



CONNECT. BELONG. ACHIEVE.

Parent/Caregiver Handbook for
Licensed Child Care Programs



Before & After School

Summer Day Camp

School's Day Out

GENERAL CHILD CARE INFORMATION

Welcome! At the Y, we are committed to making your child's experience in our care joyful, secure, and enriching. As the largest nonprofit child care provider in the United States, we connect with a diverse community, reaching children from various ethnic, cultural, and socioeconomic backgrounds.

Our mission is to support parents and caregivers by providing high-quality child care programs that foster a sense of belonging and empower children to achieve their fullest potential.

YMCA CHILD CARE DAYS & HOURS OF OPERATION

YMCA child care programs are available Monday–Friday, except for holidays. It may be necessary to open or close a program site on other days at administrator's and/or school's discretion. Proper notice will be given. An updated listing of before/after school locations and summer day camp locations is on the YMCA website under Programs.

BEFORE & AFTER SCHOOL CARE HOURS

Before school care is available from 7 a.m. until the start of the school day on the days school is in session. After school care is available from the end of the school day until 5:30 or 6 p.m., depending on the location. In the case of early dismissal due to inclement weather, the after school program will not operate.

SUMMER DAY CAMP DAYS & HOURS OF OPERATIONS

Summer day camps are available Monday –Friday from 7:30 a.m. – 5:30 p.m. during the summer months, except on holidays listed below. Specialty camps hours may differ.

To avoid late pick-up fees, all children must be picked up by the end of the program time. For more information, see our late pick-up policy on page 4.

HOLIDAY CLOSINGS

YMCA youth development offices and programs are not open on the following days:

- Labor Day
- Thanksgiving
- Day after Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Eve
- New Year's Day
- Memorial Day
- Fourth of July

SCHOOL SCHEDULED CLOSINGS

SCHOOL'S DAY OUT

On days when school is closed (e.g. teacher work days, holidays), care may be available from 7:30 a.m. to 5:30 p.m. through School's Day Out Camp at the C.M. Gatton Beaumont YMCA and Whitaker Family YMCA.

FALL, WINTER, AND SPRING BREAK CAMPS

The Y typically offers full-day care for major public school breaks such as Fall Break, Winter Break, and Spring Break. Families register for these separately from camps and after school. Space and locations may be limited. These programs follow the same format as summer day camp.



REGISTRATION & REQUIRED DOCUMENTATION

After registration is complete, parents/caregivers will receive a link via email to upload and/or sign the following required documentation to the YMCA's online childcare management portal (see communications section for more details):

- Individual Care Plan (includes medication, allergy information and behavioral needs)
- Billing and Payment Waiver
- Immunization Form
- All Authorized Pickups
- Youth Development Waiver
- Photo of Child

We must have these documents and a copy of your child's up-to-date certificate of immunizations uploaded before they are eligible to attend. These documents are a requirement of Kentucky Child Care regulations and cannot be waived in any case.

ADMISSION POLICY

The YMCA of Central Kentucky licensed child care programs admits children ranging from preschool to school age depending on enrolled program. Children of any race, color, religion, gender and national/ethnic origin are granted all rights, privileges, programs and activities generally accorded or made available at school. The YMCA of Central Kentucky will address physically challenged and special needs children on a per request basis with the hope that we can serve all children who come to us. The YMCA of Central Kentucky does not discriminate on the basis of race, color, religion, gender or national/ethnic origin in administration of its personnel and admissions policies. It is our hope to have a culturally diverse population within our staff, participants, and programs.

COMMUNICATIONS

For immediate assistance and in case of emergency, the best mode of communication is to call the number listed for your child's program site given upon registration. If we must get in contact with you due to an emergency, we will begin to call the numbers listed in your YMCA account in priority order. If we are unable to reach a parent or guardian, we will begin to call the emergency contacts. There are many other ways that we communicate with our members and program participants, including the following:

REGISTRATION ACCOUNT

Visit ymcackey.org and click Login at the top of the page.

Login with your username and password if you already have an account with the Y.

Not sure if you have an account? Enter your email or phone to get started.

If it's your first time enrolling online, follow instructions to sign up for an account.

After you've completed online registration, you will receive a link to our online child care management portal.

ONLINE CHILD CARE MANAGEMENT PORTAL

PlayerSpace is the YMCA's online childcare management portal that easily connects parents to director communication, manages child care forms, and assists with sign-in/out. Parents can also opt in for text and email notifications. After registering, parents will receive a link via email to create an account. This portal is how we communicate with you as well as where you submit all required documentation for your child(ren).

Please ensure you have a valid email address with the YMCA and do not unsubscribe to ensure you get all communication from the Y about your child's program.

FINANCIAL RESPONSIBILITY & ADDITIONAL FEES

PAYMENT POLICY

- Before and after school fees are divided into bi-weekly Monday payments based on the school calendar.
- Summer camp draft(s) are scheduled two weeks prior to the session start date. Payment for the upcoming session is set to automatically draft from your payment method on file each Monday at 1 a.m. EST.
- In the event the payment is returned, up to a \$30 service fee will be added and a second attempt will be made on Wednesday morning at 1 a.m. EST to the same payment method. If the second attempt is declined, a third and final attempt will be made on Friday at 1 a.m. EST. If this payment is returned, you will have until 10 a.m. on that Friday to make your payment or your child(ren) will be removed from all YMCA programs. To avoid a disruption in services, and the possibility of the program being full and on a wait list, you may make manual payments and update your billing method within your YMCA account by visiting ymcacky.org and clicking on 'My Account'. **Please note: Adding a new billing method for child care does not automatically change future payments. Please notify the Business Operations Center so they can make those changes and avoid future service fees.**
- Your program registration is planned by the week, and we prepare snacks, activities, and staff for your child each day. Few operating costs are eliminated when a child is absent because we prepare for each child every day. Because of the aforementioned; we do not refund or pro-rate fees for absences. If a refund is granted, it will first be applied to any past due balances.
- Member and non-member rates for summer day camps are determined by the participant's YMCA membership status at the time of registration. If the participant is no longer an active member during camp or joins after registration, the non-member rate will be assessed.
- We do not issue credits or refunds for scheduled school holidays, sickness, or closings due to inclement weather.
- All registration fees and deposits are non-refundable and non-transferable.
- It is required that all child care accounts have a valid billing method on file during child(ren) enrollment.
- Registrations made after the deadline will be assessed an additional \$15 late fee.

THIRD PARTY PAYMENTS

The enrolling guardians are responsible for signing the weekly Child Care Assistance Program (CCAP) sign in/out form each Friday. CCAP requires the signature to be legible or the guardian's name must be printed above or below the signature. If the weekly signature is not provided or the name is not legible, CCAP can refuse payment and the guardian will be charged the full daily rate(s).



RECEIPTS AND TAX INFORMATION

Receipts are available on your online YMCA account anytime. End of year statements are also available after December 31 in your account. YMCA of Central Kentucky childcare payments may be a tax deduction. Consult your tax advisor for your specific situation. Tax ID # is 61-0444842.

CHANGES AND CANCELLATIONS

- We do not issue credits or refunds for scheduled school holidays, sickness, or closings due to inclement weather and there are no additional charges for early release days.
- All registration fees and deposits are non-refundable and non-transferable.
- While your YMCA child care staff are busy caring for your child(ren), please direct all billing, changes, and cancellations to the Business Operations Center by emailing business@ymcacky.org.
- Payments are continuous and can only be cancelled or modified by notifying the Business Operations Center. You can complete an online form at accountservices.ymcacky.org or email business@ymcacky.org.

After School and School's Day Out

Any change or cancellation must be at least 15 days prior to the program session date. There will be a \$25 cancellation fee assessed. No credit is given for absences within the program, unless a 15 days' notice is provided.

Summer Day Camp

Any changes or cancellations to camp registrations must be requested in writing to the Business Operations Center by the deadlines provided at registration. Requests made after the applicable deadline will not be eligible for refunds or credits, and you will be drafted for your registered camp(s). If you cancel before the applicable deadline, you will not be charged the \$25 cancellation fee.

FINANCIAL ASSISTANCE

Each year, we provide over \$500,000 in financial assistance locally, made possible by the generosity of our members and donors through our Impact Campaign. We understand that financial hardships can arise unexpectedly, especially during the school year, and we are committed to supporting families in need. If your family needs assistance with tuition, please reach out to our Business Operations Center at business@ymcacky.org or 859-367-7301.



LATE PICK-UP POLICY

When running late to pick up, please contact the program location and provide an estimated time of arrival. Parents who arrive after schedule program end time will be assessed a \$1 per minute late fee. Late fees will be processed on the next draft date. Failure to pay will result in removal from the program. If a child is not picked within an hour of program closing time, staff will follow YMCA child safety procedures. The staff will attempt to contact the parent(s) to alert them that the child is still at the program site. If unable to reach parent(s), the staff will contact people on the emergency contact list. If the staff is unable to reach anyone and the child has not been picked up within an hour after close, the police will be contacted and alerted of the situation.

PARENT RESPONSIBILITIES

ATTENDANCE/ABSENCES

For the safety of all children, please understand that when your child does not show up to our program, we must verify his/her whereabouts. This puts great strain on the rest of the program participants since the program cannot start until a final headcount is accurate. Notification prior to the program start of planned absences, early pick up, or planned tardiness will ensure the smoothest transition for all participants.

AUTHORIZATION TO PICK UP

All children must be accompanied to the program by an adult and placed under direct supervision of YMCA staff. Children also must be picked up by an authorized adult listed in the child's online account. Each child must be signed in at drop-off and signed out at pick-up each day. Children will only be released to individuals that are listed as an authorized adult on the child's online account. For the protection and safety of children, all authorized adults picking up a child should be prepared to present photo ID every time. Within your online account, make sure to provide the full names of all adults that are authorized to pick up your child. Children will not be released to anyone whose name does not appear on the authorized pick-up list or to anyone who cannot provide proper identification. You can also update your authorized pick-up list via your online account at any time. Parents should notify the program director when there are significant changes to the pick-up list.

In the event of a custody situation where a court order is in place, please contact the program director to submit a copy of the order and discuss the specific circumstances regarding the release of the child.

UP-TO-DATE INFORMATION

We ask that any updates to phone numbers, emergency contacts or authorized pick-up be given or entered in your YMCA account in a timely manner. We will ask you to review your child's information quarterly.

PHOTOS AND VIDEOS

By participating in YMCA of Central Kentucky programs, you acknowledge and consent that photographs and videos of your child may be collected and used for marketing promotional purposes. Parents/caregivers should contact the program director if a child should not be photographed or videoed.

PARTNERS IN CARE

At every opportunity we hope to promote the mission and core values of the YMCA. Parents/guardians not displaying these core values to their children, our staff, or other stakeholders could be asked to exit the program.



HEALTH & SAFETY

MEDICATION ADMINISTRATION

YMCA staff may dispense medication with a prescription label for the child. Labels for over-the-counter medication can be obtained at a pharmacy. Any medication dispensed during the program must be in the original container with the child's name and appropriate dosage and include the appropriate dosing device, such as medicine cup or dropper. In addition, a Y Medication Authorization Form must be completed and signed by the parent/guardian. YMCA staff may only dispense medication that is documented on this form.

ALLERGIES

Allergies (food, insects, other allergens) should be included on the Individual Care Plan. Medications require additional documentation. Children with listed allergies will have the information shared with staff members, and it will be posted at each location.

SUNSCREEN

Parents should apply sunscreen to children prior to arriving at camp or other programs where the child will be exposed to the sun. Kids attending summer day camp must bring sunscreen daily with their name clearly labeled. The child must be able to apply sunscreen on his or her own. YMCA staff can assist with the spray sunscreen only.

DRESS CODE

The dress code for youth programs may vary depending on the specific activities. However, some general recommendations for attire include:

- 1. Comfortable and Weather-Appropriate Clothing:** Kids should wear clothes that are suitable for indoor and outdoor activities and varying weather conditions. We use washable paints and crayons; however, clothing can still get stained. We do not reimburse for clothing rips, stains or normal wear and tear. It is expected that the parents will provide proper seasonal clothing.
- 2. Shoes:** Participants should wear sturdy, closed-toe & closed heeled shoes that are comfortable for walking, running, and participating in sports and activities.
- 3. Sun Protection:** Kids should wear sunscreen, sunglasses, and hats to protect their skin and eyes. Light-colored and loose-fitting clothing can also help to stay cool and prevent sunburn.
- 4. Swimwear and Towels:** If water activities are part of the program, families will be notified by YMCA staff prior to water activities. These activities may require a swimsuit, towel, and possibly a change of clothes. Two piece bathing suits must cover midriff.
- 5. Personal Items:** It's important to label all clothing and personal items with the child's name to prevent mix-ups or loss.

SITE SAFETY PLANS & PROCEDURES

Please see the child care staff to see your locations' Emergency Action Plan, Shelter-in-Place Procedure, Evacuation Procedures, Playground Safety Policies (if applicable), Injury Prevention Plan, and Daily Schedule.

INJURY & ACCIDENT PROCEDURES

In the case of a minor injury, staff will administer basic first aid and notify parent via phone or text the details of the injury. Parents may be asked to pick up the child depending on the nature of the injury and the child's reaction to being injured. In the event of a medical emergency requiring a doctor's treatment, the parent will be contacted immediately. If parent cannot be reached, the child will be transported to an emergency room in the company of a staff member and will provide the hospital with the parent's health insurance information (from your Emergency Contact Form). The signed authorization during registration will allow the Y to secure prompt treatment. It is the responsibility of the parent/guardian for payment of treatment.

SICK CHILD POLICY

The health and safety of your child is a matter of major importance to all of us. In order to protect the children in the program who are well, we have very stringent rules about sick children.

For the safety of everyone, a sick child should be kept home. By monitoring each child's health status, we can maintain a healthier environment for the entire program. Any child who is unable to participate in daily activities due to illness should not be in attendance. If the staff feels that a child is too ill to remain in the program, the parent(s) will be called. Sick children should be picked up within an hour of receiving a phone call. If we are unable to reach a parent/guardian, another person listed on the child's emergency contact form will be called. The participant should not be sent to the program and may be sent home if any of the following conditions are apparent, and in some cases may require a physician's note for remittance:

- A temperature of 100.4° or more
- Conjunctivitis (pink eye) until treated
- Contagious diseases including, but not limited to, measles, chicken pox, mumps, roseola, fifth disease, COVID-19
- Hand/foot/mouth only if child has a high fever, blisters in mouth that prevent eating/drinking
- Inability for child to participate in the daily schedule at an acceptable level
- Rashes with fever or behavioral change, at YMCA director's discretion
- Abdominal pain that continues for more than two hours
- Vomiting regardless of the cause
- Diarrhea regardless of the cause
- Strep throat or other strep infection until receives two doses of medication
- Impetigo, ring worm, scabies, or Lice until treated
- Severe cold, excessive coughing, sneezing, and/or excessive nose drainage
- Bronchitis or other throat infections, until treated for at least 24 hours

A child must remain symptom free and fever free (without medication) for 24 hours before he/she can be readmitted to the program.

PERSONAL & LOST ITEMS POLICY

We have plenty of equipment and activities to keep your child busy. **Please do not allow any toys, video games, electronic tablets, or cell phones to accompany your child.** This eliminates fights, theft and/or lost items that we cannot be responsible for and will not reimburse. If brought to the program these items will be kept in the program director's office until pick up.

All belongings should have the child's name on it with indelible marker. To prevent loss, participants are encouraged to keep all belongings in a labeled backpack. The YMCA is not responsible for lost or damaged personal items. Please contact program staff about any unclaimed items found during the day.



INCLEMENT WEATHER POLICY

The YMCA will make every effort to provide care in the event of inclement weather; however, the safety of the children and staff are our primary responsibility. The YMCA could open or close due to hazardous weather conditions. The Y may operate School's Day Out programming at YMCA locations during inclement weather provided YMCA locations are able to open. Check the website for program availability.

Our primary mode of communication with you will be via email and push notification through our child care management portal. Please ensure that you have enrolled in push notifications as well as have an accurate email on file.

HEAT INDEX PLAN

YMCA Youth Development programs follow the guidelines set forth for Heat Index by the Kentucky Medical Association Committee. The index plan calls for program modifications as temperatures and the heat index rises. Staff will adjust programming based on conditions and will alter activities until conditions return to normal ranges.

OUTSIDE PLAY

If the weather is above 40 degrees, children need to be prepared to go outside for gross motor and physical activity blocks of time.

FIELD TRIPS

Field trips are subject to individual locations for summer day camps only. Camp shirts are required for easy identification of group members while we are off-site. Children are required to be dropped off ahead of the departure time and can not be dropped off at the field trip location. No staff remain on-site on field trip days to accept late drop-offs. Information on approximate departure and return times, along with the destinations, will be included in the weekly welcome email. The Y reserves the right to alter field trip locations and dates due to inclement weather or other factors.



POOL SAFETY

If your child participates in YMCA swim lessons and/or free swim time during the program, it is important that your child understands our pool safety rules. You can review our guidelines by visiting ymcacky.org/policies-guidelines-faq. Prior to any swimming activity, participants must complete a swim skills assessment and be assigned to the appropriate swim ability level. Participants will receive a level-appropriate swim band so that lifeguards and YMCA staff can properly identify each participant's swim ability. For more information about YMCA swim testing, visit ymcacky.org/swim-test.

BABYSITTING AND STAFF COMMUNICATION POLICIES

The YMCA prohibits its employees from providing babysitting or other services to members or program participants outside of the workplace. This includes not soliciting Y staff to care for children outside of the program. Employees are also prohibited to transport children enrolled in YMCA programs in non-YMCA owned/leased vehicles during and outside program hours.

Staff are not permitted to have contact with children via the internet, phone, social media or gaming. Staff should not receive emails, text messages, phone calls, social media requests or requests to connect through online games.

FOOD POLICY

For Before and After School Programs: The YMCA provides a daily morning and/or after school snack for your child comprised of two components of either fruit, vegetables, grains, dairy and other nutritious items to keep your child energetic and going. This is not a substitute to breakfast or lunch.

For Summer Day Camps and School's Day Out: Children feel better and have more energy with healthy snacks and lunches each day. Designated lunch and snack times are scheduled each day. Each participant should pack a healthy lunch that is nut free and does not need to be refrigerated. A healthy lunch should include items such as: fruits and vegetables, protein, and grain options and sugar-free or low sugar beverages. Water is highly recommended. If a nut product is brought into the program, our staff must discard the product. Please double-check the ingredient list of pre-packaged convenience meals such as Lunchables. Fast food, soda, candy, and gum are not allowed. Food may not be shared or traded. Children may not enter the facility eating or drinking.

The YMCA of Central KY is a participant in the USDA-funded Child and Adult Care Food Program (CACFP) food program. For more information on the USDA's Non-Discrimination Statement, visit usda.gov/non-discrimination-statement. Compliance with this program includes nutritional guidelines for what snacks may and may not be served. Other considerations that determine types of snacks are storage (availability and amount of), as well as supply chain issues that have arisen in grocery and food service.



YMCA TRANSPORTATION

When the Y provides transportation for participants, either to and/or from camp, on swim trips or on field trips, there are strictly enforced safety guidelines that YMCA staff follow. Guidelines include:

- Supervision of participants prior to loading and after unloading the bus
- Annual vehicle inspections
- Pre-trip safety checklist
- All vehicles equipped with a first-aid kit
- Staff will have active First Aid and CPR certifications
- A Y provided cell phone in case of emergencies

In addition to these guidelines, associates will instruct and remind participants of the rules of the bus prior to the bus moving. Participants are expected to follow the rules or risk losing their transportation privileges.

These rules include, but are not limited to the following:

- Safe seating shall be provided for each person, with the maximum rated seating capacity specified for each vehicle
- Seat belts must be worn at all times, if available
- Children must remain seated while the bus is in motion
- Any passengers in wheelchairs will be belted in and chair wheels locked. Other reasonable accommodations may apply for participants with special needs
- Children must remain seated at all times and heads should be visible
- No participant should lie down in a seat or on each other's laps
- At no time should head, arms, or other body parts be out of the window or in the aisle
- Conduct of bus riders must not disturb or distract the driver
- No objects shall be thrown from the vehicle at any time
- Children must hold on to their own belongings. Aisles and the floor must remain clear of backpacks, lunch boxes, and any other items
- Attendance sheets will be present on each bus for each bus stop and for all field trips. Children will be lined up outside of the bus and attendance will be taken as they load the bus
- Vehicles should follow convoy travel procedures (when applicable)

Should the need arise to alter our operational plan due to the weather, road construction or blockage, or vehicle issue, the Y program site will contact parent/guardians via a push notification alert or email. In the event of emergency, we will reach you by phone call.

Each YMCA location that offers transportation to and/or from programs will communicate specifics of the transportation plan with parents/guardians prior to the start of the program.



BEHAVIOR MANAGEMENT

In YMCA child care programs, our top priority is to provide a safe, enriching experience for all children. Behavior management and discipline strategies are necessary for an effective program. We understand that, at times, some children have challenging days or exhibit inappropriate behavior. Staff will work with each child as much as possible but there will be times when behavior must be addressed. Children count on the wisdom of adults to set reasonable limits. Limits are necessary to maintain safety, protect health, and guard the rights of others.

Our behavior management strategies are designed to promote the positive development of self-direction, self-control, and self-behavior. This is accomplished through sensitivity, consistency, firmness, fairness, and follow-through. YMCA staff implement positive discipline including the use of setting clear limits, giving the opportunity for the child to make choices, redirection, and logical consequences. We consistently reinforce positive behavior, and keep in mind the extreme importance of a child's self-esteem. Consequences must be reasonable, related to the behavior, age appropriate, and respectful to the child.

Behavior management strategies include:

- Staff will redirect the child and discuss appropriate behavior.
- Child will be encouraged to take "personal time" to regain composure and/or discuss other choices for behavior.
- Staff will communicate with parent/guardian regarding the situation to ensure cooperation for the success of the child.
- If additional reminders are given due to ongoing behavior, a behavior report will be written by staff and shared with the person that picks up the child.
- A behavior improvement plan may be implemented as a tool for assisting the child, parent, and staff in creating a successful environment.

There are some behaviors that may lead to a child needing to be picked up early from program. If we do call home to have a child picked up, we do require that it happen within an hour. A delayed pick up may result in suspension from the next day. A parent conference may be required before the child returns to the program. Program fees are non-refundable if a participant is sent home or dismissed from the program for disciplinary reasons.

Behaviors that may result in disciplinary action include, but are not limited to:

- Fighting, shoving, pushing and/or other aggressive acts toward another participant, staff, members, and volunteers
- Leaving/bolting from group or program area
- Threatening or harassment to others (verbal, physical, sexual)
- Use of profanity, vulgarity or lewd obscenities
- Vandalism/Disrespect for another person and/or property
- Harassment/pulling pranks
- Bathroom misbehavior (i.e., water throwing, climbing on toilets, or hanging on stalls)
- Stealing
- Continual disruption/refusal to follow program rules
- Possession or use of illegal substances, paraphernalia, weapons, tobacco, alcohol, illegal drugs, pornography, firecrackers, firearms, or explosives
- Endangering the health or safety of children or staff

The YMCA keeps each child's behavior reports disclosed between the parents/guardians and YMCA staff only. YMCA staff will not discuss other children's disciplinary action.

DISMISSAL FROM PROGRAM

We want all of our participants to enjoy their experiences at the Y. We also want everyone to be physically, emotionally, and mentally safe when in our programs. The severity of some behaviors even upon the first offense, may result in the immediate suspension/dismissal from the program. Although we always strive for a solution to behavior difficulties, safety for all is always our number one priority. If your child is dismissed from the program due to behavior, a refund or credit will not be issued.

INDIVIDUAL CARE PLAN AND REASONABLE ACCOMMODATIONS

The YMCA of Central Kentucky is dedicated to promoting inclusiveness, non-discrimination, and equal access in all our programs, services, and activities. We strive to provide the best childcare experience for your child. **Before registration, please consult with the childcare director regarding any special accommodations your child may need.** Individualized Education Programs (IEPs) are especially helpful in determining the appropriate accommodations within the typical scope of our programs. While we work to provide reasonable accommodations based on the information provided, we do not offer one-on-one care, as we must maintain required ratios in all programs. An Individual Care Plan is available to assist in communicating your child's specific needs and determining necessary accommodations. For more information about Individual Care Plans, please contact the program director.

COMMITMENT TO CHILD PROTECTION

Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of the YMCA of Central Kentucky are considered mandated reporters, under this law. The employees of the YMCA are not required to discuss their suspicions with parents/caregivers prior to reporting the matter to appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior, or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at the YMCA take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

CONCERNS AND GRIEVANCES

If you have a concern, we encourage you to speak with the Site Director so we can do our best to resolve any issues. If you have discussed the problem or concern with the Site Director and feel like it has not been resolved, you can contact the Regional Director. A general comment or concern may also be sent to the childcare@ymcacky.org email address, and the appropriate staff person will address the issue.



QUALITY STAFF & SAFETY

Each YMCA child care site is staffed with qualified, professional individuals. They receive comprehensive training and are locally and federally screened, in accordance with state licensing requirements. We strive to provide a ratio of 1:12 (one staff person per 12 children).

All employees receive training in the following areas:

- CPR, First-Aid, and AED
- Child Sexual Abuse Prevention
- Risk & Safety
- YMCA Code of Conduct

All staff are required to wear staff shirts and staff IDs. Each site is staffed with a site director. Any participant needs should be brought to the attention of the director and they will be taken care of in a timely manner. All child care staff are at least 18 years or older and are selected based upon their experience with children, their personal character, and their enthusiasm.

YMCA CONFIDENTIAL REPORTING HOTLINE

This resource is available for staff, members, vendors, volunteers, and anyone who interacts with YMCA of Central Kentucky services or programs. For reporting activities that you, for any reason, feel uncomfortable reporting to YMCA management in person, use the YMCA of Central KY Confidential Reporting Hotline. You may feel like such activities are unethical, illegal, or unsafe and you want risk management to be aware.

Confidential Reporting Hotline: 859-367-7311





YMCA OF CENTRAL KENTUCKY YOUTH DEVELOPMENT
ymcacky.org | childcare@ymcacky.org | 859-367-7302

Handbook Revised August 2025