

# PLEXKIDS



## McKendree Metro Rec Plex – PLEX Kids Family Handbook

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# PLEXKIDS

## Welcome to the PLEX Kids Program!

We are excited to have your child join us for our PLEX Kids programs at the McKendree Metro Rec Plex! This handbook outlines important policies, procedures, and program details to ensure a fun, safe, and successful experience for all families.

Please refer to the program details listed below for program details, days and hours of operation, and for age limits.

## Program Overview

Our programs include:

### Childwatch

Member's-Only Program for children ages 6 weeks – 12 years. Max 2-hour limit. M-F 8:00am-12:00pm & 3:00pm – 6:00pm. Sat. 8:00am-12:00pm. Free for members.

### Childwatch Deluxe

[NOT YET AVAILABLE] Member's-Only Program for children ages 6 weeks – 12 years. Full-day care on weekdays 8:00am-6:00pm. Additional cost.

### After School Program

Member's-Only Program for children ages 5 years – 12 years. M-T, Th-F 3:00pm-6:00pm. Wed. 1:45pm-6:00pm. Additional Cost.

### School's Out Days

Program for children ages 5 years – 12 years. Full-day care during O'Fallon School District 90 breaks or early dismissals (refer to page 6). 8:00am-6:00pm. Additional cost.

### PLEX Kids Summer Camp

Summer Day Camp Program for members and non-members. Please refer to the Summer Camp Registration packet for dates. Ages 5 years – 12 years. M-F 9:00am – 4:00pm. Additional cost.

## Registration and Enrollment

Packets for registration and enrollment are available on the McKendree Metro Rec Plex website at [metrorecplex.com](http://metrorecplex.com). These packets should be printed, completed and submitted to the front desk OR scanned and emailed to [plexkids@metrorecplex.com](mailto:plexkids@metrorecplex.com). Please make sure that the packet you are completing is the most recent and accurate version. Please also make sure that the packet is for the correct childcare program. Childcare staff will not accept a registration packet from one program to enroll in another.

In order for a child to participate in any of our PLEX Kids programs, parents are required to **complete an enrollment packet and set up a payment account for tuition.**

### Forms Required

- Student Registration Form/Enrollment Packet
  - Health Report and History
  - Authorized Pickup List / Emergency Contacts
  - Payment Authorization
  - Medical Authorization
  - Assumption of Risk & Waiver of Liability

### IEP/504/BMP Notice

If applicable, please include a current copy of your child's IEP, 504 Accommodation, or Behavior Management Plan. These documents are required with your registration to ensure appropriate care.

### Assumption of Risk & Waiver of Liability

As the responsible party for a participant in PLEX Kids programs, you acknowledge the use of the Metro Rec Plex facilities, equipment, merchandise, services, and programs involving the inherent risk of personal injury to yourself, your child, guests, and invitees. You voluntarily agree to assume all risks of personal injury to yourself, spouse, partner, children, unborn children, other family members, guests and invitees while granting your participant access to the Metro Rec Plex, its equipment, supplies, supervised or unsupervised programs in exercise rooms, on running track, in swimming pools, gymnasium, ice rinks, locker rooms, showers, dressing rooms, grounds and parking lots and waive any and all claims or actions that you may have against the Metro Rec Plex, any of our officers, directors, employees, agents or successors. The provisions of this section shall survive the expiration of the program. If the swimming pool is utilized, anyone under the age of 16 must have an adult present in the pool area during the entire session.

By enrolling your participant in one or more PLEX Kids programs, you grant permission to the McKendree Metro Rec Plex and its representatives to take photography and video and publish

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your likeness or your child's likeness with or without your name in print and electronic media outlets without limitation and without any form of compensation for the lawful purposes of publicity, advertising and website content. You release the McKendree Metro Rec Plex and its representatives from all claims and demands arising out of or in connection with the use of your likeness or your child's likeness.

**BY ENROLLING YOUR CHILD IN ONE OR MORE PLEX KIDS PROGRAMS, YOU CONSENT TO OUR RULES, REGULATIONS, AND ASSUMPTION OF RISK AND WAIVER OF LIABILITY.**

These waivers and releases are included in all enrollment packets and must be signed before any child may participate in PLEX Kids Programs.

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## Brightwheel

**Brightwheel** is our chosen communication app for PLEX Kids! With Brightwheel, parents can communicate with childcare attendants, update child information, and get ease of access to documentation.

### For New Brightwheel Accounts:

Step 1: Download the **Brightwheel App** on your mobile device, or access **mybrightwheel.com** on your browser.

Step 2: Sign up and create a Parent Account with the same first/last name and email address OR phone number of the parent listed in your registration packet. If you have an account with Club Automation, please use the same email address as your account.

Step 3: After enrolling in a program with a registration packet, you will receive an invite code to the PLEX Kids Program in Brightwheel via email (this code may take several days to appear). You may use it to link your account.

Step 4: Once in Brightwheel, you will be able to manage/update child information as needed.

ALTERNATIVELY, parents can wait for their invitation email from Brightwheel and create an account after receiving their invite code.

### For Existing Brightwheel Accounts:

Step 1: Download the Brightwheel App on your mobile device, or access mybrightwheel.com on your browser.

Step 2: After registering on Club Automation, you will receive an invite link to the PLEX Kids Program in Brightwheel. After clicking the link, your account will automatically be linked.

ALL contacts can be added to Brightwheel with different permissions: **Parent, Family, Approved Pickup, and Emergency Contact.** Parent permissions include the ability to send and receive messages, check their children in and out for the day, see their child's profile and daily feed, add family & pickups, and message Team Leads directly.



## School's Out Days

Our School's Out Day program is only available for O'Fallon District 90 breaks, closures, or dismissals. The following days are based on the O'Fallon District 90 **2026-2027** School Calendar and do not require student attendance by the school:

- August 10-11 – Teacher Institute
- October 9 – Teacher Institute
- October 12 – Columbus Day
- October 13 – Parent/Teacher Meeting
- November 11 – Veteran's Day
- November 25-27 – Thanksgiving Fall Break\*
- Dec. 22 - Jan. 1 – Winter Break\*\*
- January 4 – Teacher Institute
- January 18 – MLK Day
- February 12 – Parent/Teacher Meetings
- February 15 – President's Day
- March 26 – April 2 – Spring Break

\*Subject to limited facility hours for Metro Rec Plex staff may observe the holiday and spend time with family. All early closures are subject to change.

\*\*8 days max. EXCLUDING Christmas Eve, Christmas Day, and NYD

## Metro Rec Plex Closures

No childcare coverage is offered on the following days due to the McKendree Metro Rec Plex holiday closures:

- September 7 – Labor Day
- December 24 – Christmas Eve
- December 25 – Christmas Day
- January 1 – New Year's Day
- May 31 – Memorial Day

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## Health & Safety

### Illness and Exclusion Criteria

Parents must list all allergies, medical conditions, and medications in the enrollment packets. Medication needed during program hours requires a completed Medicine Authorization Form. All children must be current on immunizations.

Children who are ill or showing signs of a contagious disease will not be allowed to attend. A child will not be able to attend any of the PLEX Kids programs if they have the equivalent of a one hundred and one (101) degrees or higher oral temperature and another contagious symptom, such as, but not limited to rash, diarrhea, or a sore throat. In case of illness or injury, parents will be contacted. If unreachable, listed emergency contacts will be called.

### Safety

In the event of inclement weather, or other acts of God, is the cause of school closing we must ensure the safety of both the students and our staff. We reserve the right to close early or completely cancel PLEX Kids Programs, at our discretion. Every effort will be made to avoid this happening.

Firearms of any kind are prohibited.

### Minor Injuries

If a child has a minor injury during childcare hours, our childcare staff will tend to the child and notify the parent upon departure with an incident/injury report. The report must be signed by the parent and a copy of the report can be given to the parent on request.

### Major Injuries & Medical Emergencies

Parents will be notified immediately in the event of a serious injury or medical emergency. If the center is unable to contact the parent, PLEX Kids staff will call an ambulance. The responding medical personnel will make any determinations as to if the child should be transported to a hospital, in which the child will be taken to Memorial Hospital by ambulance at:

**Memorial Hospital East**  
**1404 Cross St.**  
**Shiloh, IL 62269**  
**(618) 607-1000**

A qualified staff member will remain with the child until a parent arrives. An incident/injury report will be completed.



## Emergency Procedures

Emergency plans have been developed and are available for viewing in the childcare office. Staff members are trained in basic emergency procedures. Necessary responses to issues regarding natural disasters (floods, tornadoes, hurricanes, etc.) and fire escape routes are addressed in staff training. Quarterly fire drills and periodic tornado drills are conducted as per the McKendree Metro Rec Plex's schedule.

### Emergency Situations Affecting Facility

In case of the following instances:

- Gas leak
- Loss of heating or cooling
- Loss of water
- Loss of electricity
- Fire
- Bomb and/or terrorist threats
- Power failure (affecting climate control)
- Structural damage to facility

Your child will be relocated, and you will be notified immediately to come and get your child from the evacuation site, or an alternative location if warranted.

### Severe Weather

In cases of inclement weather, the program will follow the actions of the O'Fallon District 90 schools. If the school is closed due to weather, then the PLEX Kids programs will also close. If the weather begins to worsen during the day, and school extracurriculars are cancelled, we will contact you to pick up your child as soon as possible so our staff members may get home safely.



## Arrival/Departure Procedures

### Arrival

For all childcare programs in the McKendree Metro Rec Plex childcare classrooms (except for the PLEX Kids Summer Camp Program and the After School Program), parents are required to sign their children in with **the parent's name, the parent's phone number, the child's name, the child's age, the date, and the time**. If the parent is staying within the McKendree Metro Rec Plex facility, they are required to list **what facility room** they will be using for the duration.

For the **PLEX Kids Summer Camp program**, arrival/departure procedures will be automated at the facility entrance upon arrival. A parent or guardian must be present.

For the **After School Program**, PLEX Kids are responsible for your child once your child enters the facility and is checked in by our staff; brought to the program and is checked in by the parent/guardian; or when the student is dropped off via school bus.

We do not allow children to be dropped off 30 minutes before closing for any program.

### Departure

In order to ensure the safety of your child, parents must enter the building and sign their child in and out of our programs. Photo ID is required for the release of your child. The child will only be released to his/her parent and /or those adults designated on the enrollment form.

If a parent is NOT allowed to pick up a child, the center must have a copy of the court order signed by a judge. Without this documentation, we are obligated to release a child to either parent. PLEX Kids will only follow what the court order states.

### Late Departure

Childcare operating hours are strictly observed. A **\$5.00 per minute late fee** will be charged if a child is not picked up after operating hours, or after exceeding the two-hour Childwatch time limit. Please contact the Program Director or Assistant Director if an unexpected emergency will cause you to be late picking up your child..

### Authorized Pick-Up

Emergency contacts are contacts other than the parent/guardian that will be contacted in case of an emergency. Authorized Pick-Up contacts are contacts other than the parent/guardian who the childcare attendants may release the child to on pick-up. Children will only be released to individuals listed on the Authorized Pick-Up form completed upon enrollment. Staff will not release a child to anyone who appears to be under the influence of drugs or alcohol, and authorities will be contacted in such situations.

## Behavior Management & Discipline Policies

### Policy Statement

All children are entitled to a pleasant and safe environment while participating in our PLEX Kids programs. Self-management skills and positive social interactions among children and adults are encouraged and maximize everyone's enjoyment of the program. PLEX Kids staff use positive guidance methods according to the following guidelines:

### WE WILL

- **Model appropriate behavior:** Caregivers demonstrate respect, patience, and cooperation.
- **Redirect:** Offer alternative activities when a child is engaging in unsafe or disruptive behavior and help them become acquainted with their feelings.
- **Use positive reinforcement:** Praise specific behaviors and establish an atmosphere of trust between the children and PLEX Kids staff.
- **Set clear and consistent rules:** Keep rules simple and age-appropriate. Children are expected to work and play within these rules.

### WE WILL NOT

- **Inflict corporal punishment:** Corporal punishment includes, but is not limited to, spanking, hitting, shaking, biting, pinching, pushing, pulling, or slapping.
- **Withhold privileges:** Granting or withholding food, rest, activity, or bathroom access as discipline for a child is strictly against our policy.
- **Inflict verbal abuse:** Use any verbal language that inflicts shame, humiliation, criticism, embarrassment, or belittlement of the child or the child's family for any reason.

### WE DO NOT ALLOW

- **Unruly behavior:** Disrupting activities; playing/wandering unsupervised in the restroom, hallways, or any other McKendree Metro Rec Plex facility room accessible to the public.
- **Inappropriate behavior:** Fighting, defacing property, vandalism, stealing, or public/inappropriate displays of affection or touching.
- **Disrespect:** Ignoring/disobeying rules set by staff, disrespecting staff or other children, and using foul language.

### Termination Policy

Disruptive or unsafe behavior may result in suspension or termination from PLEX Kids programs. No refunds will be given for termination due to behavior. Parents will be notified if unruly/dangerous behavior occurs. If this behavior continues, childcare coordinators reserve the right, after meeting with the parents, to suspend or terminate all childcare services for that child.



## Mandated Reporting of Suspected Child Abuse and/or Neglect

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 McKendree Metro Rec Plex are considered mandated reporters, under this law. The employees of McKendree Metro Rec Plex are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behaviors, or conditions 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 McKendree Metro Rec Plex take this responsibility very seriously and will make all warranted reports to the appropriate authorities.

As mandated reporters, the employees of McKendree Metro Rec Plex cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in “good faith.”

Causes for reporting **suspected** child abuse or neglect include, but are not limited to:

- Unusual bruising, marks, or cuts on the child’s body
- Severe verbal reprimands
- Improper clothing relating to size, cleanliness, season.
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol
- Leaving a child unattended outside of PLEX Kids operating hours.
- Failure to attend to the special needs of a disabled child.
- Sending a sick child to school over-medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside
- Children who exhibit behavior consistent with an abusive situation

Suspected abuse will be reported to the Illinois Department of Family and Children Services (DCFS). More information can be found at [childabuse.illinois.gov](http://childabuse.illinois.gov).

The Illinois Abuse & Neglect phone number is 1-800-25ABUSE (252-2873).



## Confidentiality

With PLEX Kids, confidential and sensitive information will only be shared with employees of the McKendree Metro Rec Plex who have a “need to know” in order to most appropriately and safely care for your child. Confidential and sensitive information about employees, other parents, and/or children will not be shared with parents, as McKendree Metro Rec Plex strives to protect everyone’s right of privacy. Confidential information includes, but is not limited to, names, addresses, phone numbers, disability information, or other health related information of anyone associated with McKendree Metro Rec Plex.

Outside of McKendree Metro Rec Plex, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided by law. Parents will be provided with a document detailing the information that is to be shared outside of McKendree Metro Rec Plex, people with whom the information will be shared, and the reason(s) for sharing the information.

Our Confidentiality Policy protects every child’s privacy. Employees of McKendree Metro Rec Plex are strictly prohibited from discussing anything about another child with you.

## Children’s Files Policy

The use or disclosure of financial or other information concerning children or families will be limited to purposes directly connected to the program. No other use of this information may be made without parents’ prior written consent. Legal parents/guardians shall have access to all information contained in their own child’s individual file. The files will be maintained for a period of one year after the child is no longer in care:

- Enrollment form
- Emergency medical information
- Parent acknowledgment page
- Incident report(s)
- I.E.P information (if applicable)

## Parent Code of Conduct

PLEX Kids always requires the parents of children enrolled in any PLEX Kids Program(s) to behave in a manner consistent with decency, courtesy, and respect. One of the goals of PLEX Kids is to provide the most appropriate environment in which a child can grow, learn, and develop. Parents are required to behave in a manner that fosters this ideal environment. **Parents who violate the Parent Code of Conduct may be subject to termination from childcare services.**

**1. Swearing/Cursing:** No parent or adult is permitted to curse or use other inappropriate language in the childcare classrooms if other children are present. At NO time shall inappropriate language be directed towards employees of McKendree Metro Rec Plex.

**2. Threatening of Employees, Children, Other Parents, or Adults Associated with McKendree Metro Rec Plex:** Threats of any kind will not be tolerated. All threats will be reported to the appropriate authorities and will be prosecuted to the fullest extent of the law. Parents must be responsible for and in control of their behavior at all times.

**3. Physical/Verbal Punishment of Your Child or Other Children at McKendree Metro Rec Plex:** Acts of corporal punishment are not permitted in the childcare classrooms. Parents are always welcome to discuss a behavior issue separately with the Director. Parents are prohibited from addressing, for the purpose of correction or discipline, a child that is not their own. If a parent should witness another parent's child behaving in an inappropriate manner or is concerned about behavior reported to them by their own child, it is most appropriate for the parent to direct their concern to the childcare Director. All behavioral concerns should be brought to the Director's attention. At that point, the Director will address the issue with the other parent. All children enrolled in our school have privacy rights and are further protected by our Confidentiality Policy.

**4. Smoking:** For the health of all McKendree Metro Rec Plex employees, children, and associates, smoking is prohibited anywhere on facility property. Parents are prohibited from smoking in the building, on the grounds, and in the parking lot of McKendree Metro Rec Plex.

**5. Violations of the Safety Policy:** Parents are required to follow all safety procedures at all times. These procedures are designed to protect the welfare and best interest of the employees, children, and associates of McKendree Metro Rec Plex. Please be particularly mindful of McKendree Metro Rec Plex entrance procedures.

**6. Confrontational Interactions with Employees, Other Parents, or Associates of McKendree Metro Rec Plex:** It is expected that all disagreements with employees of McKendree Metro Rec Plex be handled in a calm and respectful manner. Confrontational interactions are strictly prohibited.

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**7. Violations of the Confidentiality Policy:** McKendree Metro Rec Plex takes very seriously the responsibility of maintaining the confidentiality of all people associated with the facility. Please recognize that the Confidentiality Policy not only applies to your child or family, but all children, families and employees associated with McKendree Metro Rec Plex. Any parent who shares any information considered to be confidential pressures employees or other parents for information, which is not necessary for them to know, will be in violation of the Confidentiality Policy.

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## Contact

Our staff is here to help! Please contact us with any questions about the PLEX Kids Program or your child's participation at [plexkids@metrorecplex.com](mailto:plexkids@metrorecplex.com). You may also directly message childcare staff at any time on **Brightwheel** (see page 5 for details).

### DIRECTOR

Donna Gassmann

[donnagassmann@icloud.com](mailto:donnagassmann@icloud.com)

### ASSISTANT DIRECTOR

Joy Thompson

[plexkids@metrorecplex.com](mailto:plexkids@metrorecplex.com)

### FACILITY CONTACT

(618) 589-3800

[memberservices@metrorecplex.com](mailto:memberservices@metrorecplex.com)

**We look forward to seeing your child at the McKendree Metro Rec Plex!**