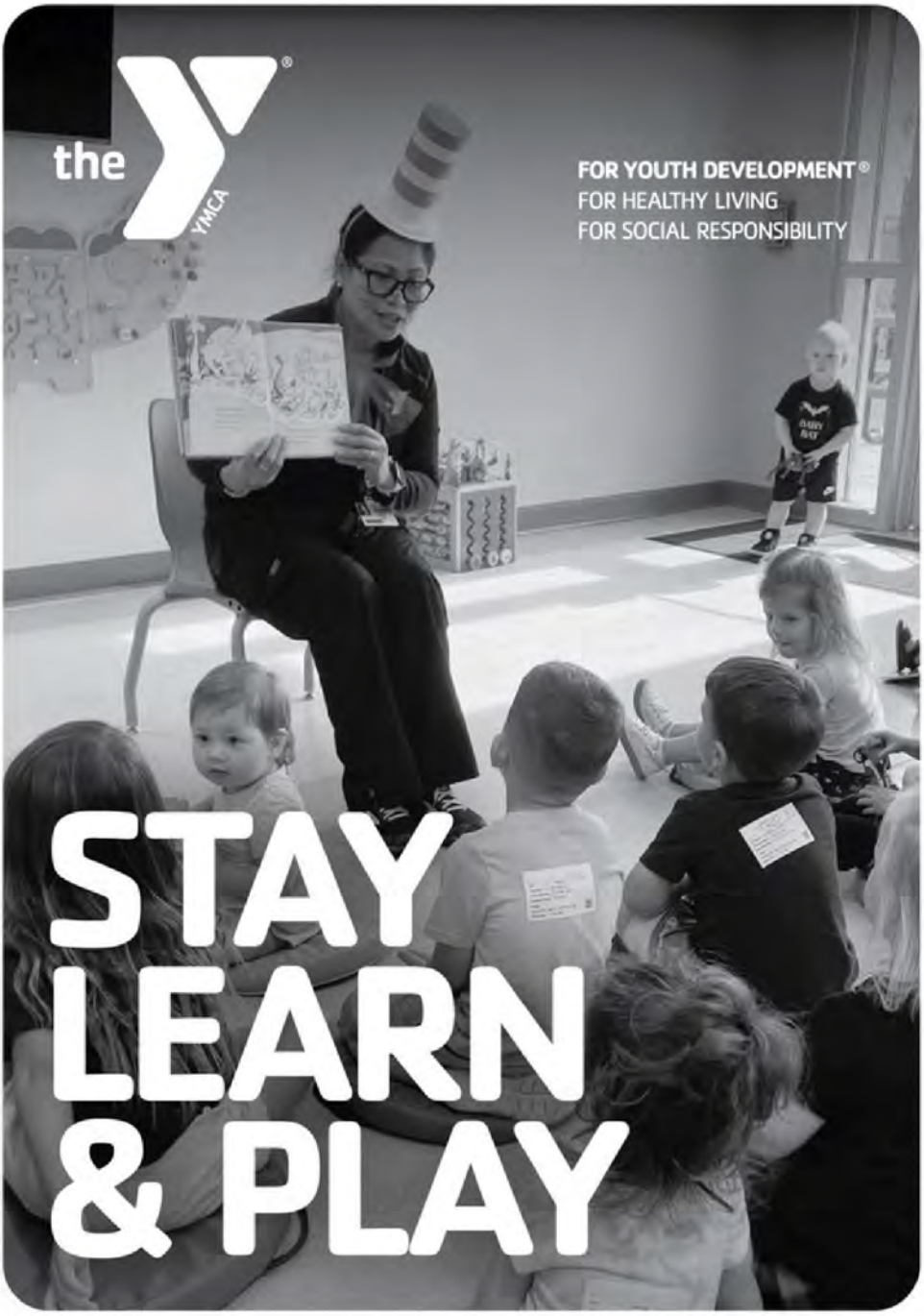

KIDZONE PARENT HANDBOOK

YMCA OF FLORIDA'S FIRST COAST | FCYMCA.org

WELCOME TO KIDZONE

Your child's time in KidZone will be a fun, safe, enriching experience with skill-based activities that reflect the Y's core values of Caring, Honesty, Respect and Responsibility.

OUR COMMITMENT

- We will provide quality care and a safe experience for your child.
- We will engage your your child in fun and enriching activities including STEM, cooking, art, story time and healthy habits.
- We will be positive role models for your child, personifying the Y's core values of caring, honesty, respect and responsibility.

FOR A SAFER US

All KidZone employees are required to undergo extensive background and drug screenings. They also complete a comprehensive Safety & Risk training program which includes CPR, AED and First Aid. KidZone staff must be at least 16 years old and are selected based upon their experience, personal character and enthusiasm.

- KidZone staff will provide direct supervision of children.
- KidZone staff will wear staff shirts and IDs so you know they are employees.
- Only staff and children are permitted in KidZone.

KNOW BEFORE YOU GO

- We serve children six weeks to 11 years old.
- A parent or caregiver 18 years or older must complete and sign a registration form and waiver for all children on the first visit to KidZone.
- Parents must remain on Y premises while your child is in KidZone.
- There is a time limit per KidZone session/day. Check with your local Y.
- Children should be dressed for active play wearing tennis shoes and socks. (No flip flops, sandals or crocs, please!)
- Children in diapers should have on a clean diaper.
- Children in toilet training should use the restroom prior to check-in.
- Children should be fed/nursed.
- Children should be healthy and not show any signs of illness.
- All personal items should be labeled with child's name.
- Food and drinks are not allowed in KidZone.

CHECK-IN

A registration form and waiver for each child, signed by a parent or caregiver 18 years or older, must be on file at each KidZone location. For your child's safety, a parent or caregiver is required to sign their child in and out of KidZone. At check-in, a sticker will be placed on your child's back that includes his or her name and parent information.

HEALTHY SPACES

Because illness can spread quickly in a childcare setting, our toys and furniture are routinely cleaned and disinfected. Hand washing is also a regular practice.

Help us keep our KidZone healthy for all by keeping children home when they are not feeling well. If a child is too sick to attend school, then that child is too sick to visit the KidZone. Children showing signs of illness will not be allowed in the KidZone. A child must be symptom-free for 24 hours in order to return. A doctor's note may be requested.

If your child has a communicable illness or head lice, please notify the KidZone staff immediately so appropriate action can be taken. If a child has any of the following, admission to the KidZone will not be allowed:

- Communicable disease such as chicken pox, mumps, ringworm, etc.
- Contagious rash such as poison ivy, ringworm, etc.
- Runny nose with infectious mucus that is green or yellowish in color
- Eye infection such as pink eye or conjunctivitis
- Productive cough (cough with phlegm or a deep chest cough)
- Sore throat or strep throat

In addition to the above symptoms, a child cannot be admitted to KidZone if they have or have had the following conditions in the past 24 hours:

- Fever
- Stomach virus
- Diarrhea or loose bowel movement

ALLERGIES

Parents or guardians are required to inform the KidZone staff of any allergies a child may have that can cause illness or reaction. KidZone employees are not allowed to administer any medication including EpiPens and inhalers.

REASONABLE ACCOMMODATIONS

Parents or guardians are required to inform the YMCA in writing, prior to a child's acceptance in a YMCA program, of any reason a child may not be able to participate fully in KidZone activities and within the guidelines of acceptable behavior, including but not limited to any serious behavioral problems or special circumstances regarding psychological, medical or physical conditions. The KidZone Supervisor will require a conference with the parent/guardian to discuss reasonable accommodations.

MEDICAL INCIDENTS OR EMERGENCIES

In the event of an accident or injury requiring more than basic first aid, a child's parent or caregiver will be contacted immediately and KidZone staff will call 911 as deemed necessary.

DIAPERING

KidZone staff make every effort to regularly check all children in diapers. If a diaper is dirty or wet, staff will contact you to change your child. They can remain in KidZone once they have a clean diaper.

TOILET TRAINING

If your child is toilet training, let KidZone staff know at every check-in so we can remind your child to use the bathroom. If your child is wearing underwear and has an accident, we'll contact you to change your child. If accidents are frequent, we may require a pull-up. For health, safety and hygiene reasons, a child with soiled clothes cannot remain in KidZone.

FOOD AND DRINKS

In an effort to keep our children safe, healthy and away from allergens, food is not permitted in KidZone at any time. KidZone staff may bottle feed infants during their stay if a pre-mixed bottle is provided. We do not provide bottle warming. Older children may bring a sippy cup or water bottle.

SEPARATION CHALLENGES

A new environment can be scary for young children or perhaps they are just having an "off day". In the case of an unhappy child, we will address physical discomforts (bottle, pacifier, diaper check, etc.) We will attempt to engage children with toys, music, stories, pretend play or connecting them with a friend in KidZone. We will exhaust these options for 10-15 minutes and, if the child is still inconsolable, KidZone staff will contact a parent to pick up their child from KidZone.

BABYSITTING POLICY

The YMCA strives to employ the most qualified staff possible in all our programs. After they are no longer employed with us, these persons are private citizens and no longer subject to our employment rules and procedures. The YMCA cannot and does not endorse or recommend its former staff members as babysitters to any parent or guardian of any child in any of our programs. Any babysitting arrangements with former staff of the YMCA are separate and independent from any YMCA program and must be based on the independent investigation.

LOST & FOUND

The Y is not responsible for personal belongings including any items left behind at KidZone. Items will be placed in our lost and found located at the Welcome Center. Please leave all personal belongings such as toys, electronics, etc. at home. If any of these items are brought in, the child will be asked to store them in their bag or cubby.

BEHAVIOR

The purpose of rules is to set boundaries for a child's behavior. Please review with your child daily the types of behaviors that we expect (outlined below) and perhaps even spend some time discussing their importance in order for your children to have a successful time at KidZone.

Friends Helping Friends

Honesty and respect are the basis for all relationships and interactions. We respect each other and the environment. If we listen to others, they will listen to us. Use your magic words "please" and "thank you" often. Be courteous with the words you use. Inappropriate language, verbal threats, fighting and tactics used to humiliate or intimidate others simply WILL NOT BE TOLERATED.

Social Inclusion

Teamwork and cooperation are the basis for including every one. Politeness and courtesy go a long way. People are responsible for their actions. Use positive language at all times. Speak for yourself, not anyone else. Encourage others by avoiding "put downs" and insults. Show respect. Every person is important. Keep your hands and feet to yourself at all times. Do not touch another child or staff member in a negative way.

Building a Community

Every child is part of the KidZone community. You are here to make new friends, play with old friends, learn new games, try something new, build on an old skill and just have fun. Respect everyone around you including all Y members and staff. It is everyone's responsibility to use the equipment and supplies as intended and keep our spaces clean. Cleanliness is important and we need your support. Not only do we respect each other, but we also respect our environment by putting litter in trash cans, by not destroying property that belongs to the Y or others, and putting equipment and toys back in its proper place. We are all responsible for our words and our actions. Be responsible for personal belongings. More things are lost than found. Leave important things at home. Stay in program areas with your Y staff; running away is not acceptable. Cooperate with Y staff and follow directions. They know best how to keep you and your friends safe.

DISCIPLINE

Our goal is to help children develop self-discipline and respect for others. We will use warnings with redirection with children displaying inappropriate behavior. If the behavior continues, the child will be placed in time out for one minute per year of age. If the child receives three time-outs in one visit or causes harm to themselves or others, the parent will be contacted to pick up the child.

KidZone staff will communicate with the parent if a discipline issue occurs during the child's stay, and we will seek feedback for methods that have worked for the child in their home. If previous consequences are not successful in modifying the child's behavior, a parent may be asked to meet with the KidZone Supervisor to

discuss ways that will help the child have a safe, enjoyable experience at the Y.

While it is a last resort, if continual and serious discipline problems occur, the YMCA reserves the right to suspend or remove permanently any child whose behavior creates an unsafe environment. Examples of these behaviors include but are not limited to:

- Fighting/hitting/use of forceful action
- Biting
- Running Away
- Destruction of property
- Stealing
- Any action that threaten the physical or emotional safety of a child or staff

MANDATORY REPORTING

In order to ensure the well-being of all children in our care, our staff has a continuing duty under state law to report incidents of possible neglect or abuse, including physical, sexual, and psychological abuse, to the Department of Children and Families and to cooperate in any investigation of such possible neglect or abuse. All staff members are mandatory reporters and must follow Florida statute for mandatory reporting. We may be subjected to criminal penalties if we fail to report such possible harm. Staff is not allowed to comment to parents, other staff or any other persons on the subject of reported child abuse. Parents may not accuse or question staff concerning child abuse allegations. Child abuse investigations are a matter for DCF or local police departments.

INVESTIGATING AN ISSUE OR CONCERN

We welcome your feedback. Please rest assured that if you report an issue at one of our sites, we will complete a thorough investigation. Below are the procedures we follow when addressing concerns from parents/guardians:

- We have a conversation with the parent/guardian to get all the information regarding the concern. We are unable to speak with anyone other than the parent/guardian (this includes grandparents, aunts and uncles, etc.).
- If necessary, our Human Resources team will work with us.
- Once we have gathered all the pertinent information, we will follow YMCA of Florida's First Coast Policies and Procedures. Depending on the circumstances, disciplinary action may be required. Due to confidentiality, we are unable to discuss any details of the disciplinary action.
- There is no time limit with an investigation. We will take as much time as necessary to thoroughly investigate all issues.

YMCA OF FLORIDA'S FIRST COAST KIDZONE LOCATIONS

BARCO-NEWTON FAMILY YMCA
2075 Town Center Boulevard
Fleming Island, FL 32003
904.278.9622

BROOKS FAMILY YMCA
10423 Centurion Parkway North
Jacksonville, FL 32256
904.854.2000

BROWN FAMILY YMCA
170 Landrum Lane
Ponte Vedra Beach, FL 32082
904.543.9622

DYE CLAY FAMILY YMCA
3322 Moody Avenue
Orange Park, FL 32065
904.644.0072

MCARTHUR FAMILY YMCA
1915 Citrona Drive
Fernandina Beach, FL 32034
904.261.1080

ST. AUGUSTINE FAMILY YMCA
500 Pope Road
St. Augustine, FL 32080
904.471.9622

WILLIAMS FAMILY YMCA
10415 San Jose Blvd.
Jacksonville, FL 32257
904.292.1660

WINSTON FAMILY YMCA
221 Riverside Avenue
Jacksonville, FL 32202
904.355.1436

YMCA AT BAPTIST NORTH
11236 Baptist Health Drive
Jacksonville, FL 32218
904.592.9622

YMCA AT FLAGLER HEALTH+ VILLAGE
98 Turin Terrace
St Augustine, FL 32092
904.500.9622

YMCA AT NOCATEE
400 Colonnade Drive
Ponte Vedra, FL 32081
904.671.9622

YMCA AT WILDLIGHT
251 Breezeway Street, Suite 120
Yulee, FL 32097
904.849.9622

YMCA OF FLORIDA'S FIRST COAST
40 East Adams Street, Suite 210
Jacksonville, FL 32202

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