



WESTPORT WESTON FAMILY YMCA

KIDS CLUB HANDBOOK

Updated September 2024

SECTION 1 | NUSSBAUM KIDS CLUB

With the many demands on today's families, it's important to have support for your little ones while you focus on your own activities. At the Nussbaum Kids Club, we provide a safe and healthy space for children to play and make new friends while parents, guardians or caregivers work out, take classes, or participate in Y programs. As a complimentary service for those with family memberships, we offer up to 75-minutes of supervised care for your child in a fun, age-appropriate environment. While your child enjoys non-structured play activities, you can focus on you, knowing they're in good hands while you enjoy the Westport Weston Family YMCA and work towards achieving your health and wellness goals or connecting with community.

AGES

6 months – 10 years

HOURS OF OPERATION

OPEN EVERYDAY:

8:00 AM-12:00 PM

EVENING HOURS:

MONDAY-FRIDAY

4:00-7:00 PM

VISIT TIME

We provide up to 75-minutes per day of supervised care.

FEES

- FREE for those with an active WWFY Family Membership
- Children of WWFY Adult Members, Youth Memberships and Community Members: \$10 fee/per child/per visit. Payable at the Front Desk.

SECTION 2 | POLICIES & PROCEDURES

PARTICIPATION POLICIES & PROCEDURES

To help the WWFY provide a great experience for all our children, it is important that parents and guardians are aware of, and help to enforce, our supervision policies as well as membership requirements to ensure a secure and safe environment.

- Kids Club welcomes children ages 6 months (who are able to sit independently) to 10 years old.
- Children may be in the Kids Club for up to 75-minutes per day.
- Parents, guardians, and caregivers are the only adults with authorization to leave a child in our Kids Club.
- All children must be signed into and out of the Kids Club upon arrival and departure. Staff may not sign children in on behalf of any parent/guardian/caregiver.
- Only the parent, guardian or caregiver who signed the child in is permitted to sign the child out – unless arranged ahead of time. If someone other than the person who dropped the child off will be picking up, please notify the staff at drop-off.
- Parents/guardians/caregivers are required to remain within the YMCA facility while their children are in Kids Club.
- Parents/guardians/caregivers must be using part of the YMCA facility while the child is in the Kids Club. Parents/guardians/caregivers are not allowed to sit in the lobby and or the café while the child/ren are in Kids Club, they must be actively using the facility.
- Kids Club Bathroom Procedures:
 - Staff will first scan the bathroom before allowing children to enter to ensure the bathroom is vacant.
 - Staff are not allowed to enter the bathroom while it is occupied by a child.
 - If a child needs assistance and/or having difficulty while using the bathroom, parents/guardians/caregivers will be called.
 - Staff are not permitted to change diapers.
- Only drinks are allowed. All cups/bottles must be labeled with your child's name.
- Fort Mack will be open for children ages 3+ (no shoes; socks required).
- Children that are teething must bring their own toy as we will not allow children to put shared items in their mouths.
- Our staff will do their best to make sure the child is happy and comfortable during their stay. If a child is upset or crying and our staff is unable to calm them within 15 minutes, staff will call and/or come find you in the facility.
- Reservations are not required but space is limited. For the safety of all, Kids Club staff may need to limit the number of participants in the program at any given time.
- Kids Club Staff have the right not to accept a child who appears ill. If a child becomes ill while in Kids Club, staff will notify the parents and the child must leave. If your child is sick and/or not attending school due to illness, they cannot be signed into Kids Club.
- You are welcome to visit Kids Club with your child before dropping them off for their first time so they can familiarize themselves with the space and the staff.

ILLNESS POLICY

Westport Weston Family YMCA staff strives to maintain a healthy environment for your child. The following policy was put into place to make sure all participants and staff stay healthy.

To ensure the health of Kids Club participants and staff, we ask that you **do not to bring your children to Kids Club if they are exhibiting signs or symptoms of illness**. If a child is not attending school due to illness, they cannot be signed into Kids Club. Our staff will use their judgement to keep everyone healthy.

YOUR CHILD WILL NOT BE ALLOWED INTO KIDS CLUB AND/OR DISMISSED IF THEY SHOW EVIDENCE OF:

- Temperature of 100 degrees or more
- Vomiting
- Diarrhea
- Persistent cough
- Head lice
- Excessive crankiness or irritability
- The inability to participate in basic activities

Kids Club Staff have the right not to accept a child who appears ill. If a child becomes ill while in Kids Club, staff will notify the parents and the child must leave.

RETURNING TO KIDS CLUB AFTER ILLNESS

- Temperature has been normal for 24 hours*
- Diarrhea has stopped for 24 hours*
- Vomiting has stopped for 24 hours*
- A pediatrician has checked persistent cough
- After treatment with head lice medication and staff has determined that the child is lice free

*If a child leaves Kids Club due to illness, they must be out for one full day. For example, if a child leaves on Tuesday, the child will be able to return on Thursday and only if they have been symptom free for 24 hours.

CONTACT

We are happy to assist you with any questions or suggestions relating to our Kids Club and/or its policies. Please contact:

Melissa Cowperthwait

Member Relations Coordinator
mcowperthwait@westport.org
203-226-8981

SECTION 3 | PROTECTING OUR YOUTH

The safety of our children is our top priority. Parents, teachers and students with education and training in child development make up our team of dedicated staff. Strict reference and background checks are conducted on all YMCA staff and volunteers. All staff are required to be trained in and certified in infant and adult CPR and First Aid.

WWFY'S COMMITMENT IN MAINTAINING ONGOING AWARENESS OF ABUSE RISK AND PREVENTION AMONGST MEMBERS

The WWFY also recognizes that members can contribute to their own safety if they know what is acceptable and what to expect from employees and volunteers and other members. Considerable research shows that repetition and reinforcement work to heighten awareness of abuse risk and prevention. Our organization uses a variety of methods for maintaining ongoing awareness of abuse risk and prevention amongst members such as:

- Publishing quarterly information on abuse risk and prevention in our email newsletters
- Participating annually in "Five Days of Action" which brings awareness to [Child Abuse Prevention & related Educational Resources](#)
- WWFY Safety Committee – This team monitors incidents of abuse quarterly and make corrective actions as needed
- Conducting regular staff performance evaluations that incorporate the practice of abuse prevention policies and procedures
- Providing educational training opportunities for staff and parents
- WWFY Online Resource Center, where all WWFY policies are published for members to view
- Updating the Member Handbook as needed with education or revised policy information
- External resources:
 - Connecticut Department of Children and Families: (800) 842-2288
 - Praesidium: (800) 822-9622

Learn more on how the Y keeps our children safeguarded against abuse through staff training, policies, protocols, and ongoing knowledge of awareness and prevention here: [Child Abuse Prevention & related Educational Resources](#)

GRIEVANCE POLICY FOR PARENTS/GUARDIANS AND MEMBERS

The WWFY believes members and parents/guardians have valuable thoughts and insights to share regarding our operations. Accordingly, the WWFY encourages members and parents/guardians to share opinions, suggestions, concerns, questions and/or grievances about our policies, personnel, and/or other matters impacting the WWFY.

In general, the best person initially to bring opinions, suggestions, concerns, and/or questions to the Program's Director. However, to the extent the concerns relate to the Program's Director or to the extent a member or parent/guardian believes the Program's Director did not fully address a matter, members and parents/guardians may direct their opinions, suggestions, concerns, and/or questions to the next level of management or directly to the Chief Operating Officer ("COO") to remedy concerns that appear to have been ignored or unresolved after initial reporting, utilize this formal grievance procedure. This procedure provides for a timely, thorough, and objective investigation of the following concerns:

- Inappropriate Behavior by Employees/Volunteers
- Inappropriate Behavior by Members
- Retaliation
- Whistleblower complaints

WRITTEN COMPLAINT REQUIRED FOR FORMAL PROCESS

Verbal complaints are encouraged, particularly for issues that may be easily and expeditiously resolved, but a written complaint is required to initiate this grievance process. To ensure a timely and effective response, complaints should include the following information to the extent possible:

1. The name(s) of individual(s) involved.
2. The date(s) the behavior occurred.
3. The name(s) of any known witness(es);
4. A summary of the conduct meriting the grievance including:
 - a. The behavior complained of and/or the alleged policy or legal violation(s);
 - b. Direct quotes when relevant and available; and
 - c. Any relevant documentation.
5. The remedy sought by the employee making the complaint.

INVESTIGATION

The Program Director, the COO and/or the CEO will thoroughly investigate the issues raised in the grievance and will protect the privacy and confidentiality of all parties involved to the extent possible by law. All parties must cooperate with the investigation. If the WWFY determines a violation of policy or law has occurred, the WWFY will take appropriate action, up to and including termination and notification of external authorities.

RETALIATION

The WWFY strictly prohibits retaliation against members and/or parents/guardians for reporting, filing, testifying, assisting, or participating in any manner in any investigation, proceeding or hearing conducted by the organization or a federal or state law enforcement agency or court. Members and/or parents/guardians should report any suspected retaliation to the Program Director or the COO. Any report of retaliatory conduct will be objectively, timely and thoroughly investigated. If a retaliation report is valid, the organization will take appropriate remedial action, including discharging the individual(s) responsible. This organization will not retaliate against any member or parent/guardian for raising a complaint and will not knowingly permit retaliation by management or other employees.

GRIEVANCE POLICY CONTACT

To speak with a WWFY representative directly regarding your concern or grievance, please contact Christina Scherwin, COO, at 203-571-6044. If you wish to report a concern or grievance anonymously, please contact 866-607-7233.

The Connecticut Department of Children and Families is an additional resource available to all community members. If you have any concerns for a child's safety or to report abuse or neglect, they can be reached at 800-842-2288.

BABYSITTING POLICY

The WWFY values the safety of our children and the trust that their caregivers have in us. We value the role our staff plays in the lives of your children and family, and we cherish the relationships we build together. Our staff and volunteers aim to create an environment where our youth members and participants can safely learn, grow, and play. WWFY staff, however, are not permitted to babysit for members or participants. Please do not approach staff asking them to babysit your family as this will cause dismissal of employment for violation of the policy. Members and employees who have a preexisting relationship may request a waiver allowing the employee to continue babysitting.