

2010-2011 SCHOOL YEAR



Youth Services KidSpace Programs

PARENT MANUAL

REV 8/10 CCE

Telephone Listing

Youth Services

General Information	410-715-3116
FAX	410-715-0845
Columbia Association	410-715-3000
Toll Free from Washington	301-596-1109
TDD	410-715-3129
KidSpace at the Columbia Athletic Club	410-730-6755
KidSpace at the Columbia Gym	410-531-8984
KidSpace at the Supreme Sports Club	410-381-7559

E-mail

YouthServices@ColumbiaAssociation.com
KidSpace@ColumbiaAssociation.com
Columbia Association Website: ColumbiaAssociation.com

Birthday Parties

Athletic Club	410-730-6755, Ext 2408
Columbia Gym	410-531-8974
Supreme Sports Club	410-381-6710

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Philosophy

► The 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.

The policy of the Columbia Association 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 programs are staffed in accordance with the Maryland State Department of Education (MSDE) regulations. Mandated by the state, a criminal background check is completed for all employees who work with the children. The Columbia Association also requires ongoing safety training and random drug screening for staff who transport children.

Each site has an experienced Program 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 Program 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 attendants.

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 with special needs 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 to the childcare provider.

KidSpace operates group care programs and our ratios meet requirements set by MSDE. 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 with a special need.

Our Program

► The Columbia Association 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). Students 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 school 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 Program 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 to 9PM. On Saturdays and Sundays, KidSpace is open from 8:30AM to 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. **Parents must remain in the facility at all times while the children attend KidSpace.**

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 day. Parental support will be elicited in developing a plan to help the child control/eliminate the harmful behavior. In cases of excessively harmful or aggressive behavior, a child may be suspended from the program for up to five days. Inappropriate behavior, which 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 contact. Any pushing, shoving or hitting may be grounds for immediate suspension. Aggressive or abusive behavior by a child toward a staff member, or another participant, may be grounds for immediate suspension. Continuation of this type of behavior toward a staff member or another participant could also result in permanent removal from the program. No credits or adjustments for unused time will be given.

Drop Off/ Pick Up Procedures

► When children are brought to KidSpace, parents/guardians will be required to present a photo ID for themselves and the child.

Parents/guardians will be required to show a photo ID in order to pick up a child.

Children who are guests of members will be given a wrist band for identification.

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. No child will be released to any adult who does not provide identification.

Guests

► Members may bring Non-KidSpace children to the program. There is a \$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.

Signing Your Child Out

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

Late Pick Up

► 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 pick up fee. This fee will be \$5 for every 5 minutes or portion thereof and is payable immediately. There is no grace period.

Personal Items of children

► The Columbia Association staff is 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.

Parent Feedback & 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 Program Manager at your facility, call the office at (410) 715-3116 or e-mail us at KidSpace@ColumbiaAssociation.com 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 visit our program at any time, however, you must sign the visitor's log and restrict your interactions to your own child.

Questions

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

The Columbia Association phone system is equipped with voice mail. If an employee is on another line or away from his or her desk, voice mail 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

► According to MSDE Regulations, children who show signs of a communicable disease cannot remain in our program. Should your child become ill during our program, the Program Manager will contact you. It is expected that children who are ill will be picked up once contact is made. A written statement from the doctor is required to readmit a child to the program. Failure to follow these guidelines could result in termination of care for your child. No credits or adjustments for unused time will be given.

Medication

► MSDE regulations permit childcare providers to give medication under certain conditions. In order to administer any medication, a medication form (available at the program site) must be completely filled out by the parent or legal guardian. All medication must be in the original container and prescription medication must have the pharmacy label containing the child's name, dosage, times to be administered and a valid expiration date. The child may receive medication only according to the written instruction on the medication label, or medication order form for non-prescription medication.

Injury in the program

► The program staff will call you if your child sustains a serious injury while participating in the program.

Allergies

► 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 they are in our care, one of the staff members will locate you in the gym 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 mobile may attend in socks. Children who are mobile must wear closed toed, closed back shoes. Sandals, flip-flops, and crocs are not appropriate footwear for participation in KidSpace. Children who do not have proper footwear will not be permitted to attend KidSpace.

School's Closed Program

- ▶ For most scheduled school closings, KidSpace will operate an All Day Camp, for an additional fee. This camp will include sports, field trips, arts and crafts and more.
 - Pre-registration is required for all school's closed programs, and an additional fee of \$45 per day is charged.
- ▶ **Registration is taken on a first come, first served basis.**
 - Program hours are 7AM-6PM. *Athletic Club Day Camp is 7AM-12PM and costs \$22.
 - Snacks are provided in the AM and PM.
 - Children must bring a bag lunch, including a drink, marked with his/her name
 - KidSpace will close at noon on:
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Easter
 - KidSpace will be closed on Christmas Day/New Years Day

How to register for School's Closed Program

- ▶ School's Closed fliers are available at all program sites approximately one month before the School's Closed date. In order to schedule staff, busses, 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.

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, ie, 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.

Special Events

- ▶ The KidSpace programs also offer Special Events such as Movie Night, Mommy & Me and father/daughter socials. It is also possible to hold your child's birthday parties at KidSpace. Check with your program manager for details.

Fee Structure

- KidSpace membership is priced as follows:
 - Package Plan Plus Members** • \$10 per month per family
 - Package Plan Members** • \$15 per month per family
 - Individual Clubs** • \$20 per month per family
 - Non-Members/Guests** • \$8 per visit

Fees will be collected with your monthly membership fees. KidSpace members may utilize KidSpace up to 2 hours per day.

Tax Flexible Spending Account Information

- Your monthly invoices contain a record of payments made, as well as our address and Federal Tax ID# 52-0823992. **Please save a copy of your invoice for tax purposes, as we do not send end of year statements for tax or flexible spending purposes.**

Please note: the law prohibits us from releasing any payment information to any person other than the person to whom the invoice is sent. If you require payment information, and you are not the person to whom the invoice is sent, you must provide us with a signed release from the billed party.