

## 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.**