

FOUR SEASONS CHILDCARE GUIDELINES

Welcome to Four Seasons Childcare. We are very happy to offer you, our members, a quality 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, or children with a valid one-day guest pass. See the front desk for more details on membership and guest pass options.

ALLERGIES AND EPI-PEN POLICY

If a child has an allergy in which an epi-pen is needed, parents must complete a pink Child Release card that will alert all Childcare staff of the allergy upon the child's arrival. **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 no longer needs an epi-pen, you must provide Four Seasons Childcare with a note from the doctor explaining that an epi-pen is no longer needed.

CHECK-IN POLICIES AND PROCEDURES

In order to check into Childcare, parents will need their Four Seasons membership card.

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 must be members of Four Seasons in order to utilize 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 at Four Seasons Health Club from 8:00am until 12:30pm, and then again from 4:00pm to 8:00pm, Monday through Thursday. On Friday, Childcare is available from 8:00am until 12:30pm. On Saturday, Childcare is available from 8:00am-12:00pm. On Sunday, Childcare is available from 10:00am until 1:00pm.

Families may utilize Childcare for a maximum of 2 ½ hours a day, regardless of visiting multiple times a day with different parents. 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 unless utilizing our drop off program**

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 for the day 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. When a Childcare room is at capacity, a waitlist 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.

HEALTH AND SAFETY POLICIES AND PROCEDURES

For the safety of all children, only staff are allowed behind the gate in the Childcare area with 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, crawl or walk, must wear hard soled shoes. Infants and young babies unable to pull up, crawl 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 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. **Due to health risks and safety concerns, ONLY WATER is allowed in sippy cups, bottles and other containers for children.** These must be able to be hand-held by the child and they must be labeled with the child's first and last name. Due to the volume of children in Childcare 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. Parents are also in charge of bringing their own diapers and wipes.

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 the child's responsibility to keep personal items and devices secure while in Childcare. It is best and advised to just bring your child to Childcare as we have plenty 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 Member Services immediately.

If you have kept your child home from school due to illness, you may not bring 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 Services 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 Management.

If you have any questions, concerns, comments or suggestions for our Childcare Program, please contact our Family & Facility Services Manager, Cara Meade, at cmeade@4seasons-club.com or 309.661.8611 ext. 255. 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.