



Parent Handbook

Mission Statement-

The Children's Playroom exists to provide a trusted and reliable place in which to leave their children while they take care of the many adult responsibilities that parents have. Our facility is clean and safe. Our staff members are knowledgeable and dedicated to providing the best care possible for your children.

About Us-

Our staff members are CPR certified and trained in administering First Aid. Our Playroom Directors are fully certified through the Colorado Department of Human Services, Division of Child Care.

Our Services-

The Children's Playroom cultivates healthy families by providing safe, quality drop-in childcare for children ages 12 months to 13 years. The Playroom offers a safe and fun environment for children to play. Whether you want to go to the gym, get coffee with friends, run errands, simply have a quiet afternoon at home, or enjoy a spontaneous evening out, we can accommodate your pre-planned or last minute childcare needs. We are licensed by the State of Colorado as a Part-Time Center. Children can be at the center a maximum of 6 hours in one day and no more than 15 hours in any rolling 7 day period.

We provide the finest hourly childcare in Colorado Springs.

As a "free-play" center, The Children's Playroom is a giant playroom with age appropriate toys. There is a big room for children between the ages of 2 1/2 years to 13 years. There is a toddler room for children between the ages of 1 year to 2 1/2 years.

Children are encouraged to free-play. Through creative activities such as role playing, dress-up centers, video game centers, craft and drawing stations, and more, children learn how to interact with other kids and build character by learning traits such as taking turns, sharing, cleaning up after themselves, being polite, and making friends.

Most of all, The Children's Playroom is a fun atmosphere where kids can run and play and don't want to leave!!

As a convenient alternative to conventional baby sitters, parents have a safe, fun, certified, and character building service, which allows for them to do “adult” activities without having to look after children or schedule baby-sitters. The Children’s Playroom is an easy, always available option for child care when parents want to go on a last minute date, to an office Christmas party, attend parent-teacher conferences, or just complete daily tasks such as grocery shopping or a trip to the gym.

Food-

The Children’s Playroom offers a snack package of animal crackers and goldfish for \$1.00 per child as well as meals and drinks on an a la carte basis. If you have a bulk card, animal crackers and goldfish are free for all the children in your family at no additional cost. In compliance with local and state health regulations, all food from our menu is pre-packaged. Parents are also welcome to bring their own prepared **peanut-free** snacks/meals/drinks. Please double check all food labels for descriptions like “may contain peanuts” or “was processed in a facility that also processes peanuts”. These foods are not permitted at the center. We are not able to reheat food from home and we do not provide refrigerator space for items that need to stay cool.

Policies and Procedures-

Ages of Children Accepted-

The Children’s Playroom is licensed to accept children between the ages of 12 months and 13 years old. There is a maximum of 33 children per hour allowed as per Department of Human Services regulations. We maintain a staff to child ratio of at least 8:1 for children over 2 years, and 5:1 for toddlers under the age of 2 years. We will maintain compliance with updated Department of Human Services regulations at all times.

Hours of Operation-

Monday – Thursday	8:00am - 8:00 pm
Friday	8:00am - 11:00 pm
Saturday	10:00am - 11:00 pm
Sunday	Closed

The Children’s Playroom will close at 7:00pm Monday-Thursday and 9:00pm Friday and Saturday if no children are currently at the center.

Visitors Policy

Visitors to The Children’s Playroom must sign in and out at the front desk on the “Visitors Sign-in Sheet”. Visitation will include one tour per family, during which a staff member will accompany the family through the facility. Future admittance to the play area will be allowed for staff and registered children ONLY. Parents are welcome to view their children any time in the play area from behind the half-walls in the lobby area.

Late Policy

Because we are licensed as a part-time care facility, we must limit the number of hours that children can be in our care to a maximum of 6 hours in one day and a maximum of 15 hours within any rolling seven day period. Therefore, in addition to the late fees associated with our closing schedule, we will also impose late fees for families who exceed these part-time hourly care limitations. Pertaining *only* to part-time hourly care limitations, as a courtesy to you, you will receive and sign a warning notice after your first violation. The note will be kept on file and late fees will be applied to your account upon subsequent violations. If you have questions regarding your standing under these limitations, we will be happy to look up that information for you.

All late fees are applied as follows: \$5.00/child penalty fee for the first five minutes that child(ren) remain(s) at the center and \$1.00/child penalty fee for each additional minute after that.

We understand that there may be occasions when being late is unavoidable. Therefore, we will allow three late pick-ups before temporarily suspending the family's enrollment at The Children's Playroom for a period of one month. Subsequent offenses after the suspension period may result in termination of enrollment at The Children's Playroom.

Please be aware that there may be other circumstances under which we may call you to ask you to pick your child(ren). If for any reason (i.e. illness, disciplinary) we call you and ask you to come pick up your child, whether it be in person or by voicemail, you have 30 minutes to do so before we will begin charging double due to the fact that we need an additional employee to come to the center to properly care for that individual child. The double hourly rate is at the FIRST child rate. Therefore, the parent will be charged \$18.00 an hour if they leave the child at the center past the 30 minute notification time/phone call. This is one reason why it is important that you can be reached while your children are in our care.

Holidays

The Children's Playroom will be closed for the following holidays: Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day and New Years Day. We will close at 3:00 on New Year's Eve. All other holiday closures will be posted visibly in the store.

Drop off and Pick up-

Each parent who drops off a child at The Children's Playroom will be required to fill out a registration form and informational paperwork. In addition, the Department of Human Services requires that we receive your child's immunization record (preferably on the Colorado approved form) by the first visit and a Statement of Health from your physician by the second visit. *If the appropriate medical information is not provided within the allotted time period, your registration will become invalid and your child may not visit the playroom until the proper paperwork has been recorded.* Registration forms may be downloaded online prior to your first visit. You can print them off, fill them in and bring

them to the store on your first visit. Please allow 10 minutes for your initial drop-off and 5 minutes for each subsequent drop-off to ensure that all sign-in procedures are followed.

It is your responsibility to make sure that your kids are ready to play (socks on, clean diaper, hands sanitized)! Also, please label personal belongings (i.e. lunch boxes, individual food items, water bottles/sippy cups, and diapers) with your child's first name and last initial for each visit.

All children must be signed in and out at all times as a matter of accountability and child safety. **A working, available telephone or contact number must be left on the sign-in sheet for us to contact a parent in the event of an emergency.** The sign-in clipboard is what we take with us in an emergency (i.e. fire) and we must have a way to contact you.

If a person other than a parent is picking up a child, we must be notified at the time of checking in, and that person must have proper identification and be listed on the registration paperwork.

Rates and Reservations-

1 hour minimum

Hourly rates are the following:

(Children must be siblings to use the group rate.)

First Child: \$10.00/hour

Second Child: \$5.00/hour

Each additional child: \$4.00/hour

Bulk Hours

Buy 1st child hours in bulk at a discounted rate:

10 Hours-\$95 (\$.50 off per hour)

20 Hours- \$185 (\$.75 off per hour)

30 Hours- \$270 (\$1.00 off per hour)

The discounted hourly rate applies only to the first child hours. The rate for each additional child is consistent with the standard rates for siblings but may also be purchased in bulk for convenience. Animal crackers and goldfish are offered for free to families who have bulk cards.

We will not refund any unused block time, all sales are final.

Payment for childcare is due in full at the time of check out. Rates will be based on hours rounded to the nearest 15 min.

Reservations are highly encouraged since we are limited to 33 children per hour. If you do not have a reservation, we operate on a "first come, first serve" basis. All reservations will be held for fifteen minutes.

Please cancel reservations if your plans change.

We accept MasterCard, VISA, Discover or cash. No checks.

Out-of-town customers-

We would love to assist you during your visit to Colorado Springs! Out-of-town customers may use the facility for two weeks at a time with a completed registration form. The registration fee will be waived but there will be an increase of \$2.00 and hour per child. In order to use our services more than two weeks at a time, you must pay the registration fee and provide a physician's statement of health and immunization record on file.

Registration-

Upon accepting your paperwork, there will be a registration fee of \$30 per family. This fee is due each year on your registration month anniversary.

The Children's Playroom must have a completed registration form, immunization record (preferably on the Colorado Form) by the first visit. By the second visit, a statement of health from your physician must be provided.

You are welcome to fax or email paperwork to us however your information will not be entered into our system until your first visit when you pay your registration fee.

Paperwork for unregistered families will be kept on file for 30 days after being received.

Activities-

The Children's Playroom is created to be a safe place where kids can be kids. We have a daily schedule that we follow for those kiddos who prefer structure and we also provide a "free-play" environment for kiddos who prefer to just play with whatever they choose.

We encourage children to be creative in their playtime and therefore we have centers for art, role play, building, and playing!! Any movies, video games or music allowed in the center will be family friendly. There will be a scheduled "quiet time" on Friday and Saturday evenings during which a movie will be shown.

Daily Schedule-

***Schedule is subject to change**

- 8:00 a.m.** – Free Play/Breakfast served as needed
- 10:00 a.m.** – Morning Snack
- 10:30 a.m.** – Free Play
- 11:30 a.m.** – Lunch
- 12:30 p.m.** – Quiet Time with Movies (Fri/Sat only) or Quiet Play Activities (i.e. stories, puzzles, etc.)/Lunch served as needed
- 1:30 p.m.** – Free Play
- 2:30 p.m.** – Afternoon Snack
- 3:00 p.m.** – Arts & Crafts
- 4:00 p.m.** – Free Play/Snack served as needed
- 6:00 p.m.** – Dinner
- 7:00 p.m.** –Free Play
- 8:00 p.m.** – Evening snack served as needed
- 8:30 p.m.** – Movie Time

Healthy Play-

The Children's Playroom is equipped with bright and squishy, soft-sculpted foam structures. These low profile climbers, slides and crawl tunnels help develop gross motor skills, test spatial relationships and build confidence.

Education Week research reports that kids gain cognitive benefits from play and exercise.

Play can improve thinking processes that involve planning, organizing, developing abstract thought and maintaining self-control in as little as 20 minutes of interactive activity. Plus, more gross-motor play counteracts childhood obesity.

Active play experiences are a part of a healthy lifestyle that parents want for their children. The play pieces are anti-bacterial and are the healthiest choice for kids play experiences.

Our play area is designed and manufactured in accordance with the highest industry standards and safety guidelines. All play elements in the large room are soft, squishy, and surrounded with padded safety flooring. Our play area design was reviewed by a certified PLAYTIME safety inspector, adheres to the Americans with Disabilities Act (ADA) and the American Society for Testing and Materials (ASTM) standard safety specifications for playground equipment.

The Children's Playroom helps children be healthy and happy!

Communication-

No one knows your child like you do! We encourage communication between parents and The Children's Playroom staff. We want to make your child's stay at The Children's Playroom a positive experience. Please let us know of any special requests you may have for your child.

The Children's Playroom is regulated by Department of Human Services. The minimum standards policies for child care centers and our inspection reports are available for review upon request. We maintain an open door policy. Parents may visit and observe our center at anytime. A Director or Early Childhood Teacher is available to discuss any concerns about our policies and procedures.

Discipline Policy-

Verbal warnings and redirection are always our first resort when working with children who are not following the instruction of their teachers. However, when these attempts do not work, time-out will be imposed. The Children's Playroom staff will communicate with parents/guardians regarding their children's behavior with honesty and in writing when necessary. There may be instances in which a child is simply not ready for this type of free play environment. In these instances, we may encourage parents to wait a few months, and then try again. If we experience repeated difficulties with any child, we reserve the right to refuse admittance to The Children's Playroom for that child.

Emergency/Disaster Policy-

Safety is our number one priority and our center was built with that in mind.

In the unlikely event of any the following, our policy is as follows:

Fire - the staff will evacuate the building. Attendance will be taken and children will safely escorted out of the building to Summit Cleaners.

Tornado - the staff will calmly lead the children to the back of the center where they will be most protected from broken glass, etc.

Blizzard- if conditions worsen or watch is in effect, parents will be called to pick up their children. The on-site director will monitor news reports closely. The center will close early so that staff may safely make their way home. The center may not open on days in which heavy snowfall is present.

Lock Down- the staff will calmly lead the children to the back of the center where they can remain out of sight. Under more severe circumstances, children and staff will lock themselves in the restroom facilities at the back of the building.

Children with Special Needs- One-on-one care will be provided by either the Shift Leader or the Group Leader for children with special needs in any type of emergency.

Reunification with Families- At check in, parents are required to leave a working telephone number that we can reach them by on the sign-in sheet at the front desk. This information will be retrieved and brought with the group in any emergency event. Either the Shift Leader or the Group Leader will begin contacting parents once it is safe enough to do so. Two staff members will remain on site until each and every child has been picked up.

Abandoned Child - if a child is left in our care for more than one hour past closing time, and we are unable to reach any of the emergency contacts, which the parent has provided, the local police will be notified.

Lost Child - children are counted constantly at our center. The front and back doors are always locked and have alarms to prevent anyone from entering or leaving the center unnoticed. In the unlikely event of a lost child, the police will be called and parents will be immediately notified.

Accident - in the event of an injury to a child, the center is equipped with a fully stocked first aid kit, and our staff has CPR and first-aid training. Accident reports are written up for all minor accidents that leave a mark on the child. These reports are kept in your child's file. If further action is required, we will call 911 for emergency medical assistance. You will be contacted immediately by telephone in the event of a serious injury.

Well Child-To keep all of the children and staff healthy and safe, we cannot accept children at The Children's Playroom who exhibit the following symptoms:

- Fever of 100 degrees or over within the past 24 hours
 - Persistent cough
 - Discolored nasal discharge
 - Diarrhea
 - Vomiting

If your child is dropped off with any of these symptoms, you will be required to come and pick them up within 30 minutes.

Parents are required to sign a medical emergency release form at the time of registration.

Special Needs-

The Children's Playroom asks that parents of special needs children inform staff members of any and all special needs. As a parent-center team, we will determine if the center is equipped to meet your child's special needs. If so, we would like to create a developmental plan that is safe and healthy for staff, your child, and other children. If one on one attention is needed, an increase in hourly rate will apply. All services offered to special needs children will be in compliance with the Americans with Disabilities Act.

Personal Items-

Toys from home are discouraged and some are not permitted. Whether or not a toy is acceptable in the play area is entirely at the discretion of The Children's Playroom staff. All personal belongings (cups, lunch boxes, etc.) should be marked with your child's first name and last initial. The Children's Playroom will not take responsibility for personal items lost or left at the center. Lost and found items will be stored for a maximum of 30 days in the front of our center, after this time items will be donated to Good Will.

Shoe Policy-

Socks **must** be worn at all times to protect the health and safety of all children and staff at The Children's Playroom. Shoes are NOT permitted due to the installation of the soft play elements. Shoes may be stored in the cubby. Socks may be purchased for \$2.00 a pair.

Diapering/Potty Policy-

All diapered children **MUST** arrive at The Children's Playroom in a CLEAN, DRY diaper (no cloth diapers). Over-the-counter ointments for diaper rash may be administered to children with written parental authorization. These preparations may not be applied to broken skin unless there is a written order by your prescribing practitioner. Our staff is not permitted to go into the bathroom with children because it changes our staff:child ratio. Additionally, the play area has a thick padded carpet into which accidents soak in. Therefore, for the safety of all the children and the cleanliness of our facility, children must be 100% potty-trained if in regular underwear. This includes being able to handle their own clothing and taking care of their own wiping and hand washing needs. If a child has a problem in any of these areas or is having accidents, we reserve the right to require them to come in a pull-up until further notice. Reminders can be given to children as needed. Diapers may be provided for 1.00 each and pull-ups for \$3.00 each.

Medication-

Prescription medications can be administered only with the written order of a person with prescriptive authority and with written parental consent. It will be kept in a lock box at the front desk. A medication log will be kept daily.

Emergency treatment medications such as EPI Pens and albuterol inhalers require an individualized health care plan form which is to be filled out and signed by your physician.

In the event that an EPI Pen needs to be administered, The Children's Playroom staff will call 911 and the parents will be notified.

Insulin medications will not be administered by The Children's Playroom staff.

Nebulizer treatments may be administered by The Children's Playroom staff when families have arranged to pay an increased hourly rate since giving the medication would require an additional staff member.

Quiet Time-

A quiet movie time will be on Fridays and Saturdays starting at 8:30pm until closing so those who need to sleep may have the opportunity to do so. During this time, an educational or family feature children's video will be shown.

Child Abuse-

We are required by law to report any suspected child abuse. A "How to Report Child Abuse" form is available for all parents, as required by Colorado law.

You can also report abuse or neglect by calling (719) 444-5700 or email childabusereport@elpasoco.com

Under the Influence-

We beg that anyone under the influence of alcohol or drugs makes arrangements for someone sober to escort you to pick up your child. If a parent is suspected of driving under the influence, authorities will be notified.

We reserve the right to refuse any family that does not adhere to our policies.

It is our privilege to serve you. We sincerely hope that our service can be a blessing to your family. We appreciate any kind of feedback, both positive and negative, to ensure that we are meeting all of your needs. Thank you for choosing The Children's Playroom!

If a parent would like to file a complaint concerning suspected licensing violations, contact :

Colorado Department of Human Services
Division of Child Welfare
1575 Sherman Street
Denver, CO 80203
Main Number (303) 866-5932
Fax Number (303) 866-5563