



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

KIDZONE

YMCA OF GREATER GRAND RAPIDS
FAMILY HANDBOOK



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WELCOME TO THE YMCA OF GREATER GRAND RAPIDS KIDZONE!

Dear families,

Welcome to the YMCA Kid Zone! The YMCA of Greater Grand Rapids is committed to building strong kids, strong families, and strong communities. When you choose the YMCA, you're choosing a place that values belonging, positive development, and family-centered support. We believe children are our future, and we are dedicated to helping guide and nurture them. In the Kid Zone, our staff model and encourage the YMCA core character values:

Caring • Honesty • Respect • Responsibility • Inclusion

We're excited to welcome you and your child. Thank you for trusting us with their care — we look forward to creating a safe, positive, and fun experience together!

— The Kid Zone Staff
YMCA of Greater Grand Rapids

OUR COMMITMENT TO YOUR FAMILY

Trusted Care

YMCAs nationwide are among the most respected childcare providers. Whether a child is here for one visit or multiple times a week, we are committed to providing a **reliable and high-quality experience**.

Positive Experience

For many children, the KidZone is their first introduction to the YMCA. We work to create a **welcoming, joyful, and developmentally supportive space**.

Safety First

Your child's safety is our **highest priority**. This includes secure check-in procedures, age-appropriate supervision, and trained, caring staff.

Family Support

Many families use the KidZone so they can enjoy YMCA programs while knowing their children are well cared for. We want every visit to feel **positive, safe, and supported**.

KIDZONE STAFF STRUCTURE

- Kid Zone Staff provide direct supervision and care for children ages 6 weeks to 10 years.
- The Kid Zone Supervisor oversees daily operations and supports staff and family needs.

KIDZONE ENVIRONMENTS

Infant Room (6 weeks to 18 months)

A nurturing space focused on social interaction and early gross motor development.

Reservations:

- Reservations can be made up to 24 hours in advance by calling the Kid Zone.
- Walk-ins are welcome as space allows.
- Arriving more than 15 minutes late may result in your reservation being given to another family.
- Please call if you are unable to attend.

Parent Responsibilities:

- Provide diapers and wipes.
- Bottles must be pre-made.
- Labeled sippy cups with water are allowed.
- No snacks are permitted in the Infant Room or lobby.

Preschool Room (18 months – 4 years)

A playful space with toys, activities, and crafts to encourage small and large motor skill development.

Parent Responsibilities:

- Provide diapers and wipes as needed.
- Inform staff if your child is toilet-learning or may need assistance.
- If no information is provided, staff will assume your child is fully trained.
- Send an extra change of clothes to keep onsite.

School-Age Room (5–10 years)

A space for older children featuring crafts, books, games, and STEM activities.

Note:

Children are grouped by age whenever possible for safety and appropriate play. Room assignments may vary depending on attendance and space.

CHECK-IN & CHECK-OUT PROCEDURES

To Check-In:

- Ensure your photo is on file.
- Scan your membership card (or show guest receipt + photo ID).
- Verify your location in the facility.
- Sign your child in and out — only the person who signs in may sign out unless pre-approved.
- Label all bags entering the Infant Room.
- Ensure your child wears a name tag and socks (available to purchase if needed).
- Personal toys should stay at home or in cubbies.

For safety, guardians **may not enter KidZone child areas** unless a child is experiencing difficulty separating.



To Check-Out:

- Provide your name to staff.
- Staff will verify your identity before releasing your child.

Thank you for your patience — this is for your child's safety.

KIDZONE POLICIES

Bathroom Policy

Diapering:

- Performed as needed for infants and preschoolers using supplies provided by the parent.
- Staff may not apply creams without parent approval.
- Parents must use locker room changing tables for child changing.

School-Age Children:

- Staff supervise from outside the restroom with the door propped open.
- If assistance is needed, two staff will assist while keeping the door open.

Communicable Illness Policy

If your child shows signs of illness, please keep them home to help protect others.

Children should **not** attend if they have had in the past 24 hours:

- Fever, vomiting, or diarrhea
- Thick yellow/green nasal drainage
- Eye discharge, flu symptoms, or persistent cough
- Any communicable disease

If symptoms appear while in care, staff will contact you to pick up your child.

Discipline Policy

We use positive guidance rooted in YMCA values.

Steps:

1. Staff redirect behavior and encourage positive play.
2. If behavior continues, the child may take a short break (1 minute per year of age, up to 5 minutes).
3. Continued issues may require parent pick-up and a Concern Report.
4. After three reports, a short suspension (1 week to 1 month) may be required.

Time Limits & Late Pick-Up

- KidZone visits are limited to 2 hours per session.
- Late pickups may result in a \$1 per minute per child fee.

Leaving the Facility

- Parents must remain on YMCA property while children are in KidZone, except during YMCA-run events (e.g., Date Night, Parent Morning Out).
- Parents temporarily leaving must provide a working cell phone number.

TV / Electronics

- TV/music may be used sparingly and must be age-appropriate.
- Personal electronics are not allowed.

Volunteers

To volunteer:

- Apply at the Membership Desk
- Complete an interview and screening
- Must be 15+ or have completed the YMCA Babysitting Course
- Volunteers participate in floor play only (no carrying/holding)