



FOR YOUTH DEVELOPMENT
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

PLAY AND LEARN STAFF POLICIES & PROCEDURES



ORTHOINDY FOUNDATION YMCA

PLAY AND LEARN CENTER

Program Hours

At a minimum our childwatch programs will be open:

Monday-Thursday: 8:45am-1:15pm AND 4:45-8:15pm

Friday: 8:45am-1:15pm AND 4:45-7:15pm

Saturday: 8:45am-12:15pm

Program Philosophy

Play and Learn is designed as a drop in babysitting service for members while they are working out/participating in programs at the YMCA. Our program is intended to be convenient for parents and we aim to provide caring and competent care for our member's children at all times. Parents can rely on us to keep their children safe, happy and engaged while they are at the Y.

TV/Movie Guidelines

TV/Movies should be used in the Play and Learn program on a strictly LIMITED basis. TV's should not be left on for the duration of the program. **Any programming shown in childwatch must be G rated.**

Ages/Groupings

Ideally, children in Play and Learn should be broken into groupings by age in separate program areas.

Infants & Toddlers 6 weeks-3 years

Preschoolers - 3-5 years

School Aged - 5-12 years

Age groups should be combined at the beginning/end of Play and Learn hours and during very slow usage times.

Kid Zone (for 6-12 years)

Kid Zone is a part of Play and Learn that is designed to accommodate our School Age children. Often they will become bored/restless in the Play and Learn space. We encourage you to use (if possible) a separate program space to watch this age group and provide age appropriate toys/games.

Kid Zone is offered in the evenings during the school year, and throughout the day in the summer.

Food Guidelines

In order to maintain safety as the first priority in our program, no food items can accompany children into the Play and Learn Program space. Children can bring in bottles and drinks in spill proof cups, though we ask that these are clear liquids and the cup is labeled with the child's name.

Branches do have the option of feeding staff children who are using the Play and Learn program and should use the following recommendations to determine how to best accomplish this:

- A staff member should never be alone with a child/group.
- Branches should not be paying out additional staff wages to implement staff children's meals.
- No children should be fed in the Child Watch room in front of member's kids.

Usage Guidelines

Play and Learn is a free service to our Household Members. Members can use Play and Learn up to 2 hours per day.

Staff may use Play and Learn for their children up to 4 hours per day.

Fee Based Program Offerings

We also offer **Drop Off Childcare** babysitting service during our Play and Learn hours. This program is open for YMCA Household members. Parents can purchase punch cards at the Member Services Desk at a rate of \$5/hour/child. Drop off care may not exceed a 3 hr period per day.

Parents must sign their children in/out per Play and Learn guidelines as well as provide a contact number for where they will be while they are away from the YMCA.

A registration form must be on file for each child including emergency information and contacts, any pertinent medical/allergy information, authorized pick up information and a signed waiver of liability.

FACILITY

Maximum Capacity

Each Play and Learn space has a maximum capacity which is calculated by dividing the square footage of the room (less any sq. feet taken up by permanent furniture) and dividing by 35. Maximum capacity limits should be posted in a visible location in each Play and Learn program.

Waiting Lists

Waiting lists should be used when a Play and Learn program reaches its maximum capacity. This list tells the parents that due to the amount of children in the program at that particular time and for safety reasons, we cannot accept their child/ren into Play and Learn at that time. If they want to wait, they need to put down their child's name, age, their own name and their phone number. Once a spot becomes available, we call them and let them know that they can now sign their child in to Play and Learn. Please make a note of the time when a spot became available so we can monitor how long our members are waiting. We want to keep that time to a minimum!

Childproofing

All Play and Learn spaces should be fully childproofed including but not limited to:

- Covered electrical outlets
- Half-doors locked so kids cannot open from inside, but staff/parents can open from outside.
- All cleaning/diapering supplies/personal items kept out of reach of children
- Room is kept neat/organized to minimize tripping/falling hazards.

Cleaning Procedures/Sanitization Requirements

Cleaned after each use:

- Infant Toys
- Cribs
- Swings
- Exersaucer
- Changing Table

Cleaned after each shift:

- Disinfect Tables
- Wipe down/disinfect chairs
- Bathrooms
- Laundry/linens
- Remove Trash
- Vacuum Floors
- Disinfect Toys
- Clean Cubbies

Cleaned monthly:

- Shampoo Carpets
- Wash/Disinfect Toys (deep clean/soak)

STAFFING

Ratios

| Age of Youngest Child in Group | Max Supervised by One Caregiver: |
|--------------------------------|----------------------------------|
| Infant | 4 |
| Toddler | 5 |
| 2 years | 5 |
| 3 years | 10 |
| 4 years | 12 |
| 5+ | 15 |

Supervision

Staff must be supervising children at all times. A child should never be out of the sight of a staff member. Staff should always be actively engaged with the children and ensure that they position themselves so that they can see the entire group. Regular head counts will assist staff in ensuring that everyone is present & accounted for. Babies should never be left alone in their designated areas and older children should be kept out when babies are present.

Training Requirements

Childwatch staff is required to take (and re-cert as applicable) the following:

- New Employee Orientation
- Safety & Risk Management (yearly)
- Child Abuse Prevention (yearly)
- First Aid (every 2 years)
- Listen First

Dress Code

Staff in Play and Learn will follow the YMCA of Greater Indianapolis Dress Code Policy which includes a staff polo shirt. Staff may wear a long sleeved white, black or gray shirt under their polo in cold weather. No other color shirt may be worn under the staff polo and nothing should be worn over the staff polo aside from a YMCA dress code approved jacket.

Staff should wear approved pants/shorts as well as comfortable shoes. No flip flops or sandals should be worn in Play and Learn. Closed toed shoes/sneakers only.

Cell Phones

Cell phone usage is NOT allowed during a shift in Play and Learn. Staff should leave their cell phones turned off and not keep them on their person during their shift. If a staff needs to make an emergency call, they should notify their supervisor and make arrangements to leave the program area to make the call.

Customer Service Expectations

All of the staff at the YMCA are expected to give EXCELLENT customer service at all times. Staff should be friendly and open when greeting parents/families. Staff should make an effort to get to know the names of the children and parents that frequent their program.

Volunteers

Volunteers assigned to the Play and Learn area should be at least 16 years of age and receive department specific training including review of staff orientation checklist (those items applicable) and Child Abuse Prevention/Safety & Risk Management information.

SIGN IN/SIGN OUT PROCEDURES

Sign In

All children must be signed into the Play and Learn program through the Alaris system by a parent/adult

Labels

Upon sign in, each child should be labeled with their Alaris sticker.

Sign Out/ID Checking

All parents must show their Alaris sticker in order to pick up their child. If the sticker is lost then Staff should check the parent list and verify by photo ID. Parents must also sign their child out. Always remove sticker name tag when a child is checked out and stick it to the parent's claim sticker.

Alternate Pick Up Person

Parent/Guardian may designate an alternate pick up person. This person must be 18 years or older and show photo ID at pick up.

BEHAVIOR MANAGEMENT

Behavior Guidelines

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

1. Staff will redirect the child and discuss appropriate behavior.
2. Child will be encouraged to take "personal time" to regain composure and/or discuss other choices for behavior.
3. If a third reminder is given, a behavior report will be written by the Team Leader. A copy will be shared with the person who picks the child up that day.
4. If a child receives three written behavior reports in any calendar year, the child will be asked not to return to the Play and Learn program for a period of time determined by the Play and Learn Coordinator.
5. If a child returns to the program and receives a fourth written behavior report, the Play and Learn Coordinator will notify the parent. After this report, the child will be dismissed from Play and Learn indefinitely.
6. If the severity of a problem is great enough after the first incident and the Team Leader consults with a YMCA Program Director, suspension from the program will be effective immediately without following the above steps.

Crying Child

If a child is upset and crying in Play and Learn, staff will make every effort to calm and comfort the child and help them acclimate to the Play and Learn environment. After 10 minutes of crying, the staff will locate the parent to assist in calming the child. Parents may attempt to leave the child a second time, but if crying persists for another 10 minutes, parent will be called to pick up the child.

Special Needs

Children with special needs are welcome in our Play and Learn program and our staff will make every effort to accommodate the child's needs. Parents are asked to clearly communicate any special circumstances or accommodations that their child needs prior to leaving them in Play and Learn. We recommend that a parent sit down for a conference with the Play and Learn Coordinator prior to the first visit to ensure a successful partnership between the staff and family.

SAFETY

Emergency Procedures

YMCA of Greater Indianapolis Emergency Procedures should be posted in a visible location in the childwatch area. All staff should be familiar with the emergency procedures, location of telephone, emergency numbers, evacuation procedures and first aid supplies.

Fire/Tornado Drills

Fire drills should be conducted and documented on a monthly basis by Play and Learn staff.

Tornado drills should be conducted twice per year.

Incident/Accident Reports

Incident/Accident forms should be readily available to all Play and Learn staff and be completed any time there is an illness/injury in the program. These forms are internal documents that cannot be shared with parents.

Ouch Reports

If a child is injured or needs first aid in our Play and Learn program, staff should fill out an "Ouch Report" in addition to the accident report. This ouch report should be given to the parent when they pick up their child.

Supervision/Head Counts

Regular headcounts should be conducted in each Play and Learn area to ensure all children are present and accounted for. Staff should remain vigilant in their supervision at all times. Staff should constantly be scanning the room during their shift. Staff should refrain from sitting unless interacting directly with a child.

Playground Safety

Playgrounds should be inspected every time they are used. Staff should do a visual check to ensure there are no safety hazards prior to bringing children onto the playground.

Maintenance staff should be inspecting the grounds & equipment regularly to ensure that equipment is not damaged and ground covering is sufficient.

Monkey bars (if present) should never be used.

Bathroom Procedures

Staff should accompany children in groups of at least three to the bathroom (or any area away from the program space). Staff should maintain auditory supervision of the children by standing in the bathroom doorway, while providing children with some level of privacy.

Young children who need help with pulling up pants, zippers etc... require two staff present so that one can witness the other assisting the child with changing.

Diapering Procedures

- **Check/change diapers a minimum of every 2 hours and as needed.**
- Change child in an open environment where other staff can view while changing.
- Families must provide diapers and wipes for their child.
- Staff must disinfect surface before and after changing.
- Staff must wash hands with soap and water before and after each diaper change.
- Staff must wear gloves and discard gloves after each change.
- Have a separate diaper pail for diaper disposal; diapers should be removed after each shift.
- Never leave any child unattended at any time on the diaper table.
- While changing a child staff should talk, soothe, and interact with a child in a positive manner.
- Staff must log each diaper change and note contents (wet/bm) on diaper changing log.

I have read and understand all policies and procedures for the Play & Learn.

X

Name

X

Signature

X

Date