



Welcome to Kids World!

**Welcome to Kids World. We look forward to taking care of your child while you use the club. Please take the time to read and become familiar with our policies, which have been set to ensure your child's safety and enjoyment of Kids World.**

#### **OUR MISSION STATEMENT**

At ClubSport's Kids World childcare and play centers, we provide a safe, stimulating and playful environment where children are encouraged to learn, explore, experiment, and be active, imaginative, social and creative.

ClubSport is committed to ensuring the safety of all children left in our care. All staff are trained in emergency response procedures and are AED certified. In addition, our child care staff are registered through Trustline, as required by SB 702 for Ancillary Day Care Centers.

Trustline is California's registry of license-exempt child care providers who have passed a background screening. All caregivers listed with Trustline have been cleared through a fingerprint check of records at the California Department of Justice's CA Criminal History System, the California Child Abuse Central Index, and the Federal Bureau of Investigation's criminal history database. Trustline is administered by the California Department of Social Services and the non-profit Child Care Resource and Referral Network. It is endorsed by the California Academy of Pediatrics.

ClubSport also operates our child care center in accordance with the California Health and Safety Code Section 1596.70 which requires a parent or guardian to remain on the premises at all times when a child is left in our care.

#### **ABOUT KIDS WORLD**

Kids World is a "club-within-a-club" at ClubSport – a place specially designed for children from infants to pre-teens. Parents must remain on-site while your children are in Kids World. Parents can rest assured that their children will be well cared for and will have a fun and enjoyable experience during each visit.

Our Daily Activity Calendar offers an innovative array of games and activities to keep kids active, involved and engaged. Your child will have the opportunity to participate in group activities, to pursue individual interests, or to just play with friends. This Kids World entrance is located near the Front Desk, making it easy and convenient for parents to drop off children in Kids World upon arrival.

#### **OUR STAFF**

Our Kids World managers and associates have a true love of working with children. They have all been through a background check, CPR and first aid training, and extensive club training in the provision of child care services. We all share the common goal of providing a safe, enriching and caring environment for your children.

## HOURS OF OPERATION

Kids World is open seven days a week and is reservation-based.

- Monday through Thursday ..... 8:00am to 9:00pm
- Friday ..... 8:00am to 1:30pm and 3:30pm to 7:30pm\*
- Saturday through Sunday..... 8:00am to 1:30pm

Please note that all hours are subject to change. Staff is available only when reservations are scheduled. Special hours of operation for holidays and for large club events will be posted in Kids World.

\*On Fridays from 3:30pm to 7:30pm, Kids World will be available by reservation only. Reservations may be made up to three days in advance and no later than the Thursday before by calling (408) 574-2407. If no reservations have been made by 9:00pm on Thursday, Kids World will close Friday at 1:30pm.

## KIDS WORLD PRIVILEGES

Kids World is for children ages six weeks to 12 years old.

- Children ages 6 weeks to 12 years old on an adult membership receive two complimentary hours of childcare services per day. This option is perfect for frequent visitors.
- Parents can opt to pay for up to two hours of childcare services per visit. This option is perfect if the child visits the club infrequently.

As an unlicensed childcare facility in a recreational sports club, Kids World exists to provide interim daycare for the children of members while you are visiting ClubSport. For this reason, only a parent or legal guardian may drop off his or her child in Kids World (i.e., you may not check in anyone's child but your own) and the parent or legal guardian must stay on our premises throughout the child's stay in Kids World.

## KIDS WORLD GUIDELINES

Children on a membership receive two hours of free childcare services per day. All children must be on a membership in order to enjoy the use of any club amenities, including pools, locker rooms and fitness areas. The cost of adding a child to a membership is \$50 per month.

Kids World features a separate infant area for children six week through 3 years old, with age-appropriate activities and safety features.

All children must be accompanied by an adult at all times or checked into a ClubSport program. Teens 13 years old or older who are members may use the club without adult supervision as long as they have completed the TeenFit Certification and aqua assessment.

## RESERVATIONS

Kids World is reservation-based, but drop-ins are welcome based upon availability. Reservations can be made up to three days in advance in person or by phone. For same-day reservations, please call the reservation line at (408) 574-2407.

Please be prepared to provide the following information when you make a reservation:

- Requested date and time
- Child's name and age
- Length of stay
- Phone number where we can contact you

If a parent is running late, call Kids World and we'll hold the reservation; however, the reservation ends at the time originally reserved. Reservations can be extended if there is availability.

## KIDS WORLD FEES

Payment is expected for time reserved upon arrival at Kids World. Fees are based on reservation time, not actual time used.

- Member Parent/Non-Member Child ..... **\$8.00** per hour\*
- Additional 30 Minutes..... **\$3.50\***  
*(30-minute minimum, two hours max per day)*

- Non-Member Parent/Non-Member Child ..... **\$12.00** per hour\*
- Additional 30 Minutes..... **\$6.00\***  
*(30-minute minimum, two hours max per day)*

- Late Pick-Up Fee of \$10\* will be charged for every 15 minutes exceeded beyond scheduled pick-up time.

**\*Fee is per child.**

## YOUR FIRST VISIT

Prior to your child's first visit to Kids World, we ask that you complete our "Emergency/Waiver Form" and show us proof of your child's birth date and vaccinations. The form includes important information about your child and the names/contact information for each parent or legal guardian who is authorized to drop off and pick up your child from Kids World.

## CHILDREN NEW TO KIDS WORLD

Coming in to a new environment can sometimes be a frightening experience for a young child. Each child is different, but for those who are tentative or insecure about being left in a new place, we have found that they adjust best when parents use the club in the following manner:

- For the first few visits, we recommend short visits between 20 and 40 minutes, with a gradual build-up of time on future visits.
- When dropping children off, make your departure as quick as possible. A quick goodbye eases the separation for the child; don't sneak out.
- Staff members are available and open to any suggestions you may have to help us ease your child into the facility. In addition, staff members can provide you with advice on how to ease the transition into Kids World.

## SPECIAL NEEDS CHILDREN

If your child has special needs, please arrange a meeting with our Junior Program Manager prior to your first visit. Reviewing your child's special needs will allow us to be prepared to take care of your child and ensure a successful visit.

Please note that we are not able to provide constant one-on-one care for individual children, and that there may be cases that we are not equipped, staffed or properly trained to accommodate. Staff will try their best to make your child comfortable, but in the event that your child does not calm down in 15 minutes, you will be paged over the intercom.

## CHECKING IN

Each time you check your child into Kids World, we will ask to see your membership card. If you do not have a ClubSport membership card, you may have your photo taken and a card made in the Membership Office. Membership cards are required to access Kids World.

Each visit, you will be required to check your child in and out on the Kids World sign-in sheet located at the check-in desk. Our Kids World attendant will ask you which part(s) of the club you will be using – recording this will allow us to find you quickly should the need arise.

Once you have completed the check-in process at the Kids World front desk, children will be allowed into the center.

### **SAFETY AND OTHER POLICIES**

To ensure a safe and enjoyable experience in Kids World for all children, we have put together the following policies and guidelines:

- Only parents or legal guardians will be allowed to check in children to Kids World.
- Parents must remain on ClubSport premises while your children are in Kids World (failure to comply may result in loss of childcare privileges).
- Please place all diaper bags, backpacks or other allowed items in a cubby. Children's belongings should be labeled. No personal items or toys (other than infant/toddler comfort items, such as a blanket, pacifier, etc.) will be allowed into Kids World due to possible loss, theft, breakage, conflict and health issues.
- Upon arrival, please check your child's pockets and remove any small items that could fit into a child's mouth, regardless of your own child's age.
- Please notify staff if your child is potty training.
- Please ensure that diapered children are dry and clean before bringing them into Kids World; disposable diapers only please. Parents are welcome to use our diaper changing station.
- All electrical sockets are "baby-safe".
- Beverages must be in plastic, non-spill containers and food items should be finger foods that your child can self-feed.
- Glass containers are not allowed in Kids World.
- Due to allergies, Kids World is a "nut free zone". Nuts and nut products are not allowed.
- Due to choking hazards, nuts are not allowed in Kids World and we ask that you cut grapes and hot dogs into small pieces.
- If a child is upset or uncomfortable for a period of 15 minutes or longer, the staff has the option to request parental assistance.
- For the safety of children, adults are not allowed in Kids World other than to drop off and pick up their children.

### **SICK CHILDREN**

For the health, wellbeing, and safety of all children, we ask parents to not bring children who are ill to Kids World. If, in the determination of our staff, a child shows visible signs of illness at check-in, we will not permit admittance. Should your child show signs of illness after entering, we will contact you immediately to remove your child from the facility.

The guideline to follow is that a child must be symptom-free for a 24-hour period from fever, colds, an excessive runny nose that is not clear, coughing that is congested or "croupy" sounding, breathing that sounds congested, a rash of any kind, eyes that are red or swollen, eye discharge, vomiting or difficult teething issues. Children on an antibiotic medicine for less than 24 hours should not be brought in. If we wipe your child's clear runny nose three times, we will ask you to come get your child. Germs are commonly transmitted through children's hands. We recommend that you wash your child's hands both before and after a visit to Kids World.

### **BABIES & TODDLERS (6 weeks to 3 years)**

Our infant and toddler area has been designed to meet the needs of the very young to the more independent child that requires a little more activity but still needs to be closely monitored.

We accept babies as young as 6 weeks old. A newborn may be in Kids World for up to 1¼ hours per day. When you bring your newborn for the first time, we will need to see documentation of your child's birth date.

Please follow these guidelines:

- Newborns should arrive fed, dry, and well rested. Please take a moment to prepare your child prior to or upon arrival to ensure a successful visit.
- Please have a bottle available for your child. All bottles must be non-breakable, marked clearly with your child's name, and brought premixed and warmed (a thermal bottle bag works well).

We feel babies and toddlers need to build trust in their childcare provider during the absence of their parent. This means a lot of holding and assisting them to feel safe in their environment. We strive to keep them happy and minimize crying by feeding them when hungry and providing stimulation to keep them entertained.

To aid their development, it's important that this age group gets plenty of floor time so that they can learn and reach such milestones as sitting, crawling, standing, and walking. We want our babies to learn and explore the environment.

Please be sure to sign your child in on the sign-in and specify any special instructions such as snack times. Please label all eating and drinking items. The staff welcomes any suggestions you might have on soothing your baby or toddler.

### **PRESCHOOLERS (3 to 5 Years)**

Preschoolers love to express themselves through imagination and creativity. They also express themselves through art – their pictures are detailed and precise; we encourage that expression and provide the necessary materials for their creativity.

Preschoolers enjoy spending quality time with staff, so we lend ourselves for games and sitting along side them just for conversations. They like puppets and "cooking" in our kid-size kitchen. Friendships are important to them as well, and can often impact their time spent in Kids World. Special activities, such as gym games, are scheduled throughout the day to assist with their independence and development. Be sure to check our monthly calendar for upcoming events that your child might be interested in attending. Other than programs specified as fee-based, all activities on the calendar are free to children signed into Kids World at the time of the activity.

We assume that children in this age group, if not yet potty-trained, are able to tell us if they need to have their diaper changed. If your child is over the age of 2½ and in diapers, please mention this to the staff so we can be sure to catch any dirty diapers. Please alert staff so we can encourage those children to use the bathroom frequently to avoid accidents. Please send potty training children with a spare change of clothes, just in case.

### **AGGRESSIVE BEHAVIOR POLICY**

Children must follow the direction and instruction of our staff at all times. Behavioral problems that require discipline and compromise the safety of other children may result in suspension of privileges for a defined period. Appropriate action will be determined on a case-by-case basis.

If a child bites, scratches, kicks, hits, uses foul language, or demonstrates any hostile actions toward another child while in Kids World, we will follow this protocol:

- The aggressor and injured child will be separated.
- First aid and TLC will be applied to the injured child and his/her parent will be notified.
- The aggressor's parent will be notified to come to Kids World and remove the child from the facility for the day.
- An incident report will be completed based on severity of incident.

Information regarding a particular child or offender is kept confidential. If there is a pattern of ongoing aggressive behavior, Kids World privileges may be suspended for an extended period by ClubSport

management. The parent will be notified regarding finding alternative interim care or time limitations in Kids World.

As an example, in instances of biting: after the first and second bites, the child will be sent home (based on severity). If a third bite takes place within a 30-day time period, this action may lead to a 30-day suspension from Kids World privileges.

#### ***ADDITIONAL INFORMATION EXCERPTED FROM OUR CLUBSPORT MEMBER HANDBOOK:***

#### **DEPENDENT POLICIES**

ClubSport is a facility that appeals to families as well as adults without children. We ask parents to advise your children and teens on appropriate behavior and to supervise them (where required) while visiting the club. This is particularly important in the fitness center, restaurant, swimming pools, and family locker room.

ClubSport's objective, first and foremost, is to ensure the safety of all our members. Our Dependent Policies are designed for the overall safety of children and juniors while in the club.

#### **CHILDREN (Ages 12 and Under)**

Children ages 12 and under must be accompanied and directly supervised by a parent or adult guardian at all times while in the club, except when:

- Registered in Kids World (parent must remain on premises); or
- Enrolled in a club-sponsored and supervised program, such as a camp, clinic, class, special event or birthday party (parent must remain on premises).

Children may not enter the Fitness Center, Group Fitness Studios or the adult locker rooms. As of age 13, a child who completes the club's TeenFit certification and the aqua assessment may use the Fitness Center and Lap Pool when accompanied by a parent.

Children must be enrolled on a membership in order to enter the club or use any club facility (pool, gymnasium, etc.) or a guest fee may be paid.

#### **JUNIORS (Ages 13-17)**

Juniors may use the club facilities without being accompanied by a parent or adult guardian as long as:

- The club has on file a Youth Waiver signed by a parent;
- The junior member has completed the club's TeenFit certification and aqua assessment;
- The junior member follows all club policies and guidelines for conduct.

Juniors must be enrolled on a membership in order to use any club facility, or pay a guest fee. Juniors may purchase an Individual membership at ClubSport, with a parent's signature of approval and agreement to pay all dues and fees. All junior policies still apply.

#### **DEPENDENT DEFINITION**

A member's child may be on his or her parent's membership through age 17, as long as they are living at the same address. Upon their 18th birthday, dependents have the opportunity to "roll off" the family membership onto an individual membership, without incurring an initiation fee.

#### **PARENT RESPONSIBILITIES**

We ask all parents to take responsibility in following the club's policies for children and juniors, and for accompanying or directly supervising their children where and when the club requires. Direct supervision means that you are participating side-by-side with your child in the selected activity or you are watching them from a close distance, and ensuring that your child is performing the activity in a safe, non-disruptive manner.

