** Child Watch Staff Orientation**

Revised 3/27/24

**Welcome to Child Watch Kids Corner**Welcome to our YMCA family! Our Winona Family YMCA is committed to strengthening the community of Winona through youth development, healthy living, and social responsibility. You are the face of the YMCA, and for members using our area of service, you may be the first impression our parents have of the Y. We need to be welcoming to all our families; as soon as families walk in our door, you need to greet and make them feel like they belong in Kids Corner!We set an example of our YMCA core values of Honesty, Responsibility, Respect, Caring, and Inclusion.

There is a 3-ring binder communication book on the desk, please read through it. You will be notified when there are updates.

**We provide a safe environment**:

Our primary responsibility is to ensure the health and safety of the children attending our program. We provide a safe environment by making sure the children are on their age-appropriate side, toys are not broken, all chemicals are out of reach, the right person is picking up. Our rooms have security cameras also. We need to ensure that our children are safe at all times and that families feel comfortable leaving their child/children in our care.

**General Guidelines:**  **Please** **put your cell phone away!** This is a write up if you are on your phone while working. You can use the toprow of lockers for your personal belongings, including an extra pair of shoes. Please feel free to bring your own lock.

Staff should always remain calm with the children. We will praise appropriate behavior, and make positive redirection to inappropriate behavior. We will acknowledge children’s feelings, give them choices, and be firm and consistent. Because we work with children, we are all mandated reporters. If you have any reason to believe that a child is being maltreated, there is information in our communication book about how to report your concern.

We have a no food policy in Child Watch. Parents can use the lobby area tables to feed children before or after their time in Child Watch. We do feed babies their bottles.

Feeding our fish is a great distraction, but only staff can feed the fish.

Coffee - If you bring in hot coffee, please leave your cup in our staff station**. All beverages need to be kept in the staff station out of reach of children.**

Please do not bring any kind of peanut/nut products into Child Watch. There is a list of children with food allergies and health concerns on the desk by the printer. You can also check their information cards in the card boxes. If a child brings in their Epi pen, please keep this on the counter by the check in computer.

Please do not be in Child Watch if you are not working. Due to security, please do not have visitors in Kid’s Corner or the Fun Center. Only be behind the desk if you are checking in/out families or printing out coloring sheets. Please do not sit around the table while waiting for children to come in. There is always something to clean, wipe down, sort toys, etc.

We will clean toys and touch points after each shift of reservations before the next group comes in. Please clean the baskets that the toys were in also.

**Staff Ratios:** Infants (6 weeks-15 months) - 1:4

Toddlers (16 months-2 years)-1:7

Preschool- (3-6 years) 1:10

School age-1:10

**Lead Staff AM’s and PM’s: Opening Staff-**You are the first name on the paper schedule on the clipboard. You oversee Kid’s Corner during your shift. Please get the Child Watch key from Member Services. Plan on arriving 15 minutes before the first reservation to make sure the classrooms are ready for that shift. **As lead staff** **you will let staff leave as our numbers drop.** You will turn on the computer and log in to Daxko for check in. Please check the Kids Corner email for any communications from parents. **Only lead staff will do check in and check out.**

If the parent/guardian is 15 minutes late picking up, please page them to come to Kids Corner, the page button us marked on our phone. If they don’t come, you will need to send a staff person to look for them. There is a $5.00 fee for late pick up.

You can log in to GroupExPro also to check if there are any cancellations. The instructions are located by the computer.

**Assistant staff:** Please arrive 10 minutes before your scheduled shift so you have time to place your personal belongings in your locker and punch in on time.

**Membership/payment:** If parents have a family membership, they have 2 hours a day of free childcare per family, not child. To receive the free child care, the child/children must be listed on the adult’s membership. They can split up time for 1-hour AM and 1-hour PM. They cannot go over the 2-hour limit. If the parent has an adult membership, they will need to pay $5 per child. If someone calls to come in past the reservation cutoff time, there is a $5 fee per child. We can take late sign ups only if we have enough staff. All transactions will need to go through Member services. YMCA staff are able to use up to 3 hours, but they must be working, not working out in the facility. Staff are not allowed to leave the building when their children are in Kids Corner.

**How to tell if a member needs to pay:** when you check in the adult, under their picture it will state their membership status; Family-one adult, Family two adult, or Adult. If it is Adult, they will need to either pay $5 per child each time they come in, or take out a family membership.

**Dress Code:** All staff must wear their YMCA staff shirt while working your shift. Footwear must be worn at all times. Please wear shoes that you are able to run in with a back strap. **Please do not wear “short” shorts**; you will be sitting on the floor interacting with the children.

**Schedules:** Schedules are made according to staff’s availability, with alternating weekends. Please let me know if you will need any time off before the schedule is made. If you are not able to work your scheduled shift, it is your responsibility to find a sub. If you are the opening staff, you are the lead staff you will need to find a sub that is also a lead staff.

**Reservation Deadlines: Our reservation deadline is 12 hours for both AM and PM reservations for the next day.**

If a parent calls to come in, they need to pay $5 per child ONLY if we have enough staff to take the children. The same applies to parents who come in that have not made reservations. We are staffed by our reservation numbers, when the children are gone and there are no more reservations for that shift, we will close. We ask that parents call us if they are running later than their reservation times. If a parent does not show up, and the rest of the children are gone, please call the family to see if they are still planning on coming in. If no one answers, give them another 15 minutes, and if they are not here, close Kid’s Corner. Please let member services know that you waited, and the family did not come. We are closed if there are no reservations.

There is a $5.00 no call/no show fee for families who do not show up for their reservations. If a family is more than ½ hour past their reservation time, please call them to see if they are still coming in. If you leave a message, and they do not respond, please leave me a note so I can add the fee to their account.

**Infant Care:** Please have parent/guardian take the infant out of their car seat, even if they are asleep. Please do not let infants sleep in the swings or bouncy seats. If the infant falls asleep while you are holding them, they can be placed in one of our Pack and Plays **on their back**. Please make sure there is nothing else in the Pack and Play (blanket, stuffed animal, etc.)

**Bottles:** If the parent/guardian brings in a bottle that needs to be refrigerated, you can warm the bottle in our container with warm water. Once the bottle has been used, and the infant didn’t drink all of the bottle, please do not put the bottle back in the refrigerator.

**PLEASE DO NOT put the child in their car seat; the parent/guardian must strap the child in.**

**Check in/out procedure.**Desk ComputerGoogle ChromeDaxko Login: Operations **Username:** twisted **Password:** on a post it note on the computerClick on Membership, and click on Area Check-inCheck-in Areas: Kids Corner-Child WatchName: Parent’s last nameClick on the picture of the parent who is dropping off and where they will be in the building. Parents are not able to leave the building. They are not able to go to appointments including Winona Health on the 2nd floor of the YMCA. This is due to our insurance and not being a licensed childcare.

**If someone other than the parent/person on the family membership is dropping off or picking up, you will need to type that person’s name in under “other adult”.** Click on the picture of the child/children that they are dropping off.

If the child does not have a picture, please take them to member services and ask if they could take their picture.

**Pick up:** Click on child’s picture, parent’s pictures will appear. **If the adult who dropped off is NOT picking up, the adult who is MUST be a pre-approved adult and their name must be on their information card. Staff must be notified by the dropping off adult at the time of check in. They cannot call to let u know, they must tell us in person. If you do not know the person picking up, they must show their ID, even if it is the other parent picking up.**

**Only lead staff can check in/Check out children.**

**Children’s Arrival:** Please greet each child and parent. Ask if the child is in a clean diaper, or if they need to use the bathroom before the parent drops them off. Discuss the child’s needs with the parent. Involve the child/children in a toy or activity and be prepared to deal with separation anxiety.

If there is a new family coming in, please have them fill out an information card (1 per child) and ask if there are any health concerns that we need to be aware of. You can also ask if they have signed a liability form at the front desk- this is especially important for Grandparents bringing in their Grandchildren.

**Our policy for parents is that if we cannot calm a child after 15 minutes, we will come and get the parent.**

**Children’s Departure:** Children must not leave the room unless accompanied by the designated adult. Staff must be notified in advance if someone else is picking up their child other than the person who has checked them in with staff. That person must be on the information card as an alternate adult. **Please ask for the person’s ID if you do not know them. The children DO NOT leave with anyone else if this is not communicated by the drop off person.**

Tell the parent about their child’s time in Kid’s Corner, and say goodbye to the child and parent.

**PLEASE DO NOT put the child in their car seat; the parent must strap the child in.**

**Weekly Themed craft:** There are craft projects that follow the weekly theme posted on our bulletin board above our art station.

**Children will put away the toys they are playing with before getting something new out to play with.**

**Closing:**

Please check our bathroom before leaving if a parent has changed a diaper or used the “potty training” toilet-if it has been used please empty and spray with the E62 spray that we use on the toys.

Please shut down the computer, shut off the lights (and the fish tank too) and lock our door.

**Health and Safety:** Please review the following rules with the children.

\*No running in Kid’s Corner

\*No hurting others

\*Use your inside voice

\*No pretend guns, weapons or “fighting”

\*Keep all toys on designated sides (choking hazards)

\*Accident/Incident forms are on the file cabinet. Please fill this out any time there is an accident that requires attention. We are able to wash a scratch and apply a band aid/ ice pack. Anything other than that we need to contact the parent asap.

Please tell parents of any accidents/falls their child had during their time here, even if there are no visual marks/bruises.

**Biting/aggressive behavior:**

If a child is displaying aggressive behavior toward another child or staff, the parent will need to come and take their child out of Kid’s Corner for a break.

If there is a biting incident, please refer to our biting policy in our communication book. There is a Child Watch Behavior Report to be filled out for any aggressive behavior that has 5 stages ranging from a verbal warning to final suspension.

**Procedure for a bite:**Remove the child who bit from the area. Check the child who got bit- wash the area of the bite with soap/ water, and apply an ice pack.Ice packs are in the first aid kit and in the freezer area of the refrigerator in the office and Clara Barton room. Do not place the ice pack directly on their skin, please wrap in a paper towel before applying. If the bite broke the skin and there is blood involved, both parents need to call their Doctor and let them know what happened.

Please notify each of the parents ASAP, and the child who bit will need to leave for the rest of that day. Please refer to our Child Watch Behavior Policy for further action to take.

You will need to fill out an accident report on the child who was bitten, and an incident report on the child that bit-please refer to the Biting/Aggressive behavior section. Please leave it on the desk for me to sign.

**Staff:**

\*Do not leave children unattended at any time. \*Frequently scan the room and the Fun Center. Know where all children are at all times.

\*Watch for potential problems that could escalate.

\*First aid container and BVM are on the counter in the Staffing station.

\* All staff are required to have CPR/AED/First Aid training within 30 days of being hired.

**Fun Center safety:**

\*Use the Fun Center attendance clipboard to monitor numbers of children.

Count leaving Kid’s Corner, entering and leaving the Fun Center.

When in the fun center, if you see children that are not with an adult, please let member services know or you can find the parents and let them know that they cannot leave their children in the Fun Center.

Please use the 2 way radios, leave 1 radio with staff in Kids Corner if there are infants staying back, or leave 1 with Member Services staff if everyone is going to the FFC.

**Diaper/Toileting procedure:**

Parents must check their child’s diaper before dropping them off and or have their child use the bathroom while the parent is still present.

We cannot change diapers due to not being licensed.

If you need to check a diaper, there needs to be another adult present.

If a child needs a clean diaper, you will need to find the parent to come change the diaper. If a child needs help in the bathroom we cannot do any personal cares and we will need to get the parent to help, this includes “potty accidents”.

**If you need to help adjust their clothing, the door must remain open and you need to be visible to another adult.**

If a child locks themselves in the bathroom, there is a key hanging on the wall outside of the bathroom. All you need to do is stick the key in the handle, and it will open. Any object that will fit in there will open it, i.e.: small screwdrivers.

If a parent does use our changing table in the bathroom, staff will disinfect the changing table with the E62 spray bottle.

**Staff All Call:** Staff all call pages means that there is a medical emergency happening at the YMCA. If you are working and there are enough staff to stay in ratio in Child Watch, you will respond to where the emergency is happening.

**Emergency Action Procedures:** Please refer to the EAP on the desk.

Know where the AEDs, First Aid kits, and fire extinguishers are located.

**Evacuation:** In the event of an evacuation of any kind, take the reservation sheet clipboard with you to ensure that all children are accounted for and evacuate to the nearest exit.

**Severe Weather:** Take the reservation sheet clipboard, flashlight and batteries found in the First aid box on the counter, and proceed to the Inclusive locker room (purple wall) until the all clear is given.

**Active Shooter:**

Take the children into the Child Watch bathroom, and lock the door. Be sure to grab the key off of the hook.

**Illness:** Please contact your supervisor as soon as possible if you are unable to work your shift due to illness.

Parents are asked not to bring in children who have a fever of 100 degrees, coughing, vomiting, diarrhea, or any other contagious illness (strep, pink eye, etc.) in the past 24 hours. If you feel a child is too ill to remain in Kid’s Corner, please communicate that to the parent.

**Communication:** The key to a successful program is excellent communication between the Coordinator, staff, and parents.

**Coordinator’s responsibilities:**

\*Notify staff of policy and schedule changes

\*Provide feedback about staff performance

\*Inform parents/guardians of policy changes, meetings, and communicable illnesses, and other YMCA information as needed.

**Staff responsibilities:**

\*Notify your supervisor in advance of any schedule changes

\*Discuss with your supervisor any problems or suggestions for improving our program

\*Provide feedback to parents about their children’s visit in Child Watch

\*If you are not able to work your scheduled shift, you need to find a sub. If you are a lead staff (opener), you need to find another lead.

**Appropriate Contact:** Our organization’s physical contact policy promotes a positive, nurturing environment while protecting youth and employees. Our organization encourages appropriate physical contact with youth and prohibits inappropriate physical contact. Any inappropriate physical contact by employees towards youth in the organization’s programs will result in disciplinary action, up to and including termination of employment.

We DO NOT pick up or carry children who can walk on their own, or allow children age 3 or older to sit in our lap. 

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| **Appropriate Physical Interactions** | **Inappropriate Physical Interactions** |
| ● Side hugs  ● Shoulder-to-shoulder  ● Pats on the shoulder or back  ● Handshakes  ● High-fives or fist-bumps  ● Verbal praise  ● Pats on the head when culturally  appropriate  ● Touching hands, shoulders, and  arms  ● Arms around shoulders  ● Holding hands (with young children  in escorting situations) | ● Full-frontal hugs  ● Kisses  ● Showing affection in isolated area  ● Lap sitting  ● Wrestling  ● Piggyback rides  ● Tickling  ● Exposing oneself  ● Allowing a youth to cling to an employee’s leg  ● Any type of massage given by or to a youth  ● Any form of affection that is unwanted by the youth or the staff  ● Compliments relating to physique or body development  ● Touching bottom, chest, or genital areas  ● Hitting  ● Spanking  ● Shaking  ● Slapping  ● Physical restraints \*  ● Viewing or showing others pornographic materials  ● Picking up or carrying children who can walk on their own |

\* If a staff member/volunteer believes a youth is at risk of hurting themselves or others, the use of physical restraints is strictly prohibited. Instead, measures should be taken to remove others from the situation and relocate to a safe space away from violence, notify supervisors, and determine what additional help from law enforcement is required. Training in providing physical restraints obtained from outside organizations may not be able to be verified, and is not recognized by Y-USA.