



RAY & JOAN

KROC

CORPS COMMUNITY CENTER
QUINCY, IL

CHILD WATCH PARENT HANDBOOK & POLICY GUIDE

Quincy, IL

The Salvation Army Ray & Joan Kroc Corps Community Center
405 Vermont, Quincy IL 62301
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PROGRAM INFORMATION

Contact Information

Child Watch phone: 217-231-5621

Child Watch Hours

Monday – Thursday	8:30am-1:00pm / 4:30-8:00pm
Friday	8:30am-1:00pm / 4:30-7:00pm
Saturday	8:30am-1:00pm
Sundays	9:30am-12:30pm

On certain holidays, Child Watch will operate with reduced hours.

Ages

The Child Watch service is for children of guests using The Salvation Army Ray and Joan Kroc Corps Community Center. Children must be between the ages of 6 months through 7 years of age (*up until their 8th birthday*).

Eligibility

Unfortunately, the following are NOT eligible to use Child Watch services:

- Children whose parent or legal guardian is NOT present in the Kroc Center – all children signed into Child Watch must be signed in by a parent/guardian and ensure that a parent/guardian will remain on site throughout their child's stay. (**Parent/Guardian MUST sign original paperwork. If parent/guardian would like to add more guardians they must do so at time of registration. If an adult comes in with a child and the adult is not on the parent/guardian list a staff member will call the parent to gain permission for access.)
- Children in excess of 2 hours per session (morning or afternoon) – Child Watch is designed to be a short term, drop-in program. Full day, child care is not available.
- No child is provided care for more than 10 hours in a 7 day week. Any child exceeding 10 hours total for the week will be denied access.

Location

The Child Watch Center is located on the main floor near the welcome desk.

Our Purpose

The Child Watch center exists for the convenience of our guests while they enjoy the Kroc Center facilities. At Child Watch, children enjoy positive social experiences in a secure and happy environment. Our primary responsibilities are the emotional and physical safety of the children in our care. We strive to provide a warm and friendly environment where children can engage in a variety of age appropriate activities.

Expectations and Procedures

If no children are present, the center may close up to 30 minutes early. Rates and hours are subject to change with at least a 14 day notice. Any exceptions to our policies require written authorization from a

management representative. Any violation of guidelines could result in the termination of privileges. It is our expectation and desire to facilitate a safe and enjoyable experience for parents and children.

STAFF INFORMATION

Our Staff

Child Watch is staffed by a combination of staff and volunteers. All paid Child Watch staff pass The Salvation Army (TSA) Background Verification Check, attend and certify in the TSA Childwatch Safe from Harm education program, have current infant, child & adult CPR and First Aid Training. The staff's performance is reviewed regularly to ensure the highest standard of care. Staff meetings and trainings are conducted on a regular basis.

Our Ratios

Child Watch uses ratios to insure that your child receives quality attention and care. We maintain a 1:10 ratio. We also adjust that ratio to a 1:3 in the case of infants (6 months – 12 months). Staff has the authority to adjust that ratio (lower) based on need or circumstance.

FINANCIAL INFORMATION

FEES

Monthly Pass – Members Only

Monthly passes are available in the amount of \$20 for one child, \$30 for two children, and \$35 for three or more children. This option may save you money as it provides one daily two hour session in the Child Watch area for the entire month. *(No child is provided care for more than 10 hours in a 7 day week. Any child exceeding 10 hours total for the week will be denied access.)*

Hourly Pass – Members

If a person/family wishes to purchase a day pass instead of the monthly pass, the fee is \$3 per session for one child, \$6 for two children, and \$9 for three or more children. The fee includes one session not to exceed two hours in the Child Watch area.

Hourly Pass – Non-Members

A day pass is available to non-members at the rate of \$6 per session per child. The fee includes one session not to exceed two hours in the Child Watch area.

Payments

We accept cash and credit card payments in the Child Watch.

Late Charges

Length of stay is up to 2 hours PER SESSION. Any visit over 2 hours in one session, or that extend past our Child Watch center hours may be charged an additional fee (\$1 per minute). Continued violation of this policy may result in termination of Child Watch program use.

HEALTH AND SAFETY

In the interest of your child's health and safety, and the well-being of the other children, we stress the following:

- If your child is contagious or feel ill, tired or unusually warm, you may not use the service for that day. If your child has had a fever due to illness, please wait 24 hours after the fever has stopped to use the service.
- Children who appear sick will need to be removed from the facility immediately (*this includes sore throat, fever, diarrhea, excessive coughing, excessive runny nose, rashes, pink/glassy eyes, vomiting, etc.*). The child must come in with a note from his/her Doctor authorizing usage if condition is non-contagious (*allergies, etc.*). This policy will be strictly enforced for the protection of the child, other children, and our staff.
- If your child has been vaccinated you must wait 24 hours before bringing them into Child Watch.
- If a child is ill or cannot be consoled (after 10 minutes of staff attempting to soothe the child), parents will be notified, and will have to pick up the child at that time.
- There is always a staff member trained in First Aid and CPR on duty.

Diaper Policy

Child Watch staff will change your child as needed provided approval is on file from the parent/guardian. Diapers will be changed following the TSA regulation (*see below*).

If your child is not fully potty trained, please ensure they are wearing a pull-up. If your child is potty trained, but still learning the finer details of going potty (wiping completely, etc.) staff is able to assist your child if the diapering/toileting approval is on file.

Kroc Center Child Watch Diapering Procedures

These are the proper procedures for changing diapers within the Kroc Center. Children in diapers will be changed as needed. **Parents or guardians are required to provide diapering supplies at the time of child drop off.** Diapers should be checked at arrival, upon waking up, and as is reasonably needed. Both males and females over the age of 18 are able to change diapers by following the policy below:

- 1) As a staff member, you must make sure that another staff member can see you changing diapers at all times.
- 2) Staff members must wash hands and put on gloves.
- 3) Gather necessary materials (diapers, wipes, cleaning cloths, and clean clothing if needed).
- 4) Using a bleach water solution, the changing table must be thoroughly disinfected before the child is placed on it.
- 5) Place the child gently on the table and remove diaper. One hand must remain on the child at all times.
- 6) Dispose of the diaper in the plastic lined and covered waste receptacle.
- 7) Clean the child's diaper (peri-anal) area from front to back with a clean, damp wipe for each stroke.
- 8) Staff person must wipe gloved hands with a baby wipe before proceeding. Do not leave the child's side during any part of this process.
- 9) A topical cream/ointment/lotion may be applied only when written permission is on file.
- 10) Put on clean diaper and dress the child.
- 11) Remove gloves, wash the child's hands, and return the child to the appropriate area.
- 12) Put on gloves and disinfect the changing table with the bleach water solution.
- 13) Take off gloves and discard in waste receptacle.
- 14) Staff person must wash hands again.

HEALTH AND SAFETY (Cont.)

Chokeables and Glass

Please help us keep Child Watch safe! Remove hair pins, barrettes, and clips from your child's hair before enter Child Watch. Often clips can be left behind and most are chokeable size. Also, glass or porcelain jars, bottles, or dishes are not permitted in Child Watch program areas.

Fragrance-Free

Due to health concerns, including allergies, arising from exposure to scented products, Child Watch is a fragrance-free environment.

Discipline

Staff are trained to discipline in a caring and respectful manner and are encouraged to apply positive discipline techniques, when necessary. Positive Discipline is a kind and firm approach to working with children and families that strengthens relationships, helps children take responsibility and learn from skills and helps adults and children effectively problem solve. When necessary, a "time-out," or break time, may be applied. Staff will inform you of the situation when you return and if necessary, problem solve solutions.

Children who harm others (including but not limited to biting, scratching, hitting) may be asked to leave for the day). Children involved in more than three incidents may be suspended or not be allowed to use the center; the length of time will be determined by the Kroc Center Management team. If child is prone to aggressive behavior, please notify staff. Each consistent discipline problem will be addressed on an individual basis.

Clothing

Children must be fully clothed and wearing socks (if not walking yet) and shoes at all times. Shoes will be removed in the winter months to help keep the carpet dry.

Medication

Kroc Center employees **will not dispense medications** (prescription or over the counter) to children.

SNACK AND PLAYTIME

Snack Time

Outside food and snacks are prohibited in Child Watch. If a child has specific dietary needs and requires special food/snacks they must be brought to the attention of the Welcome Desk Manager. However, drinks ARE allowed in labeled spill proof containers. NO GLASS CONTAINERS are permitted in Child Watch, including baby bottles. Children's items must be labeled with their first and last name. We will offer a light snack, generally some sort of cracker.

Strollers

Please do not bring strollers into Child Watch – they cause traffic jams!

Outside Toys

We have many toys, books, and crafts to discover and explore in Child Watch, so please leave toys at home; they could get lost or broken and often cause conflict. If the toy is a needed comfort item, please label it and take special care to remember it when you leave. Money, balloons, and small toys are not permitted. Any toys that are brought in to Child Watch and are lost or damaged are not the responsibility of the Quincy Salvation Army Kroc Center.

Lost and Found

Child Watch staff are not responsible for items left in Child Watch. Please check with a Child Watch staff if you are looking for a lost item.

FIRST VISIT AND ORIENTATION

Before Your Child's First Visit

You are responsible for:

- Reading the Child Watch Parent Handbook & Policy Guide.
- Signing a waiver and acknowledgement that you have read and understand the policy information.
- Completing an emergency card. You will need the name and phone number of an emergency contact in case of emergency.
- Sign in to KidCheck® on computer (takes about one minute for initial sign-in). Each additional visit, you will simply scan your Kroc Center membership card to check in your child.
- Purchase your monthly pass (*Members only*) or day pass for your 2 hour stay.
- Enjoy your visit to the Kroc Center know that your child is safe and cared for in the Child Watch area.

Check-In Procedure

All space is on a first come, first serve basis (based on available child to staff ratio availability and room capacity).

- Label sippy cup or other drink item with your child's name.
- Check your child's diaper for dryness and take older children to the bathroom before leaving them. Please do not leave your child with a dirty diaper. There are restrooms just down the hall from Child Watch.
- Scan your membership card in the KidCheck® computer and share specific information with the staff regarding teething, allergies, and stage of toilet training. Also relay any special health concerns.
- Provide payment if you do not have an active monthly pass.
- Leave child and any drink or diapers with the Child Watch staff and enjoy your visit to the Kroc Center.
- Staff will issue ID tags/badges to your child during their stay. This ensures safety for the children during their stay.

We have a 2 hour limit that you may leave your child at Child Watch. Two (2) Child Watch sessions may not be purchased back to back. Parents are allowed to check in kids in the morning (for up to 2 hours) as well as in the afternoon (for up to 2 hours). **PARENTS MUST BE IN THE BUILDING AT ALL TIMES.** It is essential that the Child Watch staff know your whereabouts in the building. Staff may need to be able to locate you quickly in case your child is distressed or needs you.

Check-Out Procedure

The same parent/guardian who dropped the child off must pick the child up, or be reflected as a guardian in the members KidCheck® account.

- Scan membership card in the KidCheck® computer or type in your phone number to check out your child. You must have your photo ID for us to release your child.
- Pay any late fees if applicable (may be charged \$1 for every minute over the two hour time period).
- Pick up your child and any supplies (sippy cup, coat, etc.) and have a great day!

About KidCheck®

KidCheck is a tool that parents, guardians, and childcare providers use together to keep your children in safe hands. The concept is simple...when you as a parent or guardian create a secure, free account online, we ask for three things to keep your kids safe:

- Your contact information and photo
- A list of your kids along with any medical or allergy information
- A list of authorized guardians



Then, when you visit any organization that is also using KidCheck, all your information is immediately made available by simply checking in with your phone number or barcoded key-tag.

As a KidCheck parent, all the information about your child's safety and security is in your hands. With your free account you can securely access your account from anywhere to quickly update your contact information, your child's medical or allergy information, or to change your list of authorized guardians. This gets updated instantly with your childcare providers too, ensuring that they always have the most accurate information.

Does someone else take your child to a childcare facility? KidCheck can automatically send you notifications via text messaging when your child is checked-in or checked-out. Also included with your free account are real-time childcare records, check-in logs, and event childcare center webcams at your fingertips.

KidCheck can even be used as a free service to securely keep information in the event of an amber alert. Other companies charge you to keep amber alert information on file. With KidCheck it's secure, it's easy, and it's free.

When you choose a childcare provider that uses KidCheck, you can be assured they have your child's safety as a top priority. Nothing is more important to us than the safety of your kids.