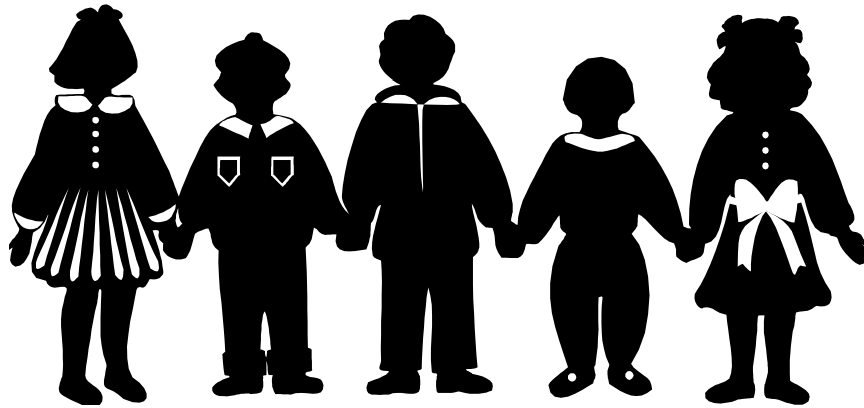


Freedom Aquatic and Fitness Center KidKare



Policies and Procedure Manual
703-993-8524

Revised January 21, 2009

Freedom Aquatic & Fitness Center

KidKare Policies and Procedures Manual

Purpose

KidKare is designed to provide limited sitting service for our guests while using the Freedom Aquatic & Fitness Center. The following rules and regulations were developed with the safety and concern of your children in mind and for the courtesy of all our guests using the KidKare services. Please keep in mind that we have many children using our KidKare throughout the day. It is important to follow these guidelines so that each child's experience is an enjoyable one.

Parents/guardians must be present in the Freedom Aquatic & Fitness Center to use the service. If we find that you are leaving the center, we will refuse future care of your child.

Hours and Fees:

KidKare service is available for children 6 months – 11 years on a "for fee" basis. You may add it to your six month, or annual membership or choose to pay a daily rate. When paying a daily rate, please be sure to check availability **before** paying. Please note that if a child has a membership to the Center, that does not include KidKare privileges. The paying parent/guardian must pay for KidKare separately.

You must **register** your child in the KidKare office prior to using KidKare services. KidKare is available to serve you the following hours:

*Kid Kare Hours	
Monday-Friday AM	8:30 a.m. – 2:00 p.m.
Monday- Friday PM	4:30 p.m. - 8:30 p.m.
Saturday AM	8:30 a.m. - 1:30 p.m.
Sunday AM	10:00 a.m. – 1:30 p.m.

*Please note that children cannot be dropped off earlier or picked up later than the available hours. Remember to pick up your child by the end of your reservation time, especially if you are leaving your child towards closing time. There is a **5-minute** grace period if a child is not picked up by the close of KidKare hours. At 6 minutes, there will be a charge of \$10.00 for every 15-minute increment (i.e. Late 6-15 minutes=\$10.00, late 16-30 minutes=\$20.00).

Children are allowed a maximum stay of 2 **consecutive** hours per day (time to be used during 1 visit per day). This applies to daily rate patrons and members who have KidKare Add-on.

Patrons who choose to pay a daily rate for KidKare must pay for the service at the front desk before checking in at Kidkare. Please bring the receipt to KidKare as proof of payment.

Our daily KidKare fees are as follows: all time within the 1st hr. - \$3.00; 1 ½ hrs. - \$4.50; 2 hrs.- \$6.00. A **5-minute** grace period is allowed after reserved time. At 6 minutes, you will be charged a late fee of \$3.00 for every 15-minute increment that you are late (i.e. Late 6-15 minutes=\$3.00, late 16-30 minutes=\$6.00, late 31-45 minutes=\$9.00)

Each visit to KidKare must be paid in full at the time service is rendered. Reservations are recommended. We **do not** take IOU's. **Any balance or late fees must be cleared before KidKare services can be provided.**

Nursery/Activity Room Protocol:

All babies must be brought in wearing a clean diaper when visiting the nursery. Please provide a change of clothing, diapers and wipes in case a diaper change is necessary during your child's stay. If your child is 2 ½ or older, you will be called to the activity room if your child needs assistance in the restroom or to be changed. Sorry, we do not potty train. All of your child's belongings must be labeled. If items are not labeled, the attendant will label your child's belongings with a permanent marker. Please include a bottle or sip cup and a comfort item in case they are needed. Older children must be taken to the restroom for hand washing prior to entering KidKare.

Parent(s)/guardian(s) **must** sign locator sheet each time he/she uses this service so that his/her location **in the building** is known for emergency purposes. You may be asked to leave a driver's license at the time of drop-off for security purposes, so that our staff can become familiar with you and your child. The Freedom Center also identifies each member by taking a picture of the member and attaching it to their membership account. This is accessible via our computer in KidKare. Parents leaving license(s) or dropping off will be the only person(s) permitted to pick up a child unless other arrangements are made and approved by the supervisor on duty. Please do not be offended if we ask for ID. The safety of your children is of our highest concern.

To ensure the safety of the babies/toddlers and the cleanliness in the nursery room, parents(s) will not be permitted to enter the room at the time of drop off or when picking up. Please hand your child to the attendant at the nursery door along with labeled diaper bag, labeled cup/bottle, etc.

Prior to entering the nursery, children must remove shoes. Socks and/or slippers must be worn in the nursery. New shoes that have not been street worn are acceptable. This rule applies to staff as well. This is to avoid transmission of germs to infants who are not yet walking and spend most of their time on the floor. No bare feet are allowed. Shoes are required in the activity room.

No items may be brought into KidKare that could be harmful to your child or other children. Items approved by a supervisor will be permitted but, KidKare is not responsible for any items that are broken, lost or stolen.

Your child must be healthy to use KidKare. The attendants on duty have the right to determine the wellness of the children. Children that are brought in with the symptoms listed below will not be allowed to enter Kidkare. We ask that you **refrain from returning to KidKare until they have been symptom free for a period of 24 hours** or show proof of having been treated by a physician to avoid transmission of disease.

- Fever;
- Pink Eye;
- Unidentifiable rash;
- Runny nose that is not clear – has green, yellowish/brown tint;
- Any contagious disease, or
- Was kept or sent home from school that day, due to illness.
- Severe Cold;
- Head Lice;
- Vomiting;
- Diarrhea;

All allergies or medical conditions which may limit activities should be brought to the attention of the Staff.

Any child who continuously displays disruptive behavior including, but not limited to, screaming crying, fighting, and biting, etc. will need to be picked up immediately. Incident reports will be filed. If a child is UPSET and unable to be consoled for more than 15 minutes, the parent will be called and asked to return to pick up their child. After three incident reports a discussion may be necessary with parent(s) and supervisor to determine if child can continue in KidKare.

No food is allowed in the Nursery/Activity Rooms. Bottles and sip cups are permitted.

In order to reduce the transmission of germs we are asking all parents to please wash their child's hands prior to entering the KidKare area.

We reserve the right to refuse admission to any child, or parent, who is unable or unwilling to adjust to our KidKare service. Services will also be denied due to continuous late pick-ups, outstanding fees, or multiple no shows.

So You're Ready To Use KidKare!! Welcome!!

Registration Procedures

To use KidKare, an Emergency Contact Form and Signed Policy statement (can be obtained at KidKare) must be filled out prior to the first visit. We also need proof of identity for the child, which includes his/her birthdate,. This can be in the form of a birth certificate, birth letter from the hospital or passport. This should be brought in prior to the first visit.

Reservation Procedures

Walk-ins are welcome but, reservations are **required** to ensure a space for your child in KidKare. They can be made in person or by calling KidKare. Phone reservations left on the KidKare answering machine will not be confirmed. **Assume that your reservation/cancellation has been taken unless you hear from us.** Reservations for KidKare are taken on a first come - first serve basis up to one week in advance. Walk-ins will only be taken on a space available basis **up to one hour before KidKare closes.** Please note that KidKare closes 1 hour early if children are not reserved for that time.

Please let us know if your child(ren) will not be attending their reserved time in KidKare. Patrons who reserve space in KidKare and fail to cancel by phone or in person, **prior to** the reservation start time, **will be charged** for the time they reserved (no show fee). ***This includes members who have KidKare added on to their membership package.*** Please cancel as early as possible to free up that time for other guests as space is limited, especially during peak times and we often have to turn people away. **Any balance or late fees must be cleared before KidKare services can be provided.**

All policies and Procedures are subject to change.

For more information please call 703-993-8524