

# Child Care Guidelines

You can feel comfortable leaving your little ones with our dedicated staff in a safe, clean, and fun environment while you enjoy swimming, exercising, playing tennis, or simply relaxing and socializing at AVAC. Team Members are selected for their love of children and experience working with kids of all ages. All Team Members are CPR/AED plus Advanced First Aid-certified, must undergo a background check, and are cleared by the state of California Guardian database.

**PHONE: 408-445-4935**

## REMAIN ON SITE

Parents **MUST** remain on site at all times while your children are in our care. The AVAC Child Care is not intended to substitute for preschool or daycare.

## RESERVATIONS:

- Reservations are required in order to guarantee a spot for your child in the AVAC Child Care.
- Reservations must be placed prior to **9:00 pm the day before** your desired visit.
  - o The preferred reservation method is in the AVAC Member Portal, [avac.clubautomation.com](http://avac.clubautomation.com)
  - o Additional options are to call (408.445.4900) or visit the AVAC Front Desk during normal club hours.
  - o Phone or in-person reservations with Child Care Team Members are typically not possible due to the care we're providing for your little ones. Thank you for understanding.
- On rare occasions we can accept walk-in children if we meet minimum staffing requirements and if we have not officially closed the AVAC Child Care for the day.
- The AVAC Child Care often has high demand and limited capacity. Please honor your reservation or call or log in to cancel in the event that your child is unable to attend. Repeat "no shows" will be subject to a \$5 fee added to your member statement.

## AGES AND TIMES:

**8 WEEKS – 11 MONTHS : 1 HOUR daily**

**12 MONTHS+: 4 HOURS daily**

## HEALTH GUIDELINES

- The goal of these guidelines is to keep AVAC families as happy and healthy as possible. Health issues are a concern for everyone, and it is imperative that these guidelines are followed:
  - Please keep your child at home if they are showing any signs of cold or illness. This may include but is not limited to fever (100.1), 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.
  - If a child has been sick, he/she should remain home until he/she can fully participate in childcare activities.
  - A 24-hour period is required for your child to stay at home after a fever (100.1), vomiting, or diarrhea has subsided.
  - If a child has any type of discharge from their eyes or nose for any reason, he/she is required to stay home until these have subsided.
  - Please notify the Child Care of any contagious conditions contracted by your child (e.g., lice, pink eye, chicken pox).
  - The Child Care will not administer any medications unless under special circumstances.
  - The Child Care will only apply diaper cream when the parent/guardian has completed our diaper cream application authorization form.
  - Parents will be notified immediately if their child becomes ill or if they show any of the above symptoms. The staff will use their best judgment when requesting that your child be removed from Child Care. If the staff notifies you, please pick up your child immediately.

## BEHAVIOR POLICY

Children must follow the direction 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, and may follow the general progression below:

### a. Distraction

- i. We will distract from the immediate issue to see if we can change one’s attitude immediately.
- ii. We will use teaching techniques to explain how to be gentle, how to share, what is appropriate, and any other small items.

### b. Separation

- iii. We will separate the children in conflict from each other to end the conflict.
- iv. We will remove any item that is being fought over from the children, excluding food or drink.

**c. Time-out**

- v. We will use time-out when Distraction and Separation do not effectively diffuse the situation for one or both children involved.

**2. Kids will be sent home if:**

- i. The above tools are not effective in changing one's attitude or treatment of other children
- ii. A child is crying excessively for 15 minutes or more

## AGGRESSIVE BEHAVIOR

If a child bites, scratches, kicks, hits, uses foul language, or demonstrates any hostile actions toward another child while in Child Care, 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 Child Care and remove the child from the facility for the day.

Information regarding a particular child or offender is kept confidential. If there is a pattern of ongoing aggressive behavior, Child Care privileges may be suspended for an extended period by the Childcare Supervisor or AVAC General Manager. The parent will be notified regarding finding alternative interim care or time limitations in Child Care.

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 Child Care privileges.

## SCREEN TIME

We understand that every family may have different beliefs and rules regarding screen time. The AVAC Child Care has a television that is used, at times, for a variety of purposes. These include but are not limited to music and age-appropriate television and movies. While we cannot accommodate all parental requests, concerns and requests will be taken into consideration.

## POTTY TRAINING, DIAPERS, AND CLOTHING

If your child is potty training, we will be happy to assist in the process while your child is at AVAC Child Care. Please alert our staff to let us know that your child is in the process of potty training and so we can encourage those children to use the bathroom frequently to avoid accidents. While we will do our best to ensure that your child makes it to the restroom, accidents happen. Please send potty training children with multiple spare changes of clothes and diapers, just in case.

Infants must be in a clean, dry diaper when they are dropped off. Parents must provide all necessary changing materials (diapers and wipes). For infants and toddlers who are transitioning away from regular diapers, please have them arrive wearing or have packed pull-ups.

## FOOD AND DRINKS

Food is permitted in the Child Care. Spill-proof cups with water, or bottles of milk for infants are allowed. No gum, candy, peanuts, peanut butter, or nuts of any kind.

## FEEDING

- Special instructions should be given to Child Care staff upon drop-off.
- Elaborate feeding instructions (food that requires preparation, exact feeding times, food that requires monitoring the child while eating) are at the discretion of the Child Care supervisor and should be discussed in an in-person meeting.