

## Frequently Asked Questions

Welcome to our childcare service for *active members* of the club.

### Do I have to make a reservation for my child to come to childcare?

Reservations are only required for children 6 months to 2 years, or for children with special needs requiring closer supervision. Reservations are required 24 hours in advance.

You can make a reservation for 1.5 hours of care by calling childcare 302-239-6688 x 103 during hours of operation or letting us know in-person for bookings at least 24 hours in the future.

### How long is my child's time in childcare? If I don't use up all of my time can I return the same day for a second visit?

Children 6 months to 2 years can visit us 1.5 hrs daily. Children 2 through 13 years can visit childcare 2.0 hrs daily. Children who visit any day Monday - Friday may return for a second visit and use any remaining time from that day.

**Children may not return for a second visit on Saturdays and Sundays.**

Please note that late pick up fees will apply. The late pick up fee is \$20 for every 15 minutes you are late. Repeated late pick-up will result in having your childcare privileges removed from your membership.

### Can an alternate adult member drop off or pick up my child/children to/from childcare?

Yes, as long as the person is on **your** family membership.

### Is it okay for my child to wear socks or bare feet in childcare?

No, for the safety of the children we require that each child wear shoes.

### Is my child that is under the age of 3 able to be in the same room as his/her older sibling?

No, for the safety of the children, the toys in the rooms are age specific. It is not safe for a child under the age of 3 to be in the Preschool Age Room or the School Age Room because of the sizes of some of the toys. Children will transition with time from their older siblings, please be patient.

### Can I come back into the room with my child?

No, for the safety and security of all of the children in childcare parents/guardians are not permitted in the rooms. Only childcare personnel are permitted in childcare areas.

### Can I leave the building while my child/children are checked into childcare?

No, parents must remain inside the HAC facility while their children are checked into childcare. **Memberships will be terminated for parents who leave the building while children are in childcare.**

### Health Policy

To maintain a healthy environment for all children, we ask that you adhere to the policy below when your child's health may be questionable. Children displaying any of the following symptoms will not be permitted entry:

- Fever of 100.4° F
- Sore throat
- New uncontrolled cough that causes difficulty breathing (for a child with chronic allergic/asthmatic cough, see if there is a change from the usual cough)
- Diarrhea, vomiting, or stomachache
- New onset of severe headache, especially with a fever
- Yellow or green nose discharge
- Pain
- Swelling
- Rash
- Conjunctivitis (pink eye), influenza, chicken pox, coxsackie virus, or any other contagious illness

We require that you notify us if your child has recently visited the childcare department and was diagnosed by a physician with a communicable disease or illness. We will continue to follow CDC protocols and the Delaware Department of Public Health Policies. Masks are optional and staff will remind children to wash hands upon entry and exit.

### Childcare Hours

Monday - Thursday	8:00 am - 7:30 pm
Friday	8:00 am - 3:00 pm
Saturday - Sunday	8:00 am - 1:00 pm

*Childcare reservations should be made during our hours of operation. Last entry 15 minutes before closing.*

CHILDCARE IS AN **Allergy Aware Zone**  
**NO FOOD OR DRINKS PERMITTED.**

# CHILDCARE *FAQs continued*

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## **Why am I being given a pager/beeper? What happens if I lose or break it?**

If needed for transitioning into childcare, pagers are given to the parent/guardian that is dropping the child off in childcare. It is the responsibility of the parent/guardian to have the pager at all times and respond immediately to the page as your attention is needed. If a member is swimming laps, the closest lifeguard will hold the pager.

The pager is numbered and corresponds to the number placed on your child's check-in.

In the event that you should lose or break the pager, you will be charged the current market cost for its replacement.

## **Will you give my child their medicine?**

No, the childcare department cannot dispense medication to a child. If your child may require medication in emergencies, you must include this information in a "special needs" membership data note. The childcare center will page you in the event of an emergency; you are responsible for having any medication that may be needed. Parents are required to notify childcare staff at dropoff.

## **My child is disabled/handicapped and/or has special needs; can they come to childcare? What do I need to do?**

The childcare center does not discriminate against children with temporary or permanent disabilities. Children with disabilities who do not require additional attention will be placed according to their age or, where appropriate, their developmental age.

So that the childcare department and its staff can adequately care for your child, we request that you provide us with general information about your child's needs. In some cases, accommodations that require little effort can be handled in the child care rooms.

We cannot accommodate your child if they require one to one supervision. It is required that you make a reservation for a child who requires additional supervision. If a parent/guardian fails to make a reservation, the child will only be taken if space and staff can accommodate.

## **Will childcare transport my child/children to and from the YES Program classes that I have registered them for?**

No, the focus of the childcare department is to insure the safety of children in our care and to be interacting without the distraction and risks associated with gathering and transporting children within the facility.

## **Are there cases when childcare is not available, or can be denied?**

Yes. Childcare is an additional service that is not guaranteed. Staffing, holidays, weather, illness, and other circumstances may require us to close the department or limit the number of children. Children who are disruptive, injure others, or pose a risk of injury to themselves or others may be asked to leave, and in some cases excluded from the childcare area.

## **Will childcare staff change diapers?**

Childcare staff will change disposable diapers as needed. **Parent is responsible for providing disposable diaper with wipes in a clearly labeled bag with their child's name left on counter each visit.** We will not keep individual personal items in childcare.

## **Can my child bring their own toy(s)?**

Please leave your child's personal toys at home. The childcare department has many toy options for your child to play with while in our care. Binky's, water cups, sippy cups, strollers, snacks, bottles, and other items from home also cannot be brought or stored in childcare.

**The childcare service for members is not licensed by office of childcare licensing. Our membership base includes over 2000 children eligible for this service. Please bear this in mind when using childcare services.**



Scan here to view more information on our website

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