



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

Welcome to TownLake CHILD WATCH

Guidelines & Procedures

**YMCA of Austin
TownLake YMCA
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CHILD WATCH PROGRAM

Program Hours

Monday-Thursday: 8:00am – 8:00pm

Friday: 8:00am-2:00pm

Saturday: 8:00am-4:00pm

Sunday: 12:00pm-3:00pm

Program Philosophy

Child Watch programs present an opportunity for early child development while meeting the needs of parents and family members who participate in Y programs and activities. While keeping children safe in a nurturing, and caring environment, Child Watch provides young children additional opportunities for holistic development, social experiences, and learning through play. Child Watch elevates traditional drop-in child care to include key YMCA program elements, including healthy eating, fun physical activity, positive relationships and enriching activities. As with all child/youth programs in the Y, Child Watch supports health and well-being, character development, and excitement about learning. The YMCA core values are responsibility, respect, caring, honesty

Ages/Groupings and times

Following a creative curriculum environment, Child Watch and Youth Programs will divide children by age and offer several interest areas (blocks, toys & games, art, sports, library, discovery, music & movement, cooking) for exploration and learning. Interest areas/age groups can be combined during very slow usage times.

• Infants (6 weeks—11 months) 1 hour

◆ Toddlers (12 months if walking- 18 months) 1.5 hours

◆ Preschoolers and School Age (19 months– 12 years) 2 hours

◆ If a child needs one to one assistance for longer than 30 minutes, their time will go down to 1 hour

◆ You may use the Child Watch twice in one day if there is a 6 hour gap, regardless of how long your child stayed, Monday-Thursday from when you first signed in and your child is in good spirits. On Friday and Saturday there only needs to be a 4 hour gap.

Food Guidelines

We allow snacks in our Child Watch. **No peanuts, nuts or nut/peanut products or popcorn.** Children can bring in bottles and drinks in spill proof cups. We ask that these are labeled with the child's name. For safety, children must be seated while drinking and eating.

Usage Guidelines

Child Watch is a free service to our 1-adult household and family memberships. Prospective guests are able to use our service only once. **Leaving in your vehicle or walking to any of the surrounding business is not permitted while your child is in the Child Watch or a youth program.** You may use the trail if your child is well adapted and you bring your cell phone with you. Must follow the trail map guidelines.

FACILITY

Maximum Capacity

Each Child Watch space has a maximum capacity which is calculated by number of staff and situational needs. We want to provide the best quality service to our kids and families.

Waiting Lists

A waiting list will be used when a Child Watch program reaches its maximum capacity. When a center has reached maximum capacity in Child Watch, parents will be given the opportunity to add their name to a Child Watch waiting list. Child Watch staff will follow the guidelines below when they reach maximum capacity:

- ◆ Inform members and participants that due to safety reasons, we cannot accept their child(ren) into Child Watch at this time. A waiting list is available if they would like to wait in the lobby. Participants will be contacted in chronological order.

Childproofing

All Child Watch spaces are fully childproofed, including but not limited to:

- ◆ Child proof electrical outlets
- ◆ Half-doors locked so kids cannot open from inside
- ◆ All cleaning/personal items kept out of reach of children
- ◆ Room is kept neat/organized to minimize tripping/falling hazards

Cleaning Procedures/Sanitization Requirements

Cleaning is the responsibility of every member of the Child Watch team. All toys are cleaned using a healthy and chemical free vinegar solution. Hard surfaces are sprayed thoroughly and then wiped with a clean cloth.

Cleaned after each use:

Infant Toys, Swings, Exersaucer, Changing Table, Highchairs and Chairs, Tables

Cleaned after each shift:

Disinfect tables/toys, Wipe down/disinfect chairs, Bathrooms, Remove trash

Cleaned weekly:

Shampoo Carpets, Wash/Disinfect Toys (deep clean/soak), laundry



Supervision

Staff supervise children at all times. A child should never be out of the sight of a staff member. Staff are always actively engaged with the children and ensure that they position themselves so that they can see the entire group. At least two staff are required for supervision at all times. Staff may never be left alone (at any time) with children. Regular head counts will assist staff in ensuring that everyone is present & accounted for. Head counts are also conducted any time children and staff leave the room for youth classes.

Training Requirements

Child Watch staff are required to take (and re-cert as applicable) the following:

- New Employee Orientation & Youth Development in house training
- Child Abuse Prevention (yearly)
- Bloodborne Pathogens (yearly)
- First Aid (every 2 years)
- CPR (every 2 years)
- Listen First

Staff and Member Expectations

The Staff Pledge: As a staff member of the YMCA of Austin, we understand that it is our responsibility to demonstrate our core values of caring, honesty, respect and responsibility and to help build positive relationships among kids, members, volunteers, staff and the communities we serve. YMCA staff members are expected to give the best customer service at all times.

The Member Pledge: As a member of the YMCA of Austin, you understand the importance of demonstrating the YMCA core values of respect, responsibility, honesty and caring. We ask that all members treat everyone with respect. We also ask all members and staff to use a Y Voice that is Welcoming, Genuine, Determined, Hopeful and Nurturing. If an issues arises, please alert staff in a respectful manner. No cursing allowed in the facility.

SIGN IN/SIGN OUT PROCEDURES

Sign-In

All children must be signed-in by a parent or authorized adult (18 years or older). Child Watch staff will ask a series of questions before entering. This will occur each time for the safety and wellbeing of the child. All children must wash their hands with soap and water upon entering. Infants that are old enough to crawl and play with toys need to have their hands washed as well.

Labels

Upon sign-in, each child needs a name tag that indicate the following:

- Child's Name and First Letter of their Last Name and age

A separate name tag placed below their name tag should state if they have and Food Allergies

Car Seats and Strollers

Children should always be placed into their car seats by their parent/guardian. For liability reasons, staff may not buckle children into car seats.

We ask all parents to leave strollers outside of our Child Watch facility. This is due to the safety of other children in our care and to prevent any tripping hazards or risks.

Sign Out

Staff will initial after checking Daxko account for verification photo. Parents who dropped off are the only allowed adult able to pickup. If another individual is picking up, the dropping off adult must tell the check-in staff so staff can verify in our system. This person must be 18 years or older and on the same membership account. If you would like to bring another member's child, you must have a **signed** note that includes the parent's membership key card number explaining the situation.

Illnesses

Do not bring your child in if you know they are sick, have had fever, vomiting or diarrhea in the last 24 hours. If they no longer have a fever because of a fever reducing medicine we ask you to wait to bring them in until they no longer have a fever for 24 hours without the aid of medicine. **We ask you to please help us keep a sick free environment so that we can avoid such closures.** If your child has an unexplained rash we ask you not to bring them until it goes away and they have no other symptoms or you bring in a doctor's note stating that they are not contagious. We will also ask for a doctor's note when your child has been sick with an illness such as HFMD so that we know they are no longer contagious. If your child has Head Lice or nits we ask you not to bring them in until they are nit free. We check heads of all children, staff and volunteers before they come into child watch. You are welcome to do the lice check yourself and let us know. If we see any child over scratching or complain of an itchy head, we will recheck them.

Precautionary Closure of Child Watch

A precautionary closure of child watch will happen when there is a communicable disease such as HFMD, Chicken Pox, Measles, Head Lice, Scabies or an unexplained rash so that the staff can disinfect one or both sides of our child watch.

We will keep that side closed or the child watch will stay closed anywhere from 2-5 hours. We use bleach and water in its correct ratios to disinfect and will wait for the room to no longer smell like bleach before we reopen the room or all of Child Watch. We will post signs on our door and notify the welcome staff. We will also post notifications on our Townlake YMCA Facebook and the YMCA APP

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. If a child receives three redirections per visit, the child's time will be reduced to 1 hour. If problem persists, the parent will be asked to pick up the child.
3. 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.

We understand that all children go through developmental stages in which their behavior may change. We want to help them as best we can and in a positive way. Please feel free to communicate any concerns you may have or successful redirection that you have had with them.

Crying Child

If a child is upset and crying in Child Watch, staff will make every effort to calm and comfort the child and help them acclimate to the Child Watch environment. After 15 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 Child Watch 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 visiting to ensure a successful partnership between the staff and family.



SAFETY

Emergency Procedures

YMCA of Austin emergency procedures are posted in a visible location in the Child Watch area. All staff are familiar with the emergency procedures, location of telephone, emergency numbers, evacuation procedures and first aid supplies.

Fire

Fire drills are conducted and documented on a yearly basis by TownLake YMCA staff.

Incident/Accident Reports

Incident/accident forms are readily available to all Child Watch staff and are completed any time there is an illness/injury in the program.

Child Abuse

All suspected cases of child abuse are reported immediately to a supervisor. All staff have gone through training to detect possible abuse and safety precautions.

***Please note that only certified and trained staff and volunteers are allowed in our Child Watch facility. Parents are only allowed in the room to help with comforting their children, changing diapers, etc. for no more than 15 minutes. This is for the safety of all children in our care.**

Diapering Procedures

- ◆ We check/change babies a minimum of every 30 minutes and as needed.
- ◆ We change child in an open environment where other staff and parents can view while changing.
- ◆ We disinfect surface after every diaper change.
- ◆ We wash hands with soap and water after each diaper change. Staff must wear gloves and discard gloves after each change.
- ◆ We have a separate diaper pail for diaper disposal; poopy diapers are thrown out in our outside trash.
- ◆ We ask families to provide diapers and wipes for their child.
- ◆ We change diapers until 23 months and will come to get you for dirty diapers and very wet diapers at 2 years and up. We are more than happy to help you and your child with potty training. Please make it a routine to take children to the bathroom before signing them into Child Watch and make sure children have clean diapers when entering.
- ◆ If your child is potty training, we ask that you take them potty as you come in and let the staff know. They are welcome to wear underwear. If your child has more than one accident in their underwear we ask that you bring them in pullups until they are fully potty trained. Even in pullups we will continue taking them to the restroom every 30 minutes when our timer goes off.

Items from Home

The best way to prevent the loss of property is to leave valuables and toys at home. We strongly encourage parents & guardians to leave all video games, iPods, and cell phones at home. If you decide to bring ipads or phones for your older children, we require that all materials are YMCA appropriate and G rated. They are allowed to play appropriate games. No videos, surfing the web, texting or taking pictures.