



# Childcare Guidelines

## Oakwood Athletic Club

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Welcome to Oakwood Athletic Club's Childcare! We strive to provide a fun and safe environment for your children ages six weeks to twelve years.

Please review our policies and procedures in order to familiarize yourself with Oakwood's Childcare guidelines.

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# Getting Started

Due to the nature of our services being an unlicensed childcare versus a day care facility, parents must remain on Club premises at all times while utilizing Childcare. It is recommended that children are not left in Childcare for more than two and a half hours at a time. For safety and liability reasons, only parents who are legal guardians, and members of the Club, are allowed to check in and out their children. Relatives, friends, grandparents, and nannies may not check children in and out.

## Making a reservation:

Reservations may be made up to two days in advance.

Reservations may only be made for your own children and must be made in person, online or by calling Childcare directly.

Visit [OakwoodAthleticClub.com](http://OakwoodAthleticClub.com) to access online reservations under the *Childcare Reservations* tab.

Voicemail reservations are not accepted.

Members are eligible for 2 1/2 hours of reserved time each day. Infants, 6 weeks to 3 months, are eligible for 1 1/2 hours of reserved time each day.

Walk-ins are welcome, but will only be taken space permitting. Please call ahead to ensure availability.

There is a 15 minute grace period allowed for all reservations. **If members fail to check in within the grace period, and have not called ahead, the reservation will be forfeited. A \$5.00 late show fee will be charged to their house account.**

## Cancelling a reservation:

Members must call Childcare to cancel a reservation.

Voicemail is available to make cancellations if a staff member is not available or if it is after hours.

**Cancellations must be made a minimum of two hours prior to the reservation time, or by 8am the morning of, in order to avoid the \$5.00 late cancellation fee.**

Late cancellation fees will be charged to the member's house account.

We comply with state ratio requirements for unlicensed childcare facilities as follows:

6 weeks to 2 years	1 staff to 4 infants/toddlers
2 to 5 years	1 staff to 12 preschool age children
6+ years	1 staff to 14 school age children

Don't forget to  
make a  
reservation!



# Check in

Upon arrival you will be welcomed by our Childcare staff. Please have your Oakwood barcode ready to scan.

All parents must have a current picture on their account to ensure guardianship.

Please notify staff of any pertinent information such as your location in the Club, any special instructions, or medical conditions for your child.

Place personal items in a cubby and notify staff of your cubby number. Bottles and sippy cups must be labeled with the child's first and last name.

You will receive a name tag for your child to put on the back of their shirt.

**Only parents and legal guardians may check their children into Childcare. Nannies, Grandparents, and other Childcare providers may not utilize the Childcare facility.**

**Children are not permitted to check themselves in or out of Childcare.**



For the safety of all children, parents must refrain from entering into the inner area of Childcare.

# Check out

For the safety and protection of all children, it is important that parents follow the check out procedures.

Staff will retrieve your child from the inner portion of the Childcare area, Baby Room, or Junior Room.

Please discourage your child from using the emergency bar to exit. This bar is in place for emergency use only. Childcare staff will permit the children to enter and exit Childcare through our gate system.

Upon exiting Childcare please remove your child's name tag.

**Only parents and legal guardians may check out their children from Childcare. Nannies Grandparents, and other Childcare providers may not utilize the Childcare facility.**

## Fees

Childcare is \$11.00 per hour, per child. This fee does not apply to children who are active on your Oakwood Membership. Childcare services are offered for 2 1/2 hours per day, per child.

Childcare Guest Fee	\$11.00 per hour
Exceeding limit of 2 1/2 hours	\$2.75 per quarter hour
Over maximum of 4 hours	\$11.00 plus quarter hour rate
No-show reservation fee	\$11.00
Diapers & Pull-up	\$1.00 each
Late cancellation*	\$5.50
Late to reservation	\$5.50

\*In order to avoid a late to reservation fee members should call Childcare prior to their reserved time to inform staff that they will be late to their reservation.

# Getting to Know Childcare

Our Childcare facility consists of three separate rooms. The Main Floor, Junior Room, and Baby Room. Within the Main Floor, we have Tot Land.

All children must have a current information waiver card on file. Specific medical conditions, including allergies, should be noted, being as specific as possible. Medical notes can be entered into the computer

## Main Room

The main area of Childcare is designated for children walking through 12 years old. There are a wide variety of activities for your children's entertainment and growth while in our care. Activities include bowling, parachute play, arts and craft projects, coloring, painting, building blocks, puzzles, playdough, a puppet theater, and much more!

Please remember children are not permitted to bring in outside food or toys. We offer snack time throughout the day. If you do not want your child to participate in snack time please notify staff upon check in.

**Tot Land** is designed for children walking to 2 years old. This space, within the main room, allows this age group their own space to play and explore with age appropriate toys and staff devoted to keeping them engaged and entertained.

## Junior Room

Our Junior Room is specifically designed for children who are ages 6 years and older. There are age related board games, video games, books, puzzles and DVDs to create a big kid atmosphere for your child to unwind and relax after school. The Junior Room is open late afternoon and evening during the school year, and open throughout the day on Saturday, Sunday, and non-school days.

A minimum of two six - twelve year olds are required in order to open the Junior Room. Please note the Junior Room may be closed at Management's discretion. Please ask staff upon check in if the Junior Room is open.

If you prefer your child in the Main Room and to not enter the Junior Room please inform staff upon check in.

### Junior Room Rules:

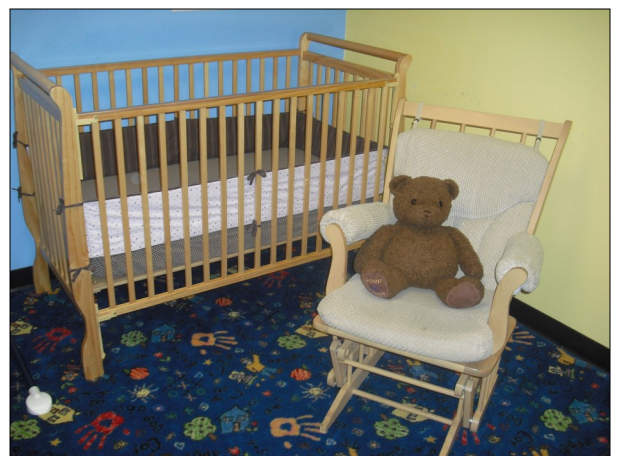
No food and drinks.  
No horse play and rough behavior.  
No teasing, taunting, and rude behavior.  
Children must be 6 years old and older.

## Baby Room

Our Baby Room is designed for infants six weeks to walking. The Baby Room is filled with toys that are geared towards infants, including exersaucers, swings, and bouncy seats. Staff will entertain your little ones in this safe and cozy environment. Our room has rocking chairs and soothing lullabies for staff to put your little ones to sleep. The Baby Room opens upon the arrival of your little one.

Upon check in please notify staff of any needs your infant may have while in our care.

Please note that newborns, six weeks to three months, are allowed a maximum of 90 minutes per day. We reserve the right to ask for proof of age.





Caring and enthusiastic staff are here to meet your needs. Staff members are chosen for their skill with children, as well as their warmth and sensitivity to the needs of the children. Prior to being hired, staff must undergo a required background check. All staff are CPR certified. Should an emergency occur, staff will respond immediately and parents will be notified as quickly as possible.

Oakwood's childcare provides a double gate system to ensure monitored entry and exit. Each gate is equipped with its own alarm that will sound if a staff member is not present to properly open the gate. We ask that parents and children wait for assistance of our staff members to open the gate in order to prevent the alarm from sounding, and other children from exiting.

### Diaper Changes and Potty Training

All children are required to have clean diapers upon check in. There is a changing table in Childcare accessible to parents. While in Childcare diaper changes will be performed as needed. Parents are expected to bring diapers and pull-ups for their children, please notify staff upon check in of your cubby number. Diapers and pull-ups are available for \$1.00 each. If parents would like to be called to change their child's diaper please let our staff know upon check in.

Please notify staff if your child is potty training. We understand the difficulty of potty training and are happy to assist by reminding your child to use the potty during their visit. If your child is potty training please bring an extra change of clothes. If a potty accident occurs and your child does not have a change of clothes, your child will need to be picked up from Childcare.

### Snack Time:

9:30am      11:30am      2:00pm      4:30pm      7:00pm

Children are required to clean up all toys before snack time. Staff will assist children with washing their hands with soap and water before eating snack. Children are permitted to eat snack in the snack area only. If you would **not** like your child to participate in snack time please let staff know upon check in.

**Please note:  
Many children that use Childcare  
have allergies. Due to potential  
allergies NO outside food is  
permitted in Childcare.**

## Kid Gym

Tuesday, Thursday, and Sunday!  
10:15am-10:45am  
Ages 3 to 5 years

Kid Gym is the only class that Childcare staff will take children to and from. Children cannot be picked up while in transit between Kid Gym and Childcare.

Children not checked into Childcare before the beginning of class must be picked up in the studio by the parent at the end of class.



# Health Guidelines

Early childhood settings, such as a childcare, present unique challenges for infection control due to the highly vulnerable population, close personal contact, shared toys and other objects, and limited ability of young children to understand or practice good respiratory etiquette and hand hygiene. Oakwood asks that parents be observant and conscious of their child's health at all times and not bring them to Childcare if they are exhibiting signs of illness or have stayed home sick from school.

Purell is available at the Front Desk of Childcare. Please help your children sanitize their hands upon entry and exit of Childcare to prevent the spread of germs. Purell stations are located throughout our Childcare facility and children are encouraged to use them throughout their time in Childcare. Staff will assist children in sanitizing their hands when necessary.

In order to ensure a healthy environment staff will not allow children into Childcare that exhibit the following symptoms:

<b>Fever</b>	Any temperature above 99.0 or subnormal temperature
<b>Cold</b>	A runny nose with colored discharge, a fever, loss of energy.
<b>Cough</b>	Any cough with mucus secretion (a wet or wheezy cough).
<b>Rash or Skin Irritation</b>	Poison Oak, impetigo, ring worm, cold sores, head lice, and communicable diseases (measles, chicken pox, mumps, etc.) with a rash or itching symptoms. Food or other allergy irritation must be substantiated.
<b>Diarrhea</b>	Loose, very watery, or mucus filled stool.
<b>Vomiting</b>	Vomiting for any reason.
<b>Pink Eye</b>	Any unusual irritation of the eye or mucus membranes (such as conjunctivitis).

**Please note that if a child exhibits any of the above symptoms while in Childcare you will be asked to pick them up from Childcare immediately.**

Please be courteous of other children and staff by assessing your children's health before bringing them to Childcare. Oakwood staff will assess each child's health upon arrival and will use discretion in not allowing a child to enter if they show signs of illness.

If your child is diagnosed with a contagious illness and has recently utilized Childcare please inform the Childcare Manager immediately. Examples of such illnesses include lice, hand foot and mouth, chicken pox, measles, H1N1 influenza, etc. Childcare will post signs specifying any such illnesses that have been reported as soon as possible. This posting is for informational purposes and does not indicate that Oakwood is the source of the illness or that other children have contracted a given illness due to their presence in Childcare.

# Behavioral Management

We understand that children are still learning acceptable behaviors and growing as individuals. Our staff will work with your child to ensure proper and safe behavior. Childcare staff does utilize time outs if necessary. In order to ensure the safety of all children, if a child exhibits aggressive behavior toward another child and inflicts physical harm, i.e. biting or hitting, the parent of the aggressor will be notified to remove their child from Childcare immediately. The second such incident of this type will result in a 30 day suspension of Childcare privileges in order to allow time for behavior modification. Management reserves the right to modify said suspension policy at any given time.

Disrespect or vulgar language towards Childcare staff or other children will not be tolerated and the parent will be asked to remove their child if this occurs. The second such incident of this type will also result in a 30 day suspension of Childcare privileges.

**We appreciate your understanding in our behavior policies and illness policies which are put into place to provide a safe environment for all children.**

## Childcare Rules

All children are expected to abide by the following rules:

**Listen**

**No Horse play, rough housing, wrestling, etc.**

**No climbing on counters, tables, chairs, etc.**

**No toys in the play structure**

**No hitting, biting, or any other kind of aggressive behavior**

**No teasing, taunting, or bullying**

**Cell phones or devises with internet access and/or cameras are not permitted in Childcare**

**Gaming devises can only be used when they do not have internet access and/or cameras. The games must be rated E for everyone**

Oakwood is not responsible for personal items.

# Frequently Asked Questions

**Will you take my child to their Tae Kwon Do class?**

Staff will not be able to leave Childcare in order to take your child to or from their Kid Exercise classes. All children must be checked in and checked out by their parents.

**Can I run the reservoir?**

Due to the nature of our Childcare being an unlicensed facility parents are not able to leave the Club premises while utilizing Childcare. This includes Club related events such as Commit to Get Fit.

**My sister's a member and will be watching my 3 children. Can she bring them to Childcare so she doesn't have to miss a day of working out?**

Only parents are allowed to check in and check out their own children.

**Can I bring my neighbors child into Childcare while her and my daughter have a play date?**

All parents have to be on Club premises while their children are in Childcare. The only time a member is allowed to bring in another parent's child is when that child's parent is present with them.

**Can I come into Childcare to help my child acclimate?**

You are permitted 15 minutes to help your child settle in. Please notify staff in how they can assist you during this transition.

**My child didn't eat lunch, can I leave them a snack?**

Due to the number of children with varying allergies no outside food is permitted in Childcare. Parent's are able to take their children to the Kid's Café to eat a snack before or after their time in Childcare.

**My grandchild is visiting me, can I bring them in to Childcare?**

Due to the nature of our Childcare being an unlicensed facility only parents can check in and out their children.

Childcare Hours:

Monday - Friday	8:00am - 8:00pm
Saturday	7:30am - 7:30pm
Sunday	7:30am - 7:00pm

Childcare will close early on Holidays and Kid's Night Out



Oakwood Athletic Club: (925)283-4000  
Direct Childcare Line: (925) 962-6200