



FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY



# ENGAGE EXPERIENCE THRIVE

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Parent Handbook  
Stay & Play, Interactive Zone

Our on-site service provides members with quality child care while utilizing any of our YMCA family centers. The complimentary services of Stay & Play and the Interactive Zone are included with YMCA family memberships. Offering an environment your child will enjoy, Stay & Play and Interactive Zone hours correspond with several exercise classes and popular workout times. Trained and certified YMCA staff will supervise your child for up to two hours while in Stay & Play and up to three hours while your 5–12 year old is in the Interactive Zone (this is a per day limit, while you are working out and cannot be combined for a 5-hour time frame). When your child enters Stay & Play or the Interactive Zone, they can expect a cheerful daily greeting and open communication from a caring, enthusiastic and trained staff, clean facilities, age appropriate activities, and a comfortable and safe environment.



In the state of Virginia, these “child-minding” services are not required to be licensed due to the limited number of hours a child attends, the infrequency of usage, and the common requirement that parents remain in the building while their child is in care (making parents accessible and responsible in case of an emergency). However, the YMCA of South Hampton Roads uses the minimum licensing standards as a guideline for setting our own health, safety and quality standards for Stay & Play.

The Stay & Play program is designed for children ages 6 weeks to 5 years of age and the Interactive Zone is designed for children ages 5 and older. While parents are enjoying our facility, the children will participate in a variety of age appropriate activities. Hours of operation vary with each location.

**Registration:** Registration can be done from the convenience of your home; the best way to register is to use our registration app. You must have a key fob number to register. If unavailable, please call the front desk to obtain this number. During registration verify correct phone number (should be cell number). See if any other numbers need to be added to your account and make sure there’s an emergency contact. If same as mom/dad, enter that number twice (software requires an emergency contact). There will be an area for special needs or information as well (such as, “Do not change diaper” or do not allow John Doe to pick up.”) A picture of the parent dropping off must be taken during the registration process for security reasons.

**Age Guidelines:** At many of our family center locations, where space is available, we try to provide “same-age” grouping. At these locations, the groups are defined as follows:

**Ages 0 to 16 months:** Nursery; the youngest children are isolated from older children for safety reasons. Care typically involves feeding, holding and rocking. The environment is full of stimulating pictures and mobiles. Adults introduce toys and activities, and spend time playing with the children.

**Ages 17 months to 3 years:** Preschool; a separate area is designed for preschool children, with equipment and toys appropriate to this age group. These children are active and social, and tend to play with one another. They need a safe, stimulating and fun environment.

**Ages 3–5:** Older preschoolers; a PlayZone is available at several locations to meet the needs of this active age.

**Ages 5–7:** As children enter school, they become less interested in the toys and experiences that the Stay & Play program provides. Some YMCAs separate this group from the Stay & Play room and assign children to a Y Pal, who plays with the children. They usually have access to other areas throughout the YMCA—multipurpose rooms and kids’ gyms, to name a few. Staff members plan and initiate games and activities that appeal to this age group.

**Ages 5–12:** School-age kids can take advantage of the Interactive Zone.

**Dress Code:** Your child must be properly clothed (play attire is best). No pajamas. Closed-toe shoes are required and tennis shoes for active play are strongly recommended. In an effort to keep your child safe, we do not allow “flip-flops”/traditional open-toed sandals or CROCS™ to be worn. Open-toed shoes present a safety hazard. They are easily snagged on climbing equipment or another child could step on your child’s toes. We do understand that in the summer months your child’s feet do get hot. With this in mind, we do allow and recommend closed-toed sandals as the best alternative for staying cool and safe. \*Socks are required in PlayZone areas.

All items brought into Stay & Play/Interactive Zone should be clearly marked with your child’s name. We will gladly give you a diaper bag tag for your child’s bag to help identify it. The YMCA is not responsible for lost or stolen items but most centers often have Lost & Found areas worth checking.

#### What to bring:

- For infants, a plastic bottle and an infant seat.
- A pacifier, if your child uses one.
- Diapers and wipes (if applicable)
- Soft items are on a case by case basis (blankets, stuffed animals, etc.)

#### What NOT to bring:

- Electronics
- Personal Toys and games
- Food and Drinks\* (\*except bottles/formula)



### Sign In/Sign Out

Parent signs in child(ren) with either phone number or barcode. During the first check in, you and your child will be asked to have your photo taken. Children will be asked to wear name tags. When checking in children, parents must escort them to their designated area. If you need to add information to the medical section of the registration section, ask staff for assistance. Note: During registration, both parents are usually activated, even if only one parent is present. Please make sure you have a picture ID, if your picture has not been taken yet.

### Policies & Procedures

**Sick Child Policy:** It is our job to provide a “healthy” environment for all children in our care. Please help us with that task. Please do not bring your child to the Y if they have any of the following symptoms:

- A fever of 100° or more
- Nose that runs continuously, specifically with a green or brown tinted discharge (a clear discharge is usually an indication of allergies)
- Undiagnosed rashes, sores or other skin conditions
- Sore throat
- Excessive coughing
- Diarrhea or vomiting
- Pink Eye
- Head Lice
- Any other contagious disease or symptoms

In addition, a child must be non-medicated, fever-free and have stopped diarrhea and vomiting for a full 24 hours before returning to Stay & Play/Interactive Zone. A physician’s note may be required before re-admitting a child. If your child exhibits any of these symptoms while in our care, we will call you immediately and ask you to remove the child from Stay & Play/Interactive Zone. Please notify us if your child contracts a communicable disease after spending time in the Stay & Play or Interactive Zone areas. If we have had an “outbreak” of any kind in these two areas, we will post that information for you so you can take necessary precautions with your child.

**Accidents:** In case of an accident, the staff will provide basic First Aid and the parents will be informed of the incident which could range from a “bump” to a “scratch,” when they come to pick up their child. If something more serious has happened, the Y staff will immediately come get the parent to assess his or her child. The parent is responsible for providing the primary accident insurance for the child. There is at least one staff person on site trained in First Aid, CPR and rescue breathing during all hours of operation.

**Beverage and Food Policy:** Water is allowed in the Interactive Zone, but other than that, the official food policy is—no food allowed in Stay & Play/Interactive Zone except for babies (breast milk or formula feedings). If you are providing a bottle to us for your child, please make sure all ingredients are premeasured including the water

**Diapering and Toilet Training:** For parents who provide diapers and wipes, diaper changing will be provided in the centers that have access to running water in their program areas. Diaper stickers will indicate the time the child was last changed. In some centers, diaper changing is not possible, in which Stay & Play staff will locate you in the facility. Contact your family center to find out if diaper changing is available.

If your child is toilet training, we want to support your efforts while your child is in our care. You can help us by: 1.) Taking your child to the restroom before bringing him/her to Stay & Play. 2.) Verbally communicating to our staff your child’s needs. 3.) Reminding your child to tell a staff member if he/she needs to use the restroom. 4.) Let the Y staff know how often you would like us to remind your child to go to the restroom.

**Separation Anxiety/Excessive Crying:** Most children experience difficulty when first separated from a parent. Our staff is trained and experienced at meeting the needs of young children and will use positive methods to redirect your child to get involved in activities such as singing, reading a story together or playing with a toy. If crying persists for more than 15 minutes, and after all means have been exhausted, the parent will be asked to return and comfort or remove the child from the room. We want your child’s experience to be positive and we strive to work together for the comfort and well-being of all children in our Stay & Play program.

**Discipline Policy:** The Stay & Play/Interactive Zone staff have been trained in basic child development and discipline. They have been taught to use redirection and positive reinforcement while working with your child. Our staff model positive behavior such as caring, honesty, respect and responsibility in order to teach these behaviors to children. Staff members communicate clear definitions of acceptable and unacceptable behavior and set reasonable limits. Effective discipline helps a child feel secure and develop self-discipline. Consequences are imposed for inappropriate behavior. Time-out is used when a child's behavior endangers themselves or others.

If redirection, positive reinforcement and time-out techniques are not successful and your child poses a danger to self or others (such as hitting or biting), we will notify you immediately. A character development assistance form will be given if a particular behavior, such as bullying, persists. If your child continues to pose a danger to self or others then further counseling between leadership staff and parents will become necessary and a series of suspension of Stay & Play/Interactive Zone services may be put into place. The YMCA reserves the right to dismiss any child whose behavior is consistently disruptive or interferes with program delivery or the best interest of the child. The YMCA does not condone corporal punishment or inappropriate language.

**Emergency Drills and Events:** In case of fire or facility evacuation or sheltering, the Stay & Play/Interactive Zone staff will escort the children in their care out to the Rally Point posted in the program area following the emergency. Staff and children will proceed to a location that will not interfere with emergency equipment. We ask for your safety that you do not come to the program area and instead to the Rally Point. Program staff will be able to release your child to you at the Rally Point

**Medication:** Staff will not administer medications in the Stay & Play/Interactive Zone program. We apologize for this inconvenience.

**Capacity and Ratios:** To ensure a safe environment for all our children, there are occasions when we have to restrict the number of children that can be in our Stay & Play area. We regret that on some very rare occasions we might have to ask you to wait for a short period of time before you will be able to leave your child in our care.

**Cleaning and Sanitation Schedule:** The staff clean and sanitize toys daily; they wipe all other surfaces with disinfectant cleaners and follow good hand washing practices to lessen the spread of disease. Staff and children wash hands after toileting, before and after eating, before and after bottle-feeding, and after wiping runny noses. Floors are sanitized each night. We have provided sanitizer at the entrance to these areas that we encourage all parents and children to use upon entering.

Stay & Play and Interactive Zone are available at 17 of our family centers

## Chesapeake

**GREAT BRIDGE/HICKORY FAMILY YMCA**  
633 S. Battlefield Boulevard  
Chesapeake, VA 23322  
P 757 546 9622

**GREENBRIER FAMILY YMCA**  
1033 Greenbrier Parkway  
Chesapeake, VA 23320  
P 757 547 9622

**GREENBRIER NORTH YMCA WELLNESS & RACQUETBALL CENTER**  
2100 Old Greenbrier Road  
Chesapeake, VA 23320  
P 757 366 9622

**TAYLOR BEND FAMILY YMCA**  
4626 Taylor Road  
Chesapeake, VA 23321  
P 757 638 9622

## Eastern Shore

**EASTERN SHORE FAMILY YMCA**  
26164 Lankford Highway  
Onley, VA 23418  
P 757 787 5601

## Franklin

**JAMES L. CAMP, JR. FAMILY YMCA**  
300 Crescent Drive  
Franklin, VA 23851  
P 757 562 3491

## North Carolina

**ALBEMARLE FAMILY YMCA**  
1240 N. Road Street  
Elizabeth City, NC 27909  
P 252 334 9622

**CURRITUCK FAMILY YMCA**  
130 Community Way  
Barco, NC 27917  
P 252 453 9632

## OUTER BANKS FAMILY YMCA

3000 South Croatan Highway  
Nags Head, NC 27959  
P 252 449 8897

## Norfolk

**BLOCKER NORFOLK FAMILY YMCA**  
312 West Bute Street  
Norfolk, VA 23510  
P 757 622 9622

**THE Y ON GRANBY**  
2901 Granby Street  
Norfolk, VA 23504  
P 757 965 2322

## Portsmouth

**EFFINGHAM STREET FAMILY YMCA**  
1013 Effingham Street  
Portsmouth, VA 23704  
P 757 399 5511

## Suffolk

**SUFFOLK FAMILY YMCA**  
2769 Godwin Boulevard  
Suffolk, VA 23434  
P 757 934 9622

## Virginia Beach

**HILLTOP FAMILY YMCA**  
1536 Laskin Road  
Virginia Beach, VA 23451  
P 757 422 3805

**INDIAN RIVER FAMILY YMCA**  
5660 Indian River Road  
Virginia Beach, VA 23464  
P 757 366 0488

**MT. TRASHMORE FAMILY YMCA**  
4441 South Boulevard  
Virginia Beach, VA 23452  
P 757 456 9622

**PRINCESS ANNE FAMILY YMCA**  
2121 Landstown Road  
Virginia Beach, VA 23456  
P 757 410 9557

## YMCA OF SOUTH HAMPTON ROADS

920 Corporate Lane, Chesapeake, VA 23320  
P 757 962 5555 W [www.ymcashr.org](http://www.ymcashr.org)