



**Columbia Association Youth Services**

# **KidSpace!**

**PARENTMANUAL2017-2018**

## Youth services

General information .....	410-715-3116
Fax .....	410-715-0845
Columbia Association .....	410-715-3000
KidSpace at Columbia Athletic Club .....	410-730-6755
KidSpace at Columbia Gym.....	410-531-8984
KidSpace at Haven on the Lake .....	410-715-3022
KidSpace at Supreme Sports Club .....	410-381-7559

## Email

KidSpace@ColumbiaAssociation.org  
Columbia Association website:  
ColumbiaAssociation.org

## Birthday parties/special events

Event/Party coordinator .....	410-715-3169
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## General information

Philosophy .....	3
Staff .....	3
Special needs .....	3
Our program.....	3
Hours of operation .....	3
Guests .....	3
Personal items of children .....	3
Discipline guidelines .....	4
Drop off/pickup procedures .....	4
Signing your child out .....	4
Late pickup .....	4
Parent feedback and input .....	4
Questions .....	4

## Health and safety issues

Illness .....	5
Medication .....	5
Injury.....	5
Allergies .....	5
Diapering .....	5
Shoes and footwear .....	5

## When school's closed

School's Closed program.....	6
How to register for School's Closed program .....	6
Inclement weather .....	6
Special events .....	6

## Financial information

Fee structure .....	7
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## Philosophy

► Columbia Association’s objective is to provide high quality care and supervision for children attending our KidSpace programs. Our programs provide a place where children have positive experiences and parents feel secure and comfortable leaving their children. Columbia Association’s KidSpace programs are managed in accordance with Maryland State Department of Education licensing guidelines, as outlined in the Annotated Code of Maryland (COMAR).

Columbia Association’s policy is to promote equal opportunities in all of its activities and to provide services to the residents of Columbia without discrimination on the basis of race, creed, religion, national origin, sex, physical or mental disability or any other basis prohibited by law.

## Staff

► Our child/staff ratios are based upon best practices and follow legislative and Maryland State Department of Education requirements. A criminal background check is completed for all employees who work with the children, as mandated by the state.

Each site has an experienced manager who is responsible for programming, as well as communication with parents, children and staff. If you have any questions specific to your site, the manager will be happy to answer them for you. Based upon the number of children, a site may have an assistant manager, shift coordinators and aides.

Ongoing mandatory staff training provided by trainers certified through MSDE includes, but is not limited to: cardiopulmonary resuscitation (CPR), first aid, safety, administering medication, regulatory guidance, age-appropriate activities, constructive discipline and child growth and development.

## Special needs

► When a child who has a special need joins the program, information to assist the staff in best serving the child will be requested from the parent. Such information includes instructions for care in an emergency, special dietary needs, effective methods of interacting, etc. Introductory sessions with the child’s parent and KidSpace staff will ensure that all pertinent information is communicated

KidSpace operates drop-in group care programs. While we endeavor to provide as much specialized attention for your child as possible, we are unable to provide 1:1 care or individual companions.

Please feel free to call the administrative staff at CA Headquarters to discuss any concerns you may have concerning a child who has a special need.

## Our program

► Columbia Association’s curriculum is designed in accordance with the guidelines and recommendations set forth by the National Association for the Education of Young Children (NAEYC) and the National After-School Association (NAA). Children are offered a variety of activities that may include art, science, music, dramatic play, and various physical activities and games. Other activities are planned throughout the year. Our programs are structured in a manner that facilitates opportunities for individual and group participation, striking a balance between self-selected and staff-directed activities, with both quiet and active periods. Outdoor play is provided, weather permitting. Each manager plans his or her own program calendar; therefore, activities may vary from site to site.

## Hours of operation

► KidSpace operates Monday through Friday from 9am-9pm. On Saturdays and Sundays, KidSpace is open from 8:30am-4pm.

Children with KidSpace membership may utilize KidSpace for up to two hours each day. No advance reservation is required for regular days in care. Advance registration is required for infants under the age of 12 months, at Haven on the Lake only. **Parents must remain in the facility at all times while the children attend KidSpace.**

## Guests

► Members may bring non-member children to the program. There is an \$8 guest fee for each visit to KidSpace and must be paid at the time of the visit. This fee allows the non-member to utilize KidSpace for two hours that day. This fee does **not** provide admission to the fitness facility. Guest passes may not be used to pay for KidSpace admission.

## Personal items of children

► Columbia Association staff are not responsible for toys, money and other personal items your child may bring to the program. Toy weapons cannot be brought to the program at any time. iPods, gameboxes and other electronic toys cannot be brought to the program at any time. Food and drink (other than plastic bottles and sippy cups of water) are not permitted in the program. Bottles must be labeled with the child’s name and handed to the attendant when the child is signed in.

## Discipline

► KidSpace staff receive training in the use of positive methods of discipline. Simple, understandable, realistic rules will be established with the children and reinforced. Constructive methods of discipline may include redirection, separation of the child from the situation, and praise for appropriate behavior.

In cases where a behavior problem is of a harmful nature, the parent will be informed at the end of the session. Parental support will be elicited in developing a plan to help the child control/eliminate the harmful behavior. In cases of harmful or aggressive behavior, a child may be suspended from the program for up to five days. Inappropriate behavior that continues despite repeated interventions by parents and staff may result in permanent removal from KidSpace programs.

The KidSpace program has a zero tolerance policy for physical aggression and/or physical contact of any type. In the event that a child engages in physical contact (rough play, horseplay, hitting, pushing/shoving, tripping, pinching, throwing objects at another child, kicking, etc.), a progressive discipline policy will be implemented:

The first instance of such contact will require a meeting among the parents/guardians, the manager, the child and a member of the management team. This meeting will be held within three days of the incident. (Failure of the parent/guardian to participate in the meeting could result in a three- to five-day suspension from the program.)

A second instance of physical contact will result in an immediate three-day suspension from the program.

A third instance will result in an immediate five-day suspension.

Should a fourth incident occur, the child will be suspended indefinitely until all parties (parent/guardian, child, director and member of the management team) can meet. The purpose of this meeting will be to discuss next steps.

## Drop off/pickup procedures

► Parents/guardians will be required to present a valid CA-issued ID card or member number in order to drop off/pick up a child. If a picture is not in the computer, parents/guardians will be instructed to report to the front desk to have a photograph taken.

Children who are guests of the aforementioned parents/guardians will be given an identification device. This could be a wrist band or a number.

While we realize that it can be frustrating to be asked to return to your vehicle to retrieve identification, our primary concern is for the safety and security of the children. In the event that no ID is available, the parent/guardian will be required to complete a security drop off form before the child can participate in KidSpace.

Children must be signed in and out at drop off/pickup.

## Signing your child out

► When parents arrive to pick up their child at KidSpace, **they must come into the program space and sign their child/children out.** This is for the safety of your child. Without proper authorization, children will not be released to anyone. No exceptions will be made.

## Late pickup

► Your child may attend KidSpace for two hours each day while you utilize the fitness facilities. Should you fail to return within the two hours, you will be assessed a late pickup fee. The charge is \$5 for the first 1-5 minutes and \$15 for every 15 minute increment thereafter. The late fee must be paid before the child's next visit to KidSpace.

## Parent feedback and input

► Parent feedback and input is very important to us. We periodically send evaluations to randomly selected customers. However, parent input is not limited to those times. Please feel free to talk to the manager at your facility, call the office at 410-715-3116 or email us at KidSpace@ColumbiaAssociation.org at any time. We want to know what you are thinking and we'd like to have your suggestions. Many existing components of the KidSpace programs have come from parent suggestions! You are welcome to observe our program at anytime.

## Questions

► If you have a question regarding the program, we suggest you speak first to the manager. If you feel you need more information or have a suggestion, please call the office at 410-715-3116 or email us at KidSpace@ColumbiaAssociation.org and your question will be directed to the appropriate person.

Columbia Association's phone system is equipped with voicemail. If an employee is on another line or away from his or her desk, voicemail will pick up. Please leave a message. We assure you that we will return your call promptly. If you leave the nature of your call, we can call you back with complete information.

## Illness

► KidSpace staff must monitor children for signs and symptoms of acute illness and notify the child's parent or guardian upon observing signs or symptoms of acute illness. Staff must provide temporary isolation for the affected child in a suitably equipped separate area within sight and hearing of an adult. Staff may not admit a child into the program or allow a child to remain in the program when the child is exhibiting symptoms of acute illness.

A child may be excluded from KidSpace if:

- The child's illness prevents him/her from participating comfortably in activities that the facility routinely offers for well children or mildly ill children.
- The child is displaying any of the signs and symptoms that require an evaluation from a health care provider as indicated by the child's age and condition. In this situation, the parent is notified of the need for immediate care.
- The illness requires more care than KidSpace staff is able to provide without compromising the needs of the other children in the group
- The child exhibits an acute change in behavior. Examples may include lethargy, a lack of responsiveness, irritability, persistent crying, difficulty breathing, or a quickly spreading rash.
- The child has a fever at or above 100 degrees Fahrenheit.
- The child is experiencing vomiting and/or diarrhea. The child will not be readmitted to KidSpace until symptoms have been gone for 24 hours.
- The child has impetigo/scabies. The child will not be readmitted until treatment has started, as verified by a health care professional.
- The child has hand, foot, and mouth disease.

## Medication

► Due to state guidelines and the brief amount of time children participate in KidSpace, the staff cannot administer any type of medication.

## Injury

► The program staff will call you if your child sustains a serious injury while participating in the program. Parents will be contacted for all head injuries.

## Allergies in the program

► If a child has allergies or sensitivities to any food or drug, the parent should discuss these with the manager on duty.

## Diapering

► Due to sanitation guidelines and company policy, the staff members at KidSpace will not provide diapering service for your infant or toddler. Should it become necessary to change a child's diaper while in our care, one of the staff members will locate you in the facility so that you may come to the KidSpace area and take care of your child's needs.

## Shoes and footwear

► Children may not participate in KidSpace in their bare feet. Children who are not crawlers or walkers may attend in socks. Children who are mobile must wear closed-toed, closed-back shoes. Sandals, flip-flops and crocs/croc imitations are not appropriate footwear for participation in KidSpace. Sneakers/running shoes/athletic shoes are the safest option for your child. These closed shoes provide support and traction and prevent outside irritants (mulch, twigs, bees) from entering your child's shoes. Children who do not have proper footwear will not be permitted to attend KidSpace. There are no exceptions to this rule.

## School's Closed program

Not available at Haven on the Lake

- ▶ For most scheduled school closings, KidSpace will operate an all day program for an additional fee. This program will include sports, field trips, arts and crafts and more.
  - Preregistration is required for all school's closed programs, and an additional fee of \$55 per day is charged.  
**Registration is taken on a first-come, first-served basis.**
  - Program hours are 7am–6pm.
  - Snacks are provided in the morning and afternoon; pizza and a drink are provided for lunch.
  - KidSpace will close at 1pm on:
    - Memorial Day
    - Independence Day
    - Labor Day
    - Thanksgiving Day
    - Christmas Eve and New Year's Eve
    - Easter

## How to register for School's Closed program

Not available at Haven on the Lake

- ▶ School's Closed fliers are available online approximately one month before the School's Closed date. In order to schedule staff, etc., parents must register on or before the specified deadline. We cannot accept late registrations. No refunds will be given for cancellations made after the deadline.
  - Programs may not operate due to low enrollment. Should a School's Closed program be canceled, parents will be notified one week in advance.

## Inclement weather

- ▶ During inclement weather, KidSpace will operate as follows:
  - If public schools are delayed two hours, KidSpace will open at the regular time of 9am.
  - If public schools are closed, KidSpace will operate in conjunction with the facility, i.e., if the facility is open, KidSpace will be open.
  - For any other closures (mechanical failures, power failures, etc) KidSpace will operate in conjunction with facility hours.
  - Please call the facility to be certain that staff are present to care for your child.

## Special events

Not available at Haven on the Lake

- ▶ The KidSpace programs also offer special events such as Movie Night, Parent and Child and Father/Daughter socials. You can reference Columbia Association's *Activities Guide* at [ColumbiaAssociation.org/activitiesguide](http://ColumbiaAssociation.org/activitiesguide), contact the program manager, or call the event coordinator at 410-715-3169 for details.
  - KidSpace also provides birthday party packages. Contact the party coordinator at 410-715-3169 for details.

## Fee Structure

- ▶ KidSpace membership is priced as follows:
  - CA Fit&Play members** • \$15 per month, per family
  - Golf Fit&Play members** • Free
  - IFit and Haven on the Lake members** • \$25 per month, per family
  - Non-members/guests** • \$8 per visit (*Guest passes not accepted*)

Fees will be collected with your monthly membership fees. KidSpace members may utilize KidSpace up to two hours per day.