



Welcome to 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.

**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 (in any area of ClubSport, from the fitness center to the outdoor pool to the spa or restaurant) while your children are in Kids World. Parents can rest assured that your children will be well cared for and will have a fun and enjoyable experience during each visit. With our unique video camera coverage of Kids World, we make it easy for parents to check on your children via the Kids World monitors conveniently located around the club. Kids World is divided into age-specific spaces that are designed and outfitted to provide a wide variety of age-appropriate activities for your child. The “ClubKid” side is designated for children ages six weeks through five years and is divided within by smaller age groups. The “KidFit” side is structured for ages five through twelve. Separating children by age allows us to conduct activities and events in a space best suited for the safety and comfort of all children. 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 to the left of the main entry doors to ClubSport, making it easy and convenient for parents to drop off your 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**

ClubKid is open seven days a week.

- Monday through Friday .....8:00am to 9:00pm
- Saturday and Sunday .....8:00am to 7:00pm

We will have special hours on holidays and for large club events – watch for postings in Kids World.

KidFit is open seven days a week.

- Monday through Friday .....3:00pm to 9:00pm
- Saturday and Sunday .....8:00am to 7:00pm

KidFit hours will match ClubKid hours on school holidays and during the summer.

**KIDS WORLD PRIVILEGES**

Children (ages 6 weeks to 12 years) who are participants on a ClubSport “Family” or “Couple” membership receive complimentary childcare services in Kids World. If you have a “Single” or “Couple” membership and your child is not on your membership, you may utilize our childcare services for an hourly fee.

Children ages 3 months and older receive 3 complimentary hours of childcare per day, and may visit Kids World for a maximum of 4 hours per day (a fee will be charged for each 15-minute segment of the fourth hour). No child's visit may exceed four hours in a day. Newborns (ages 6-12 weeks) may be in Kids World for a maximum of 1¼ hours per day.

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 FEES

- "Fourth Hour" Fee ..... **\$2.50** per 15 minutes\*  
*(Charged for time after 3 hours.)*
- Hourly Fee for Member's Children not on Membership ..... **\$5.00** per hour\*
- Hourly Fee for Non-Member Children ..... **\$10.00** per hour\*  
*(Applies to the child of a guest. After the first hour, the fee may be pro-rated in half-hour segments. This rate applies to the first three hours of usage in one visit or in a day.)*
- Diaper Charge ..... **\$1.00** per diaper  
*(Please note, Kids World does not have all sizes available.)*
- Lost Tag Fee ..... **\$10.00** per tag  
*(Fee applies for each tag not returned to Kids World by closing time.)*
- After Closing Fee ..... **\$1.00** per minute\*  
*(Charged for time AFTER our posted closing time or after four hours.)*

**\*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. 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.

### **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 for access to Kids World.

Our front desk 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.

For security, we will attach a numbered tag to each child age 5 and under, and you will be given a corresponding tag, which you will hold onto. Please maintain possession of your tag at all times as you will be asked for it upon return. A \$5.00 charge will be assessed for each lost tag.

Once you have completed the check-in process at the Kids World front desk, you may bring your children into the center and settle them into their designated area.

For children ages 6 weeks to 5½ years visiting ClubKid, choose an unoccupied cubby, sign them in on the board, and help engage them in an activity before you leave. Be sure all items are clearly labeled and placed in the correct cubby. For children ages 5½-12 years who are visiting KidFit, please bring them into the center and ensure a KidFit associate is aware of their arrival.

Should you have two siblings in different areas, we allow for a brief transition period in which the older child may stay with the younger child until they calm down, at which point they will be separated.

### **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:

- At check-in, each child age 5½ and under will be given a numbered tag to wear and the parent will be given a matching tag. Only the parent or legal guardian who checked in the child and presents the matching tag will be allowed to pick up the child (unless a signed waiver identifying a different adult who will pick up the child is provided to Kids World staff).
- 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.
- Allergy tags, which alert staff to any serious allergies your child has, are available upon request.
- Alert tags are available to signal special attention for other medical problems or special needs. This tag signals staff members to look at the sign-in board for additional information to aid in the care of this child.
- We have potty training tags available to alert the staff that your child may require extra attention in the restroom. Parents should bring an extra set of clothes for children who are potty training.
- Staff will assist young children in the ClubKid bathroom when needed.
- Please ensure that diapered children are dry and clean before bringing them into ClubKid; disposable diapers only please. Parents are welcome to use our diaper changing station or to provide us with

extra diapers for your child in case they are needed during their stay.

- All staff members wear gloves during diaper changes. The changing station is thoroughly washed with a sanitizer solution after each use and dried with a new paper towel.
- All electrical sockets are “baby-safe”.
- Lunches, dinners or snacks may be brought into Kids World, but may only be consumed during designated times and in the designated snack areas. 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 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. In the beginning, we allow for a short transition period during which the parent may stay with the child for up to fifteen minutes to acclimate them.

### **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.

### **NEWBORNS (6 to 12 Weeks)**

We accept babies as young as 6 weeks old. A newborn may be in ClubKid 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).
- When you bring your newborn into ClubKid, please come in and situate your child in a swing, infant seat, bouncy chair or crib.
- The Baby Board allows you to communicate important information about your baby to our staff. Information may include cubby number, last nap, bottle or pacifier, swing or not, allergies, etc.
- Newborns are kept under close supervision. If your newborn should need any special medical or parental attention, we will contact you immediately.

### **BABIES (3 to 12 Months)**

Our Baby area has been designed to meet the needs of the very young child who is beginning to sit up, crawl, and walk. We feel this age group needs 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.

### **TODDLERS (1 year to 2½ Years)**

Our toddler area has been designed for the independent child, with a wide variety of activities and toys for them to choose from. This age group is still learning about and exploring the environment and their own bodies.

Please be sure to sign your child in on the toddler room board, specifying any special instructions such as snack times. Please label all eating and drinking items. As this is often a hard age for separation anxiety, the staff welcomes any suggestions you might have on soothing your fussy toddler.

### **PRESCHOOLERS (2½ to 5½ Years)**

Preschoolers love to express themselves through imagination and creativity. They enjoy spending time in dramatic play areas, where they can become mommies, daddies or even super heroes. 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 ClubKid. 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 ClubKid at the time of the activity.

We have set snack times for our preschool-age children. Children may eat on the main floor only during these designated times. This ensures that we are properly monitoring who is coming and going from the tables with food and can assure non-eating times for those with allergies.

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. In addition, there are potty training tags we can give to those children new to using the potty. 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.

### **KIDFIT (5½ to 12 Years)**

We have a one-year overlap of ages between ClubKid and KidFit. Our rule of thumb is that a child must be enrolled in Kindergarten in order to “graduate” to KidFit as of age 5½, however at age 5½, children are still welcome to stay in ClubKid, particularly if they have siblings they wish to stay with. The games, toys, equipment and activities provided in KidFit are designed to keep the kids active, engaged and entertained. The dual goals are to inspire the imagination and burn energy.

We have a state-of-the-art selection of “exergaming” equipment that is sure to keep the kids’ interest and keep them moving. Exergaming equipment combines playing a fast-paced video game with exercising, whether riding a bike or dancing, or simulating boxing or riding a snow board. We also conduct other sports and fitness-related group activities for interested kids, either in KidFit or other club facilities.

During specified times of the day, we have video games and a selection of G-rated movies for their enjoyment. We also encourage this age group to express their creativity through art projects. Check the monthly activity calendar for events designated for “KidFit” kids.

## **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.

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, or special event (parent must remain on premises).

Children may not enter the Fitness Center, Group Fitness Studios or the adult locker rooms. Children ages 7 and above may use the outdoor coed whirlpool when accompanied by a parent. As of age 12, a child who completes the club's TeenFit certification may use the Fitness Center 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, courts, etc.) or a guest fee may be paid.

## **JUNIORS (Ages 12-17)**

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
- 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 a guest fee may be paid. 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 "Couple" or "Family" membership through age 20, as long as they are living at the same address. Upon their 26th birthday, dependents have the opportunity to "roll off" the family membership onto an individual membership, without an initiation fee.

#### **PARENT RESPONSIBILITIES**

We ask all parents to take responsibility for following the club's policies for children and juniors, and for accompanying or directly supervising 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.