



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



Owensboro Family YMCA CHILDCARE HANDBOOK

For questions, please contact us at bobby@owensboroymca.org or call 270-663-8229.
Visit us online at www.owensboroymca.org.

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WELCOME TO THE YMCA FAMILY

We are so excited to welcome you and your child to the Owensboro YMCA Child Care Program. We are a state regulated program. Your child will experience fun, friendship, learning, and growth in a safe, supportive environment. We're honored to partner with you in their care.

As part of our YMCA community, you also have the opportunity to explore membership benefits that include reduced rates on youth sports, swim lessons, and family programs. We invite you to become part of the Y family in every way!

PAYMENT PROCEDURES

To ensure your child's spot in our program, we kindly ask that all payments be made by the Friday prior to the upcoming week of care. This helps us plan staffing, activities, and provide the best experience for your child.

Spaces are filled on a first-come, first-served basis. Payments are handled through the registration office; on-site staff are not able to accept payments.

We appreciate your cooperation in keeping accounts current and supporting the success of our program.

ENROLLMENT & CUSTODY

At enrollment, families are asked to provide any legal custody documents relevant to their child's care. This includes court orders regarding visitation, restrictions, or custody arrangements.

Clear communication ensures we can provide a safe and consistent environment. Please inform the Director of any unique circumstances that may affect your child's care.

SIGN IN & SIGN OUT PROCEDURES

For your child's safety, all children must be signed in and out each day by a parent or guardian (18+). Proper sign-in includes your initials, date, and time. Photo ID may be required at pick-up.

The YMCA will be using **Brightwheel** for sign-in, sign-out, and communication. Both parents/guardians are required to create a Brightwheel account to stay informed and ensure a smooth check-in/check-out process.

To make changes to your child's authorized pick-up list, a written request or email to bobby@owensboroyymca.org is required. Phone calls are not accepted for pick-up changes.

If a designated person appears impaired or unable to safely transport a child, we will contact an alternate authorized individual or local authorities if necessary.

LATE PICK UP POLICY

We understand that life happens. However, late pick-ups impact our staff and program operations. A \$10 late fee is applied for every 15-minute interval after closing time.

After 3 late pick-ups in a school year, child care services may be reconsidered. If a child remains at the site 20 minutes past closing with no contact, emergency services will be called.

HEALTH, ILLNESS & MEDICATION

For the health of all children, please keep your child home if they are ill (fever of 100°F+, contagious illness, head lice, etc.). If symptoms appear during care, you will be contacted for immediate pick-up, not to exceed 30 minutes from notification.

Medication will only be administered with proper documentation:

- Medication in the original, labeled container.
- Completed medication authorization form.
- Physician note for over-the-counter meds.

Individualized Education Plans (IEPs) are required at enrollment so we can best support their needs. The more we know, the more we can help!

SUPERVISION & STAFF-TO-CHILD RATIOS

The YMCA prioritizes safety, engagement, and quality care. All staff complete background checks, child abuse prevention training, and are certified in CPR/First Aid.

We maintain a maximum ratio of **1 adult to 15 children at all times**.

BEHAVIOR POLICY

Our goal is to create a safe, fun, and respectful environment for all children. We focus on positive behavior guidance, teaching appropriate social skills, and redirecting misbehavior with care.

We use a progressive behavior plan based on the severity and frequency of behaviors:

Level 1: Disruptions

Not following directions | Disrupting activities | Name-calling | Talking back/disrespectful tone

Consequences by Occurrence:

- 1st Occurrence: Verbal redirection and reminder of expectations
- 2nd Occurrence: "I Need You to Know" note sent home
- 3rd Occurrence: Think Sheet completed (requires parent signature)

Level 2: Moderate Offenses

- Repeated defiance after redirection | Inappropriate language | Pushing or rough play
Excluding others | Disrespect toward staff or peers

Consequences by Occurrence:

- 1st Occurrence: Think Sheet completed (requires parent signature)
- 2nd Occurrence: Parent communication (phone call or conference)
- 3rd Occurrence: Suspension from the program for 1 day

Chronic Behavior Clause:

- If a child commits **5 Level 2 offenses within a one-month span**, it will escalate to a **Level 3 offense**, resulting in a **1-week suspension**.

Level 3: Serious Offenses

Hitting and kicking | Threats and intimidation | Destruction of property

Consequences by Occurrence:

- 1st Occurrence: Suspension from the program for 1 week
 - 2nd Occurrence: Suspension from the program for 1 year
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Level 4: Severe Offenses

Biting | Leaving supervision without permission | Intentional destruction of property

Consequences by Occurrence:

- 1st Occurrence: Suspension from the program for 1 year
 - 2nd Occurrence: Expulsion from all childcare services
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5: Immediate Expulsion

Causing injury to self or others | Severe threats of violence | Inappropriate physical contact or behaviors

Consequences by Occurrence:

- 1st Occurrence: Immediate expulsion from all childcare services
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Documentation Policy:

- All behavior incidents are documented and communicated with families. Think sheets are required to be signed by a parent or guardian to ensure partnership and understanding. Our approach is always to support children in learning from mistakes while prioritizing the safety and wellbeing of all.
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Thank You!



By signing below, I acknowledge that I have received a copy of the Owensboro Family YMCA's Child Abuse Prevention Parent Statement of Understanding and Childcare Handbook. If policies and guidelines are not followed, I understand that care may be **terminated immediately**.

PRINT Parent Name

Parent Signature

Child Name: _____

Date: _____