIAN PRINCIPLES INTO PRACTICE THROUGH PROGRAMS
THAT BUILD HEALTHY SPIRIT, MIND AND BODY FOR ALL.**

Welcome to the Alexander Y's Family Programs department!

Thank you for choosing the Alexander YMCA! We hope this manual will help you and your child plan for a fun and positive experience. Please read the manual carefully so you and your child are prepared and have appropriate expectations. If you have any questions or concerns please feel free to contact us.

We look forward to seeing you and your family soon!

Family Programs Desk

919-582-2282

Kim Moser, Senior Youth Director

919-582-2252

Kim.Moser@ymcatriangle.org

HOURS OF OPERATION

Day	Y-Nursery & Y-Playhouse	Y-Funhouse
Monday- Thursday	Morning: 8:45am-1:30pm Evening: 4:15pm-8:00pm	Morning: CLOSED Evening: 4:15pm-8:00pm
Friday	8:45am-1:30pm	CLOSED
Saturday	8:45am-1:30pm	8:45am-1:30pm
Sunday	2:00pm-5:00pm	2:00pm-5:00pm

Last revised: December 27, 2011

WHAT IS FAMILY PROGRAMS?

Family Programs refers to the Alexander YMCA's drop-in childcare service for our members to use while they work out onsite, where children are cared for by our warm and nurturing staff. Our Family Programs department is divided into three rooms.

Y-Nursery	Ages 6 weeks-18 months
Y-Playhouse	Ages 18 months-5 years
Y-Funhouse	Ages 5 years-12 years

We strive to maintain the following ratios or better in each room:

Y-Nursery	1:3
Y-Playhouse	1:8
Y-Funhouse	1:12

We reserve the right to move a child occasionally from one room to another for their well-being and safety. For example, if the Playhouse is going outside, we may move an 18-month-old child who has just begun to walk to the Nursery for their safety.

STAFF

We are very proud of our Family Programs staff. Each Family Programs staff member is a kind and caring individual. We do an extensive background and reference check on each staff member. In addition, we have trainings throughout the year including First Aid, CPR, Blood Borne Pathogens and Oxygen Administration.

COST

All children using Family Programs must be members or have purchased a Day Pass. Your child's age and your payment options affect your costs.

Member Children

If children are 5 or older, there is no additional charge for them to visit Family Programs. For children younger than 5, there is an additional charge.

Payment Options

For children visiting the Nursery and Playhouse, we offer a draft system for all members wishing to participate. The \$15 monthly draft covers all children listed on the family or adult with dependent memberships for as many times as they wish to use the Nursery or Playhouse during that month.

Parents who currently hold family or adult with dependent memberships but do not wish to participate in the draft system may purchase a three-visit Playhouse coupon for \$20.

Non-member Children

Members bringing children not covered under a membership will need to purchase a Day Pass. For the Nursery and Playhouse, the charge is \$8 per child, per visit and for the Funhouse the charge is \$5 per child, per visit. Please make all payments at the Welcome Center and bring the receipt to Family Programs. Visitors with a Tour Pass will be able to use the facility, including Family Programs, free of charge.

BABYSITTER OR NANNY POLICY

In order for a babysitter or nanny to bring children to Family Programs, the child must be a member and have the Nursery Draft (if applicable). The babysitter or nanny must also be a member or have purchased a Day Pass from the front desk.

DIAPERING

Only children wearing a diaper or pull up may be changed by our staff. If a child is wearing underwear, has an accident and is unable to change his or herself, we may ask the parent to come and change the child. Children in soiled clothing must be

removed from the room immediately but may return after they have been changed into clean clothes.

Our staff is happy to assist any way we can in potty training, so please let us know when you drop off if your child will need reminders to use the potty during their stay. There are also stickers available in Family Programs that you may put on your child, indicating that they are potty training.

We do our very best to check all children's diapers periodically during their visit, changing them as needed.

WHAT TO BRING

Please see below for items that are appropriate to bring for your child's visit to Family Programs. Please make sure that all items are labeled, including cups or bottles, jackets and diaper bags.

Nursery:

- Socks and shoes are encouraged
- Extra diapers and wipes
- A change of clothes in case of diaper leak or spit up
- Comforting items such as a pacifier, blanket, teddy bear, etc.
- Bottle, should your child become hungry or thirsty (water, milk, juice or pre-measured formula/water are all welcome.)
- Due to allergies, we *do not* allow any outside snacks. We do have Cheerios available, should your child want them. Please let the staff know at check-in if you *do not* want your child to be given Cheerios.

Playhouse/Funhouse:

- Shoes are required
- Extra diapers/pull-ups and wipes, if your child is in diapers or is potty training

- Spill proof cup or bottle for your child.
- Due to allergies, we do not allow any outside snacks in the Playhouse. We do not allow or serve any snacks in the Funhouse
- We *do not* allow toys from home or the use of electronics in the Playhouse or Funhouse.

GOING OUTSIDE

The Playhouse and Funhouse may go outside to the playground when the weather is nice. Please make sure your child has on weather- appropriate clothing. We highly recommend that you label your child's belongings. We also ask that you send children in closed-toe shoes or sneakers.

TARDINESS

We expect all children to be picked up before Family Programs closes and that parents follow the time limit based on age:

- 1 hour per day, per child for infants 6 weeks—8 months
- 2 hours per day, per child for all other children

Parents will receive two reminders regarding tardiness. On the third occurrence, the child will not be allowed to return to the program for one week. Should a pattern develop, a parent/staff conference may be necessary to determine the next step.

Check-In

Please stop at the age-appropriate Family Programs room to receive your child's wristband. You will be asked to show your member ID. We will write down the last 4 digits of your number on your child's wristband. If you do not have your member ID with you, we will ask to see your driver's license and will use the last four digits of your license number.

You will be asked to sign in your child on a clipboard at the desk of their age-appropriate room. Please complete your name, child's name and age, time of check-in, estimated time of

return, location (parents must remain on the Alexander Y campus while children are checked in), and the last four digits of your member ID number. When you are checking in your child, please let us know this important information about your child:

- Allergy or medical concerns
- Potty training information
- Special accommodations regarding pick-up

SPECIAL NEEDS

The Y strives to be an inclusive environment for all children. If your child has any medical, physical or behavioral needs that we need to know, please inform us. We do our very best to accommodate all needs.

Please note that if your child requires an Epi-Pen, asthma inhaler or any other medication to be kept with them while they are checked in, we must have a current medication form filled out. We are required to hold the medication in Family Programs for the duration of your child's visit. There are stickers available in the rooms that you may put on your child if you would like, indicating they have an Epi-Pen on site.

CHECK OUT

When you arrive to pick up your child, we will check your YMCA membership card against the number on your child's wristband, prior to cutting the band off. Only a staff member may cut your child's band, as this is our only way to ensure that the person picking up has permission to do so. Please note that the same parent/guardian must drop off and pick up the child, unless the parent dropping off states otherwise. If a different individual will be picking up the child, the appropriate identification information must be filled out on the sign in sheet at drop off. We appreciate your understanding, as we ID every parent to ensure the safety of all children.

ILLNESS AND SICK CHILDREN

Our staff clean toys and equipment, wipe surfaces with disinfectant cleaners, and follow good hand washing procedures on a daily basis to prevent and lessen the spread of contagious illnesses. In order to maintain a clean, healthy environment for all children and our staff, we ask that parents/guardians bring only healthy children to Family Programs. Staff will not admit children with the following symptoms:

- Nose that runs consistently during the child's stay in the program
- Undiagnosed rashes, sores, or other skin conditions
- Sore throats
- Excessive coughing
- Diarrhea or vomiting
- Conjunctivitis (Pink Eye)
- Head lice
- Any other contagious diseases or symptoms

In addition, a child must be fever free, and have stopped diarrhea and vomiting for a full 24 hours before returning to the program. If you are not sure if your child is well enough to come to Family Programs, it is probably best not to bring him or her. Children that are kept home from preschool or school for illness will not be admitted to the program.

DISCIPLINE POLICY

The Y uses positive discipline techniques. If a child misbehaves, staff will talk to that child about the behavior. If misbehavior continues, staff will put a child in a short time out. If a child develops a pattern of inappropriate behaviors while checked into Family Programs, the parent/guardian will be asked to check the child out for the day. If misbehavior continues to occur during future visits, a parent/staff conference may be necessary to come up with strategies for making Family Programs visits more successful.

BITING/PINCHING POLICY

The first time a child bites or pinches another child, a parent/guardian will be notified at pick up. The second time a child bites or pinches, a parent/guardian will be notified immediately and asked to check their child out of Family Programs for the day.

If the child bites or pinches for a third time, the child will not be allowed to return to the program for one month. A discipline report will be filled out for each biting/pinching incident and kept on file.

HOLIDAY HOURS/INCLEMENT WEATHER

Throughout the year, Family Programs may be closed during our regular hours of operation, due to inclement weather or holidays. We do our very best to alert members of any changes to our schedule as soon as possible. Any changes to our schedule will be posted at Family Programs and can be found on our website or by calling the Welcome Center.

We hope that you have found the information in this handbook to be helpful; however we are happy to answer any questions you may have. Please feel free to contact us during our operating hours by phone or e-mail. Thank you for choosing Alexander Family Programs!

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