

# FOUR SEASONS CHILDCARE GUIDELINES

Welcome to Four Seasons Childcare. We are very happy to offer you, our members, a quality, complimentary Childcare program. We strive to create a warm and welcoming atmosphere, so that you and your children enjoy a positive experience. Childcare is offered to Four Seasons members who possess a family membership, non-members who are on an active family trial membership, and child with a valid one day guest pass. See the front desk for more details on membership and guest pass options.

## CHILDCARE PRE-REGISTRATION

**Parents should sign-up for the Childcare program before bringing their child for the first time.** The Front Desk or Childcare staff will ensure you have the correct forms and information in order to prepare your family for a positive experience. Parents must complete and sign an Allergy/Medication Form. **Parents must also complete and sign a Child Release card, which must accompany the child every time he/she attends Childcare.**

## ALLERGIES AND EPI-PEN POLICY

If a child has an allergy he or she might be exposed to while at Four Seasons, parents must complete a pink Child Release card that will alert all Childcare staff of the allergy upon the child's arrival. **If a child has a prescribed EPI-PEN or inhaler for his or her allergy, parents must complete the bottom portion of the Four Seasons Emergency Medication form, which must be signed by the child's physician PRIOR TO accessing Childcare. The EPI-PEN must accompany the child EVERY TIME he/she checks in to Childcare. Without the EPI-PEN, the child will not be admitted.**

If a child currently has a pink (allergy) Child Release card and he/she no longer has the allergy/requires the medication described, parents are responsible for completing a new Waiver of Liability form. Once completed, a new Child Release card (yellow) will be created for the family.

## CHECK-IN POLICIES AND PROCEDURES

In order to check into Childcare, parents will need their Four Seasons membership card. In addition, members must have a yellow (denotes no allergies) or pink (allergy) Child Release card. **If you forget these items, you will need to fill out a temporary Child Release Card. You may also be asked for ID if your picture is not on your Four Seasons account.**

Children must be checked into Childcare by their parent(s) or a member who is an adult (18 years or older), who is named, and in possession of the Child Release Card. **Siblings and babysitters under 18 may not check children into Childcare, nor can they pick up a child from Childcare.** Babysitters (18 and older) MUST have the Child Release Cards with them when dropping off another members' child. Their name MUST be written in the spot "Others to release child to:" ***If the babysitter does not have the Child Release Card for the child they are babysitting, the child cannot be admitted into Childcare.***

## CHILDCARE HOURS, TIME LIMITS, AND CAPACITY/RATIO REGULATIONS

Childcare is available from 8:00am until 1:00pm, and then again from 4:00pm to 8:00pm, Monday through Thursday. On Friday, Childcare is available from 8:00am until 1:00pm. On Saturday, Childcare is available from 8:00am-1:00pm. There are also extra Childcare hours at Four Seasons 2 only on Fridays from 4-7pm and Sundays from 10-1pm.

Families may utilize Childcare for a maximum of 2.5 hours a day, regardless of visiting multiple times a day to different facilities. With this in mind, shorter times may be appropriate for some children. Parents MUST remain in the building at Four Seasons while their children attend Childcare.

Parents are responsible for keeping track of their time. All children should be picked up 5 minutes prior to Childcare closing.

If a child shows signs of distress (i.e. crying inconsolably for more than 10 minutes), or inappropriate behavior, parents will be notified and asked to remove their child from Childcare.

Childcare is offered on a first-come, first-serve basis. Each Childcare room has an occupancy restriction, and when there are multiple fitness classes offered at one time, Childcare rooms sometimes reach capacity. Additionally, our Childcare staff utilizes a ratio tracking system in order to ensure safety of all children. When a Childcare room is at ratio, a Wait List will be available at the front desk of each club. We apologize for the inconvenience, but there are several different fitness options available at Four Seasons, and only one Childcare program. To help with this, there is a big "Childcare is FULL" sign on the windows to the right of the front door. If Childcare is FULL when you arrive, the sign will be flipped so you can see this message from your car. You can then at that point decide if you want to wait or bring the kids in to wait.

When one of the Childcare rooms becomes full, Childcare staff will separate children by age groups. This procedure allows staff to keep everyone safe and able to have fun in an age-appropriate environment. The age divisions between the two rooms varies between three and five years of age. If there is a surplus of school age students, it is safer for 3 year olds to stay with the younger group. However, if there is a large number of infants and toddlers, the 3 year olds that are potty-trained will join the school age students. This age division could vary daily, and will be at the discretion of the Childcare staff.

## **HEALTH AND SAFETY POLICIES AND PROCEDURES**

**For the safety of all children, only staff are allowed behind the gate in the Childcare area with the children.** Exceptions will only be made if a child needs a diaper change, is potty training, or needs to be nursed or bottle-fed. Staff should be the only ones to open the half door into Childcare.

Children are required to wash their hands upon entering the Childcare room.

Children who are able to pull up or walk, must wear hard soled shoes. Infants and young babies unable to pull up or walk, must wear socks. Flip flops are an acceptable form of footwear, however, please note that children will not be allowed to participate in physical activities (the gym at FSI) if they are not wearing shoes secured to their feet (tennis shoes, sandals with a clasp, etc.).

Food is not allowed in the Childcare rooms. Water bottles, sippy cups and bottles that can be hand-held by the child are acceptable, but they must be labeled with the child's first and last name. Due to the volume of children in Childcare at both facilities and the nature of the service we provide, Childcare staff is not able to bottle feed infants during Childcare hours. If your child needs to be fed, you will be located throughout the facility.

Parents are responsible for diaper changes. A member of the Childcare staff will notify you in the event you are needed. For your convenience, changing facilities are available in the Childcare rooms.

If a child has any special needs, please notify the Childcare staff each time he/she attends Childcare. This helps staff to be aware and provide the best care possible for your child.

***If your child brings anything from home (ex. Electronics, games, toys, etc.), Four Seasons will NOT be held liable if anything should happen to the device/item. It is your child's responsibility to keep that item under wraps at all times. It is best to just bring your child to Childcare as we have tons of toys, games, etc.***

## **ILLNESS**

Any child who shows signs of illness will not be allowed to attend Childcare.

Children will not be admitted if they display any of the following symptoms:

- Temperature of 100 degrees Fahrenheit or higher
- Vomiting
- Diarrhea
- Redness in whites of eyes, or discharge from eyes
- An unexplained rash
- Signs of bodily pests, such as lice
- Unusual discomfort/irritability/exhaustion
- Discharge of mucus from nose that is not clear in color
- A persistent or phlegm-resonating cough

If a child becomes ill while in Childcare, a parent will be notified, and must remove his/her child from Childcare. The child must be symptom free for 24 hours from the onset of symptoms before his/her return.

If your child contracts a contagious illness (Strep, Chickenpox, etc.), and has recently been present in Childcare, please alert Childcare Staff or the Childcare Coordinator immediately.

If you have kept your child home from school due to illness, please refrain from bringing your child to Childcare that day.

## **CHILDCARE BEHAVIOR POLICY**

Four Seasons recognizes the importance of positive behavior management strategies to promote children's safety and enjoyment in Childcare. Our staff aims to encourage appropriate behavior through praise for a specific behavior and talking to children with the courtesy and respect that we expect of them. Childcare staff members are expected to provide a caring, cooperative and safe environment, respecting children and other staff members. Children are expected to respect and cooperate with the Childcare staff and other children.

### **Behavior Management Strategies**

Childcare staff will manage behavior according to clear, consistent and positive strategies. Behavior Management in Childcare is structured around the following principles:

- Positive behavior will be reinforced with praise and encouragement.
- Unacceptable behavior will be addressed in a calm but direct manner. Unacceptable behavior refers to non-negotiable actions and may include physical or emotional harm to others, bullying, actions that endanger the safety of the child or others, or destruction of property.

Childcare staff will use the following techniques to resolve conflict and help the child learn from the situation:

1. Childcare staff will re-direct the child by offering him/her alternative and positive options.
2. Childcare staff will remove the child from the activity and redirect toward another activity.
3. Child will be removed from environment and placed next to a teacher for an allotted amount of quiet time. (The age of the child= the number of minutes next to a teacher.)
4. If unwanted behavior continues, parent will be called to pick up child.

If a child's unacceptable behavior continues a *Childcare Behavior Incident Report* form will be completed by a Childcare staff member who is a witness to the unacceptable behavior. The *Behavior Incident Report* is designed to enable staff to report behaviors that put the safety of others in the Childcare room at risk. This report provides a standardized method for recording observation of unacceptable behaviors and alerting Childcare staff and Member Relations staff.

If a pattern of unacceptable behavior is established and significant improvement is not seen by the Childcare staff, then a child may be suspended from the Childcare room for a period of time as recommended by the Childcare Coordinator.

*If you have any questions, concerns, comments or suggestions for our Childcare Program, please contact our Childcare Coordinator, Carrie DeFields at [carrie@4seasons-club.com](mailto:carrie@4seasons-club.com) or 309.661.8611 ext. 239. We are here to provide quality care in a safe and fun atmosphere for the children of our members, to enable you, the parents, to help reach your personal fitness goals.*