



Youth Activity Center Handbook

Walton Family
Whole Health & Fitness

PROGRAMS

Youth Activity Center (YAC) Leadership

Youth Activity Director	Karyn Walker	Karyn.walker@walmart.com
Youth Activity Manager	Emily Cox	Emily.cox0@walmart.com
Youth Activity Coordinator	Erin Jackson	Erin.jackson@walmart.com
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YAC Hours of Operation

Monday – Thursday: 8:00 AM - 1:00 PM and 4:00 - 8:00 PM

Friday and Saturday: 8:00 AM - 1:00 PM

Sunday: 1:00 PM - 5:00 PM

Daily Classroom Schedule

Each classroom has a set outside time. Please ensure that your child has weather appropriate clothing and shoes each time they attend. We will be taking the children outside daily, weather permitting. If your child needs sunscreen we ask that you apply it before you drop them off. Our staff will not apply sunscreen to your child.

Ratios (Teachers: Children)

- Infant Room: 1 staff to 6 children
- Toddler Room: 1 staff to 9 children
- Preschool Room: 1 staff to 12 children
- School Age Room: 1 staff to 18 children
- Tween Room: 1 staff to 18 children

Ratios can be subject to change. Each classroom also has a fire code maximum for the number of children and adults in each classroom. When our classrooms reach fire code maximum there may be a waitlist formed for that room.

Waitlist Procedures

Here at the YAC, we prioritize a safe & engaging environment for all children. Due to high demand & to maintain optimal child-to-staff ratios, we sometimes need to implement a waitlist. This ensures each child gets the attention and care they deserve. Here's how the waitlist works:

1. **First Come, First Served:** The waitlist is formed on a first-come first served basis & must be done in person.
2. **Sign-Up:** We'll take your name, your child's name, & your phone number.
3. **Notification:**
 - You'll receive a pager that will alert you when there's an opening.

- If all pagers are in use, we'll contact you via phone.
4. **Response Time:** You have 5 minutes to respond in person or via phone to confirm you're on your way.
 5. **Next in Line:** If we have no response after 5 minutes, we'll move on to the next person on the list.
 6. **Pager Return:** Please return the pager to the YAC.

Enrollment Policy for YAC Drop off care

The YAC childcare is a benefit for members of Walton Family Whole Health & Fitness. Guests are not eligible to use the YAC childcare. Families wishing to enroll should visit the YAC desk during operating hours, or the front desk during facility hours. Families can drop their child/children off for up to two, non-consecutive visits per day — not to exceed 2.5 hours each visit.

Pricing

We have two pricing options available:

- **Daily Drop Off Rate:** \$3.00 per child per visit
- **YAC Childcare Add On:** \$15 dollars a month for one child; \$20 per month for 2 or more children

Families must remain onsite while their children are visiting the YAC.

Late Fees

To ensure fairness and maintain our schedule, a late fee will be applied if a parent exceeds their allotted time limit for childcare. This fee encourages timely pick-ups, ensuring that all families can rely on our services.

- \$1 per minute per child for anytime over the 2.5 hour maximum limit



General YAC Rules

Establishing clear rules for our program is essential for creating a safe, structured, and nurturing environment for all children. These guidelines help ensure that everyone understands expectations, which promotes consistency. By setting boundaries, we can prevent misunderstandings and conflicts, allowing children to thrive in a secure and predictable setting. Additionally, well-defined rules support our staff in providing the highest quality of care, as they can focus on engaging activities and positive interactions rather than managing disruptions.

- Families must remain onsite at Whole Health & Fitness while children are checked into the YAC, traveling off campus is not permitted.
- Children can visit for up to 2.5 hours per session, they cannot be checked in more than once during a session
- Please leave all strollers, diaper bags, and car seats at the front in the designated stroller parking area
- Please make sure your child is fed and has a clean diaper before dropping them off
- Families are asked not to linger in the classroom or the hallways for the safety and privacy of the children we serve

What to Bring

- Diapers and wipes
- Change of clothing
- Pre-mixed bottle for infants, we cannot mix the bottle for you
- Water bottle
- Coat and gloves (if needed)

What not to bring

- Food or drink other than water
- Electronic devices of any kind
- Toys from home

Drop Off Procedures

We have established the following procedures to ensure the safety and well-being of all children in our care. It will be helpful to arrive 15 minutes prior to any scheduled class you may be attending.

1. Once you enter the YAC area, scan your membership card at the front desk
2. Let the staff member know who you would like to check in
3. You will receive a printed tag that you will adhere to your child's back
4. Drop off any stroller or diaper bags in the stroller parking section and grab a Ziplock baggie for any needed diapers/ or wipes to take to class.
5. Parents will escort children through the locked gate to go to the childcare area, PLEASE NOTE: we ask that only adults operate the gate to prevent any children from pinching their fingers.
6. Walk with your child to the assigned classroom and enter, please do not let your child run or walk to the classroom alone
7. Label any cups or water bottles
8. Let the teacher know that you are dropping off your child

9. Keep the goodbyes short, and exit the classroom
10. Enjoy your time in our facility

Youth Class Drop Off Procedures

We offer several youth classes inside our YAC studios 1, 2, and 3. Whether you have a tiny dancer or a taekwondo star, let our staff help you get your child from their childcare room to their session class. This way, you can focus on your health and fitness while we take care of the rest! Here is how it works:

1. Check your child into the YAC following the check in procedures outlined above.
2. Tell the receptionist that your child has a class to attend during their time at the YAC.
3. Use a sharpie located at the front desk to write your child's class time on their printed sticker.
4. When dropping them off in their childcare classroom, tell the staff member that they need to attend a class and show them the sticker.
5. Our staff members will escort your child to their class at the appointed time and bring them back to their childcare classroom when the class finishes.
6. You may follow the pick up procedures outlined below once you have completed your time at the facility.

Pick Up Procedures

1. Inside the YAC please scan your membership card at the front desk
2. Let the staff member know you are checking your child out
3. You will be given another sticker
4. Take the sticker to the classroom and present it to the teacher for pick up
5. Please remember to gather your child's things before leaving
6. Accompany your child as you leave the facility, please do not let your children run to the front unaccompanied

Buggy Rides and Classroom Capacity

Our facility uses two 6-seater buggies to safely transport children out of their classrooms and around the building, as staffing permits. This allows us to accommodate more children in our classrooms when they reach capacity while ensuring all children remain engaged and in a supervised environment. Our staff carefully supervises the buggy rides, prioritizing safety and comfort. If your child is on the buggy when you come to pick up our receptionist is aware and we will radio our staff to meet you at the front, just have your sticker ready showing that you have checked them out.

Cry Policy

At the Youth Activity Center, we strive to provide a safe and nurturing environment for all

children in our care. To ensure the well-being of every child, we have established the following policy regarding inconsolable crying. This policy is in place to ensure that all children receive the attention and care they need. Prolonged crying can be distressing for the child and disruptive to the environment. By contacting parents after 20 minutes, we aim to address the child's needs promptly and effectively.

- If a child begins to cry, our staff will approach them calmly and offer comfort and reassurance. We will acknowledge their emotions and handle the situation with sensitivity and empathy, respecting the child's feelings and emotions.
- If a child continues to cry inconsolably for a period of 20 minutes despite our best efforts, we will contact the parent or guardian to pick up the child.
- Parents will be notified via phone call. It is important that parents remain reachable during their workout or visit to the gym. If we are unable to reach you via phone, we will page you over the facility's PA system.
- We encourage parents to continue bringing their children to the YAC, even if they occasionally reach the 20-minute crying limit, as consistent attendance can help children adjust and feel more comfortable over time.

Classroom Specific Rules

- Children may not bring food into the YAC, please make sure to feed your child prior to drop off
- Please leave any backpacks or diaper bags in the stroller parking area at the front entry area of the YAC. We have zip lock baggies that you can place any needed diapers or wipes in and label with a sharpie
- You may bring a water bottle or a cup of water, no other drinks will be allowed
- Please label all cups, water bottles, and coats

Transitions

We know that when a child is moving up to the next age group classroom it can bring on a lot of emotions. We are committed to taking the time and space to allow children and families time to connect with their unfamiliar staff and classroom. To ensure a smooth and supportive transition for children as they move up, we have the following procedures in place.

- When your child is nearing the age or stage to move up, the staff in their current classroom will take them for short visits in the new room, allowing the child to become familiar with the staff and environment
- Staff from other the current and new classrooms will work together to support the child during the transition period.
- Once your child has reached the appropriate age or stage to move up, they will be advanced to the next class, and this is where you will drop them off and pick them up

Outside Time

- We have an outdoor play area that we will take the children to weather permitting
- Please ensure that your child has outdoor appropriate shoes and jacket/coat each time they visit the YAC to be prepared for outdoor time
- In the summer months, please sunscreen your child prior to dropping off at the YAC, we do not provide or apply sunscreen to children
- See the example schedule of outside times below, these are subject to change based on classroom need
- The infant room may go out as times and schedules allow but will stay in the shaded areas

Classroom	Outside Time
Toddler Room	9:00-10:00 am; 4:00-5:00 pm
Preschool Room	10:00-11:00 am; 5:00-6:00 pm
School Age Room	11:00-12:00 am; 6:00-7:00 pm
Tween Room	12:00-1:00 am; 7:00-8:00 pm

Television Policy

Our primary goal is to create a safe and calming environment for all children while their parents are working out. Occasionally, we use the television as a tool to help soothe and entertain the children, especially during times when they may be feeling unsettled. This allows us to ensure that all children are comfortable and happy, which in turn helps parents to enjoy their workout without worry.

We also recognize that some families prefer to limit screen time. We are committed to balancing these needs by offering a variety of activities available when we have the screens on.

- The screens inside the classroom will be on Mondays and Saturdays
- Only age-appropriate, educational and entertaining programs will be shown
- Children who do not participate in screen time will be engaged in other supervised activities
- When we travel to the activity room, we use a screen for interactive movement and dance

Positive Behavior Guidance

We believe children need guidance in learning acceptable behavior and that this can be accomplished in a positive manner by modeling and directing the student toward appropriate behaviors. It is our policy to use positive interventions with your child to help them make appropriate choices. Here are some strategies our staff use to promote positive behaviors:

- Classroom organization, routine and planning shall be the first step to encourage appropriate behavior.
- All discipline will be approached in a positive manner.

- Re-direction, modeling appropriate interactions and natural consequences are utilized as appropriate techniques.
- A supervised break from activities may be used when a student needs to calm down by offering time to go to the quiet center in the classroom.

Some children may exhibit inappropriate behaviors that can result in injury to themselves, their classmates and/or staff members. Injuries may include hitting, biting, hair pulling and pinching. Inappropriate behaviors are managed with the above discipline policy and strategies.

If a child has chronic inappropriate behavior that is injurious to themselves or others, a member of the YAC leadership team will contact you to discuss the behaviors and our approach to handling them when they occur.

The family may be called to pick the child up if the harmful behavior continues and cannot be appropriately controlled. If a child's behavior causes harm to himself/herself or others and does not improve, the child may not be able to return to the YAC.

Staff

All staff members in the YAC have had background and child maltreatment checks prior to starting their first day of work. They are also CPR and first aid certified. We also offer several childcare appropriate trainings throughout the year for staff to extend their learning and knowledge on the current trends and best practices.

Mandated Student Abuse Reporters

All YAC staff members are court-mandated reporters for suspected student abuse or neglect. In the event that a staff observes an unusual bruise, injury, or event they must and will report their observations to the Arkansas State Police Student Abuse Hotline 1-800-482-5964. If an employee reports suspected student maltreatment concerning a student, that employee is guaranteed confidentiality by law.

Child Health & Safety

Infection Control

Children with symptoms of illness are to stay home. Good sanitary practices will keep everyone healthy. Staff practice frequent hand and table washing and other procedures to prevent the spread of illness.

If your child shows any of the following signs/symptoms of illness, they must be kept at home:

- Chicken Pox (lesions must be dried up)
- Diarrhea
- Impetigo
- Open Sores

- Fever over 100 degrees
- Hand, Foot and Mouth (lesions must be dried up)
- Head Lice (active case of head lice until after first treatment with an agent used to treat lice)
- Pink Eye
- Productive or excessive coughing
- Rash
- Thick, yellow or green mucous discharge
- Untreated ringworm
- Untreated scabies

Here are guidelines for returning after an illness:

- Children must be 1 day fever free without a fever reducer before returning to the YAC
- Children must be symptom free for one full day (vomiting, diarrhea) before returning
- Children must be receiving medication for at least 24 hours before returning in some cases.

Accidents/Injuries

YAC staff may handle minor accidents with supplies from a first aid kit. Our staff follows the following accident procedures:

- When a student is injured at school, an incident/illness Injury report is completed.
- Original report will need to be signed by the family and a copy can be sent home.
- In the event of a serious accident/emergency 911 will be called and family contacted.

Code of Conduct

Our program emphasizes individual growth for all children by promoting a safe, healthy and caring learning environment through its dedication to the family and community. We strive to provide a safe, caring learning environment for all staff, children and families. We believe in equality and respect diversity of all people. In order to achieve the above, it is imperative that each and every individual who is associated with our center abides by this Code of Conduct and conducts him/herself in a respectful manner. The Youth Activity Center expects that all adults and children within our center be treated with dignity and respect. This includes staff, children, parents and guardians.

We follow these guiding principles:

1. **Be Respectful.** We are respectful of ourselves and other people. We are respectful of the ideas and feelings of others. We solve our problems by talking and listening to each other respectfully to find a solution. We are respectful of the environment, equipment and materials.
2. **Be Responsible.** We are responsible for our own actions and words. When problems arise, we use problem solving techniques to try to resolve the issue in a positive way.
3. **Be Safe.** We work and play safely to help keep ourselves and others from getting hurt.

4. **Be Supportive of Learning.** We learn to the best of our abilities and support the learning of others.

Parent Concerns

Here at the YAC we value open communication and believe that addressing parents' concerns promptly and effectively is essential to providing high quality care. We want to ensure that all concerns are heard, respected, and resolved in a timely and professional manner.

- Many issues can be resolved through direct communication with the child's caregiver
- If the concern is not resolved after speaking with the caregiver, parents should escalate the issue to one of the YAC leadership team, listed at the beginning of the handbook
- The leadership team will take the concern and develop an action plan, if needed, and share back any pertinent details with the family

Acronyms

YAC = Youth Activity Center