



KIDS CLUB AND CORNER CLUB POLICIES

AGE AND TIME LIMITS

KIDS CLUB AGE:

Children who are 12 months to 10 years of age may attend the Kids Club.

- Please note: Due to exemption status, children who are not within this age range may not be permitted to use the Kids Club. Members with questions regarding children younger or older than these ages should be directed to the Kids Club Supervisor.

CORNER CLUB AGE:

Children who are 9 years old to 15 years of age may attend Corner Club.

- Please note: Due to exemption status, children who are not within this age range may not be permitted to use the Corner Club. Members with questions regarding children younger or older than these ages should be directed to the Kids Club Supervisor.
- Exceptions: A child age 7-8 may attend the Corner Club with an older relative or sibling of Corner Club required age.

TIME:

There is a one-hour minimum charge for children who attend Kids or Corner Club.

- Please note parents may drop children off for less than one-hour but will be charged the full 1-hour fee.
- There is a maximum limit of 4.5 hours per day and 12 hours per week a child may attend Kids Club or Corner Club.

ARRIVALS AND DEPARTURES:

Upon arrival, please make sure parents sign in indicating the correct information on the Kids Club or Corner Club Sign in Sheet.

- Parents should note where they will be in the club in the location box on the sign in sheet.
- Please note all children who are dropped off must be signed in before their parents may leave Kids or Corner Club.

- No child may leave Kids Club or Corner Club without a parent or guardian present at pick up.
- If a child leaves Kids or Corner Club without the permission of Kids Club Attendant or without being properly sign out by a parent or guardian, the child's parents and or guardian should be contacted immediately and notified of the current issue.

Upon departure, please verify parents sign out by indicating the time they pick up.

BEHAVIOR

In order to maintain a safe and fun environment for all our members, we believe in using "redirection" as well as the "time out" systems. Parents may be notified if their children have difficulty adapting to our social environment. Following Section:10 Instructions of our Kids Club rules.

CHILDRENS ELECTRONIC EQUIPMENT

In order to help us maintain our electronic equipment for all children who visit the Kids and Corner Club, we have rules in place for the use of our electronic equipment.

Children who cannot follow these rules will be unable to use any of our electronic equipment until they demonstrate proper usage of each piece of equipment.

AGE LIMITS:

Children under the age of 2.5 years age are not permitted to use any of our electronic at any time. This includes any controllers or accessories.

Children 2.5 to 4 years of age may use the Tablet with staff assistance.

Children 5 to 8 years of age may use the Nintendo Switch and Tablet in the Kids Club.

Children 7 to 15 years of age may use the Xbox and PlayStation in Corner Club.

TIME LIMITS:

Children in Kids Club are permitted to use the electronic equipment for a maximum of 30 minutes at a time. After 30 minutes the child may take a break and play with something else for at least 30 minutes before returning to electronic equipment.

While a child is waiting for a turn, there is a 10-minute maximum limit for each turn. Please inform children who are playing that a timer will be set. After the timer goes off, they must hand the controller to a Kids Club Attendant and wait until their next turn before playing again.

CHANGING GAMES:

Children are not permitted to change games in the Kids Club. If a game change is desired, children must notify Kids Club Attendant who will make the switch for them.

Games should be stored properly and placed out of children's reach when not in use.

- Please note: Extra games should not be left sitting out for any reason. Please keep track of all games so we do not have scratched or broken games.

MOVIES OR TELEVISIONS SHOWS

Movies and television shows should be limited in Kids Club during the daytime hours unless prior permission from the Kids Club Supervisor has been given.

- During special events (camps, themed days, school breaks, etc.) programs or movies may be shown but is at the discretion of the Kids Club Supervisor.

One episode of a TV show may be shown at a parent's request to help ease a child into our care but should not replace one-on-one interactions with any child.

Please limit TV watching in the morning to 30 minutes, or one episode, and then turn the TV off and find another activity for the child to participate in.

EVENING CARE:

Due to the number of children increasing in Kids Club during the evening hours, a short movie can be shown after 7:30 PM on Friday and Saturday evenings.

A snack of popcorn for children 2.5 years of age and older or goldfish may be offered while watching the movie.

- Children must be seated and watching the movie to participate in the movie snacks.

Children are encouraged to enjoy the entire movie but may roam and play quietly after the first half an hour.

All movie and television programs selected should be approved by the Kids Clubs Supervisor and age appropriate for the youngest member in the room.

CHILDREN'S PERSONAL ITEMS

Whenever possible, please make sure all children's items are labeled with their first and last names. This includes all security blankets, sippy cups, loveys, electronics, etc. This practice will help all staff know what items belong to what child.

Please help remind parents that while we do our best to keep track of all children's items, we are not held responsible for any lost, damaged, or replaced items.

FOOD AND DRINK

As a courtesy, a light snack (goldfish and graham crackers with juice or water) is provided by the Kids Club at parents' request.

Food can be ordered from the Kids Menu or Dining Menu during their visit in Kids or Corner Club. Please remember to ask the parents if their child will be dining with us during their visit.

As a reminder, please review children wavier sheets prior to arrival for any known allergies as well ask parents while taking food orders. In addition, children can bring snacks, drinks, and meals from home.

XLIFE:

XLIFE is a program member may add on to their membership for an additional fee. This program provides a 50% discount for members who are participants in XLIFE Golf and Play or XLIFE Social. This discount applies for dependent meals in

Kids Club and Corner Club. While taking food order from parents or guardians please ask if they participate in XLIFE Golf and Play or XLIFE Social.

This discount does not apply to guest or on special event throughout the club.

HOURS

KIDS CLUB HOURS

The Kids Club is open during the following hours:

Tuesday – Friday & Mornings	9:00 AM – 2:00 PM
Tuesday – Friday Evenings	4:00 PM – 9:00 PM
Saturdays	9:00 AM – 9:00 PM
Sunday Mornings (Reservation Only)	9:00 AM – 2:00 PM

CORNER CLUB:

The Corner Club is open during the following hours:

Sundays	9:00 AM – 7:00 PM
Tuesday – Thursday	8:00 AM – 8:00 PM
Friday & Saturday (Supervised Hours)	5:00 PM – 9:00 PM

If there are no children or no more reservations or walk ins scheduled by 8:00 PM, the Kids and Corner Club may close early at the discretion of the Kids Club Supervisor.

EXTENDED HOURS:

At the discretion of the Kids Club Supervisor, the Kids and or Corner Club may open for additional hours based upon special activities and events thought out the club.

PARENT POLICIES/VISITATIONS

Parents must remain on club property during the hours their children are in the Kids Club and Corner Club

The Kids and Corner Club have an open-door policy and welcome parent/guardian interactions.

- Please note: While we allow parents to drop in and spend time with their children in the Kids and Corner Club, the hourly charge for childcare is still in effect until the child is official signed out of our care.

Please encourage children to continue to follow Kids and Corner Club rules and policies even while their parents are in attendance.

RESERVATIONS:

KIDS' CLUB RESERVATIONS:

Reservations are required. Members may make a reservation by calling the Club at 972-625-5050, using the Members Only website, the ClubLife App, or emailing the Kids Club Supervisor. Drop off or Walk in care is based only on space availability. Parents/Legal Guardian Members and Guest must always remain on Club premises. Children must be potty-trained to participate. If your child has an accident during Kids' Club, you must return to assist and change his/hers clothing.

CORNER CLUB RESERVATIONS:

Reservations are required on Friday and Saturdays 5:00 PM – 9:00 PM. Members may make a reservation by calling the club at 972-625-5050, using the Members Only website, the ClubLife App, or emailing the Kids Club Supervisor. Drop off or Walk in care is based only on space availability. Parents/Legal Guardian Members and Guest must always remain on Club premises.

RESERVATION CANCELATIONS AND NO SHOWS:

Members may call 30 minutes prior if there are unable to keep their reservation. Due to popularity and demand, we want to open any available spots as soon as possible.

A 15-minute grace period is given to members for any reservation. After the 15 – minutes, reservation spot may be given away to another member. If members are a no show for their reservation, they are subject to our no-show reservation policy and should be charged.

SICK CHILDREN:

In order to further ensure the safety and well-being of all our members (as well as Kids and Corner Club staff), we ask that sick children not be admitted to Kids and or Corner Club. Please follow Section:6 of our Kids Club Rules, while handling a

child who may be sick or ill. Parents should be called immediately if a child become sick while in our care.



KIDS CLUB AND CORNER CLUB PROCEDURES

CHILD ACTIVITY REGISTRATION

All children who attend Kids Club and Corner Club must have a current registration form on file in the Kids Club.

- Members must fill out one form per family, but all children must be included on this form before they may visit Kids Club or Kids Corner.
- Guest must fill out a wavier form, this form must be placed behind the members they are associated with in the Registration Forms Binder.

COMMUNICATION

Please make sure we are addressing our members and guest properly by using the following:

- Good (morning, afternoon, evening) Mr. / Mrs. (Last Name)
- Please remember to ask if the child will be dining with us while in Kids Club or Corner Club.
- Please remember to ask if the child has any allergy reminder, we may need to be aware of.

COMMUNICATION - TELEPHONE

ANSWERING PHONE CALLS:

Whenever possible, please answer phone calls in 1-2 rings.

Please use the following when answering a phone call in Kids / Corner Club.

- Good (morning, afternoon, evening). Thank you for calling Stonebriar (Kids / Corner) Club. This is _____. How many I help you?
- Remember to use the phrase "my pleasure" if member thank you for helping them.

Please refrain from saying “no” to a member without offering them a second option.

- Example: “I’m sorry; we currently do not have any more space available for that day/time. We do however have an opening on _____ (alternate day/time), would this time work for your schedule?”

Always thank members for calling, wish them a great day, ask them is there anything else you can do for them.

These communication skills should be used anytime you answer a Stonebriar phone for members and other employees.

TAKING MESSAGE FOR KIDS CLUB SUPERVISOR:

When taking a message or a dispute from a member or employee please include the person’s name, contact number, date and time. If the person is a member, please also include the member number. Please leave all written messages in Kids Club Supervisor Tray in the Kids Club.

RATIOS AND LEVELS OF SUPERVISION

For the safety of all children in our care, the child-staff ratios and supervision levels shown below are always to be followed.

CATEGORY	AGES	RATIOS	SUPERVISION	ASSISTANCE
Infants	12 months – 17 months	3:1	At ALL Times	All Activities
Toddlers	18 months – 2.5 years	6:1	At ALL Times	Most Activities
Preschoolers	3 – 5 years	8:1	At ALL Times	Some Activities
School Age	5 – 15 years	10:1	Most of the Time	Few Activities

When taking reservations, please keep in mind:

- 1 Infant = 3 Spots
- 1 Toddler = 2 Spots
- 1 preschooler = 1 Spot
- 1 School Age Child = 1 Spot

To ensure the safety of all children, staff must adhere to the supervision level for each age group. Children under the age of 6 years old must always be directly supervised.

This chart is in place for safety practices, but staff should be always be actively engaging with children.

PROCESSING CHARGES

Please follow the Standard Operating Procedures located in the back of the Kids Club and Corner Club Orientation and Policy Manual for procedures on processing billing.

Please make sure we receive a signature from a parent or guardian at the departure of each visit.

Please make sure the Kids Club and or Corner Club Sign in Sheets are complete properly to assist with processing billing correctly.

FOOD ORDERS / HANDLING FOOD IN KIDS / CORNER CLUB:

Please follow the Standard Operating Procedures located in the back of the Kids Club and Corner Club Orientation and Policy Manual for procedures on ordering food.

Please remember to wear gloves when handling or boxing food for children to take home.

All dishes should be returned to the kitchen (dish washing area) at the end of each shift.

SAFETY

SAFETY COMES FIRST! We are committed to providing a safe and healthy environment for all of our employees and members.

- In order to accomplish this, we have established policies and procedures aimed at protecting everyone from injuries and illness.

EMPLOYEES:

Please reach out to Kids Club Supervisor, Chelsea Hughes and Fitness Director, Kirsten Walker immediately.

After please fill out an incident report and submit to Fitness Director, Kirsten Walker.

CHILDREN:

The care and supervision of children in our care should be the number one priority while working in Kids Club and Corner Club.

In order to accomplish this objective, please note the following information:

- Children should be supervised at ALL times and must NEVER be left unattended while using the Kids and Corner Club.
- Staff ratios and supervision levels must be maintained at ALL times.
- All employees that work alone in the Kids and Corner Club must maintain current CPR/ and First Aid certifications.

Any accident or injury, no matter how small, MUST be reported to the Kids Club Supervisor as soon as possible.

- Injuries that require immediate attention must immediately be brought to the attention of the Kids Club Supervisor and or Manager on Duty, as well as the parent of the injured child.
- Non-emergency injuries that require a Band-Aid or Ice pack must be noted on a Stonebriar Kids Report.
- These forms are to be kept behind the child's registration form in the binder after a parent has signed and received a copy.
- Report this type of injury to the Kids Club Supervisor in a written format by the end of your shift.

These forms can be found inside of Kids Club in the Kids and Corner Club Form Binder.

SHIFT DUTIES

ARRIVING FOR A SHIFT:

Employees should be in Kids Club uniform, ready to begin work before clocking in. Clock in using the time clock no earlier than 5 minutes prior to the start of your shift unless approved by Kids Club Supervisor.

UNIFORM:

Kids and Corner Club staff should arrive in the follow attire when working a Kids and Corner Club shift in addition to their Stonebriar name tag.

Top: Kids Club (Polo) Stonebriar Staff Shirt

Bottom: Black, Blue, or Khaki Pants, Shorts or Skorts that are five inches above the knee.

Any jackets or sweaters worn while on duty should not display large logos or lettering.

OPENING DUTIES:

Upon arrival, please make sure you check for new reservations, as well as properly prepare the room for all children scheduled to attend for the day.

If you have reservations, please pre-fill your sign in sheet, food order sheet or prep a registration form for members arrive.

The Kids Club door should remain propped open to welcome any walk ins or reservations upon arrival. Once a child has entered Kids' Corner or the Corner Club the doors should remain closed at all times.

WORKING A SHIFT:

The care and supervision of children in our care is the number one priority while working in Kids and Corner Club. Children should be supervised at ALL times and must NEVER be left unattended while using the Kids and Corner Club facilities. When children are visiting Kids and Corner Club, it is expected that employees interact with each and every child in their care.

- Please limit personal conversations with other employees while children are present.
- Please keep personal conversations child friendly and appropriate while children are present.
- Remember when selecting entertainment, tv shows, or movies you should always cater to the youngest child in the room.

CLOSING DUTIES

Before leaving your shift, please make sure to following the cleaning checklist and closing duties.

CLEANING CHECKLIST

Please make sure to follow the instructions on the shift cleaning checklist for each item listed. If you have any questions regarding any of the items listed, please consult with the Kids Club Supervisor.

Please make sure to initial each item as you complete them. These forms will be collected weekly by the Kids Club Supervisor.

Our goal in Kids / Corner Club is to provide a fun and safety environment for the children in our care.



KIDS CLUB AND CORNER CLUB EMPLOYEE POLICIES

MEETINGS

We will periodically hold meeting to discuss safety, service, programs, etc. that you will be scheduled to attend.

We will make every effort to schedule meetings at times convenient for all Kids' Club employees. Failure to attend these meetings without proper advance notice will be considered an unexcused absence and will be subject to appropriate disciplinary action.

PARKING

Employees are to park only in the designated employee parking spaces.

During special events, peak seasons, and holidays, employees may be directed to park in lots off property.

Please follow all memos from management and senior leadership regarding parking on these days.

PAYCHECKS

The pay week starts on Wednesday and ends every Tuesday the following week. Paychecks are customarily distributed to your department head on Tuesdays.

SCHEDULING

Schedules are created through Google Calendar every month. Staff will receive any email/text notification when monthly schedules are ready to view. If there is a problem with your schedule, contact the Kids' Club Supervisor immediately.

SCHEDULE REQUESTS:

Schedule requests must be written on a schedule request form and submitted to the Kids' Club Supervisor at least a month in advance.

- Please note: We try to accommodate all requests, but at times we cannot, and you may still be scheduled to work.

If you are unable to work a scheduled shift, you may ask another fully trained Kids Club employee to work for you. Both employees are required to sign a Swap Shift Form agreeing to the scheduled date and time of shift to be worked.

All schedule substitutions require the Kids' Club Supervisor prior approval.

ATTIRE AND PERSONAL HYGIENE

Employees are expected to present a professional and well-groomed appearance. Please come to work dressed and ready for your Kids Club or Corner Club shift. (Khaki, Blue, or Black Pants, Shorts or Skorts (no more than 5 inches above the knee) Kids' Club uniform top. No holes, rips, or tares should be in your uniform or jackets.

All Jackets and Sweaters must be appropriate and with small or minimal logo or writing. Your name tag should be pinned on your right side.

Please consult the Employee Handbook for additional information on Stonebriar Dress Code.

CELL PHONES AND PHONE CALLS

Cell phones are not allowed while working in the Kids and Corner Club. As the safety of all the children in our care is our number one priority, it is very important Kids' Club and Corner Club employees do not use cell phones while on shift and in the presence of children.

If you need to take a phone call in case of emergency, please notify someone to step in and cover your area for a short time frame.

TIME CLOCK RULES

Employees are paid according to their hours worked. Early or late use of the time clock is prohibited. Employees may clock in no earlier than five minutes prior to the

start of their shift and must clock out no later than five minutes after their shift has ended.

In the instance of late pickups from parents in Kids' Club or Corner Club please notify the Kids Club Supervisor of the reasoning for a later punch out time than your schedule displays.

In the instance a Kids Club employee forgets to clock in or out, they must fill out Time Adjustment Form located at a Time Clock or from our HR Manager and submitted to Kirsten Walker, Fitness Director.

By signing this document, you agree to have read the following Kids Club and Corner Club Orientation Binder and follow the practices stated.

Kids Club Attendants:

First & Last Name: _____ Date: _____

First & Last Name: _____ Date: _____

First & Last Name: _____ Date: _____

First & Last Name: _____ Date: _____

First & Last Name: _____ Date: _____

First & Last Name: _____ Date: _____

First & Last Name: _____ Date: _____

First & Last Name: _____ Date: _____

First & Last Name: _____ Date: _____