

# Addison-Penzak Jewish Community Center Childcare Policies and Procedures

The policies and procedures are designed to ensure safety and the well-being of each child. These policies and procedures are subject to change without notice. We hope your experience is enjoyable and we look forward to spending time with your children.

## Reservations & Other Guidelines:

Childcare is for children 6 weeks - 12 years of age.

- Childcare is reservation based. Drop-ins are welcome based upon space availability. **Reservations required for the last hour of operation in the AM and PM, otherwise Childcare will close early.**
- Reservations may be made up to one week in advance.
- Please be prepared to provide the following information when you call for a reservation: date, time, child's age, length of stay (hour, hour and a half, or two hours), child's name, and parent's membership number.
- Reservations are only confirmed when you have spoken to a staff member. A voicemail message with your requested time and date does not make a reservation.
- **Reservations may be made for a maximum of two hours per visit. If there is room at time of drop-off, we may extend your reservation for a total of three hours.**
- Members must pay for the amount of time reserved regardless of the actual time used.
- If paying by cash, you will receive a receipt to take with you to the Service Desk to pay upon your departure, or you may pay at the Service Desk before you drop off your child (ren).
- Sign-in is required upon entry to Childcare. No child will be released to anyone other than the person who signed the child in, **with the exception of another parent/guardian or persons authorized on the Childcare Agreement**, unless an authorization form is filled out. In that case, photo identification is required at time of pick up.
- Members who are consistently late for pick-up may be denied usage of Childcare.
- If you need to reschedule or cancel your reservation you must give 1 hour notice. If you do not give at least 1 hour notice of cancelation, you will be charged for your time reserved. If the child has not arrived within the first 15 minutes of the scheduled reservation and no notification has been received, the space will be given to the first person on the wait list and your reservation will be canceled.
- We are prepared to work with you to transition your child when separation is an issue. Staff will locate you if your child is having difficulties adjusting within the first 10 minutes of the reservation time. We will not bill you for the reservation time & we encourage you to keep trying.

## Health & Well-Being:

- Children with signs of illness such as flu, cold, rashes, etc. will not be admitted to Childcare (children must be fever free 24 hours prior to admittance). If symptoms occur during a child's stay, the parent will be located and asked to pick up the child immediately. If the child is denied entry due to suspected illness, he or she cannot return to Childcare until 2 days later unless accompanied by a doctor's note.
- Any allergies or medical conditions must be recorded on the Childcare Agreement. However, we are unable to store or administer medication.
- Childcare is a "no-shoes zone".
- No cloth diapers allowed.
- **No creams, powders, or ointments can be applied by Childcare staff.**

- **If you would like us to change your child's diaper during their stay (if needed) please ensure that your child is dropped off with a freshly changed diaper.**
- If needed, Childcare can provide a diaper and wipe kit for a fee of \$3.00, or just wipes for a fee of \$1.00.
- **Gum is not allowed in Childcare.** **Food is not allowed in Childcare.** Childcare allows bottles, squeezable pouches and drinks in a spill proof cup.
- Personal toys will be allowed at the discretion of Childcare employees. No toys or personal items that pose a choking hazard will be allowed. Personal items left in Childcare are not the responsibility of the Addison-Penzak Jewish Community Center.

## Safety:

- Parents **must** stay within the *JCC campus site* at all times while their children are in Childcare.
- We reserve the right to suspend services to any child who displays aggressive or disruptive behavior.
- During emergency evacuations all children will be taken to a designated area. For everyone's safety, children will not be released until they have reached a designated safe area where they can be signed out by their parent or guardian.

## Fees (as of August 1, 2019):

- **Full Center Members:**  
 Infants (6 weeks – 15 months) - \$9.50 per hour.  
 Children (16 months- 12 years old) - \$7.00 per hour.  
**Minimum one hour charge.**
- **Guests and Social Members:**  
 Infants (6 weeks – 15 months) - \$12.00 per hour.  
 Children (16 months- 12 years old) - \$9.50 per hour.  
 Minimum one hour charge.
- Pre-paid punch cards may be purchased for your convenience. There are two options to choose from; Childcare Punch Cards for \$45.00 and \$90.00. **Punch cards are non-refundable and cannot be transferred to other members.**
- A LATE FEE of \$6.00 will be charged for every 15 minutes beyond the scheduled reservation time. **An additional fee of \$6 for the first 5 minutes and \$1 each additional minute per child will be charged for pick up after Childcare has closed.**

## Childcare Hours

Mondays & Wednesdays	8:00am – 7:00pm
Tuesdays & Thursdays	8:00am – 1:30pm 4:00pm – 7:00pm
Friday	8:00am – 3:15pm
Saturdays & Sundays	8:00am – 1:30pm

**Reservations @ 408.357.7422 (Childcare) or  
 Reservations @ 408.357.7429 (Service Desk)**

**NOTE: Completed and signed Childcare agreement and acknowledgment form must be on file before children can be admitted to Childcare.**