

# Freedom Aquatic and Fitness Center KidKare

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Policies and Procedure Manual

*Revised July 18, 2021*

# **Freedom Aquatic & Fitness Center**

## ***KidKare Policies and Procedures Manual***

### **Purposes**

KidKare is designed to provide limited childcare services for our guests while using the Freedom Aquatic & Fitness Center. The following rules and regulations were developed with the safety and comfort of your child in mind and for the courtesy of all our guests using the KidKare services. Please keep in mind that we may 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**

KidKare is open with limited hours and availability.

*Monday, Wednesday, & Friday: 9:00am-12:00pm*

Please check the website for further operational hours.

### **Registration Procedures**

All children using KidKare must be registered in our system, this is new! Please check with the front desk staff if you have questions or need to register your child.

Before your child's first visit a completed Emergency Contact form and signed Policy Statement must be submitted. These documents can be obtained at KidKare or printed off the website at home. Proof of identity for the child, which includes his/her birthdate, is required. 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; however, we will make an exception if we receive it within one (1) week of the first visit.

### **KidKare Payment Options**

Either KidKare membership or KidKare hourly packages are required to use KidKare. Inquire at the front desk to add KidKare to your membership or purchase a KidKare hourly package.

Your KidKare package must have enough time left to cover your expected stay before you will be able to drop off your child.

### *KidKare Membership Information*

You must purchase a separate KidKare membership for each child that will be using the service.

KidKare membership will allow up to 120 minutes each day per child, limited to a single visit a day. If your visit extends beyond 120 minutes a late charge may be assessed.

If you need to remove KidKare membership from your account, please submit the request in writing by the 15<sup>th</sup> of the month to prevent charges for the following month.

### *KidKare Hourly Package Information*

A KidKare hourly package is \$30. The package will contain 20 digital tickets, each worth up to 30 minutes in KidKare. Physical tickets will not be used; all ticket use will be handled electronically.

KidKare hourly packages may be shared by members of the same family. For this purpose, 'family' is defined by those residing within the same household and have Freedom Center accounts that are linked.

Each ticket will allow a child up to 30 minutes in KidKare, with a maximum stay of 120 minutes per day. For example, a stay of 70 minutes will count as three (3) tickets. If your visit extends beyond 120 minutes an additional late charge may be assessed.

KidKare hourly packages expire six (6) months from date of purchase.

### *Fees*

- 0-1 hour – \$3.00 per child
- 1 ½ hours – \$4.50 per child
- 2 hours – \$6.00 per child

### **Reservation Procedures**

Reservations are required, no exceptions! Reservations are available for active members, both online and at the front desk. Voicemails and emails will not be accepted for reservations. Reservations can be made 24 hours in advance, and up to one (1) hour before reservation time.

Please arrive close to your reserved time. Due to limited capacity in KidKare, we are unable to allow early check-ins or staying past the reservation time. Failing to show for a reservation may result in cancellation charges and suspension of KidKare services.

*To reserve online:*

1. From the Freedom Center website home page, click on the icon “Register Here for Programs & Events.” This will forward you to a login page.
2. Login to you Freedom Center membership account.
  - \* Your enrollment must be processed using your Freedom Center membership or active account. Please do not create a new account; it will restrict your ability to reserve a space in KidKare and a new account would not have access to any KidKare payment you may have made. If you need assistance, please contact us at (703) 993-8444 or at FreedomC@gmu.edu.
3. Click on the “Kid Care” icon to open the options menu for KidKare.
4. Click on “Add Reservation” to make a new reservation. You will be forwarded to a reservation screen.
5. At the top of the screen, select the Date and Start Time you wish to make a reservation for. By adding your “Duration,” the End Time will change automatically.
  - \* Problems have been reported with scrolling through the time drop down selection in Firefox. This does not seem to affect Internet Explorer or Chrome. If you are experiencing this problem in Firefox or another browser, it is recommended you try switching browsers.
6. Select the child(ren) you wish to make a reservation for.
7. Click “Complete Reservation.” You should be shown a conformation screen.

You may receive a screen stating “No room available for the selected criteria” when attempting to make a reservation. There are several reasons for this message, including but not limited to:

- All or part of your reservation occurs when KidKare is closed
- KidKare is already at capacity for all or part of your reservation time
- Your child is not the correct age for the available rooms
- Your child has no date of birth in the system
- Your reservation does not follow the “Booking Rules” (Click on the blue box on the reservation screen to view the current booking rules.)

### **Nursery/Activity Room Protocol**

The parent/guardian who drops off is the only one permitted to the pickup a child unless other arrangements are made and approved by the supervisor on duty.

Please hand your child to the attendant at the supervisor’s desk along with labeled bag, labeled cup/bottle, etc. upon drop-off. **Please refrain from giving your child(ren) any food prior to/during drop-off. The KidKare rooms are food-free areas to lessen the issues of food allergies and mess.** Older children must be taken to the restrooms for hand washing prior to beginning play. In addition, please note that we encourage parents not to

linger. We urge those dropping off children to leave the KidKare area as quickly as possible to make the transition as easy as possible for child and staff.

All your child's belongings must be labeled. If items are not labeled, the attendant may label your child's belongings with tape and/or permanent marker. Please include a bottle/sip cup and a comfort item in case they are needed.

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.

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. We do not potty train.

Prior to entering the nursery, children must remove shoes. Socks and/or slippers must be worn in the nursery. 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. To ensure the safety of the babies/toddlers and the cleanliness in the nursery room, parent(s)/guardian(s) will not be permitted to enter the room at the time of drop off or pickup. Shoes are required in the activity room.

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, yellow/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 20-30 minutes the parent/guardian will be asked to return to pick up their child. After three (3)

incident reports a discussion may be necessary with parent(s)/guardian(s) and supervisor to determine if a child can continue in KidKare.

We reserve the right to refuse admission to any child, or parent/guardian, 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.

**All policies and procedures are subject to change.  
For more information, please call (703) 993-8524.**