



KidZone Parent Handbook

Contact Youth Program Directors for questions or information:

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KidZone Policies

General Information

The KidZone at Ashburn Village Sports Pavilion is available for members with children aged 3 months -12 years old during its operating hours. Reservations are made by calling the Pavilion, or emailing Youth Program Directors. Maximum reservation time is 2 hours and 30 minutes. Maximum occupancy at a time is 7 children. Please contact AVSP Front Desk, KidZone, or the Youth Program Director to reserve or purchase packages.

KidZone Fees,

- Single Visit: \$5 per child.
- Unlimited Monthly Membership Pass: \$25 first child, \$15 additional child.

Reservations

- Reservations are not required yet encouraged. You may call ahead or reserve online to ensure the KidZone has available spaces due to our capacity of 7 children. Caregivers can call 703-729-0581 ext. 0, ext. 207, or ext. 209 or email fbushnaq@ashburnvillage.org.
- Caregivers may make reservations for a maximum of 2 hours and 30 minutes per day. Children who stay past the max time are charged for another visit.
- To avoid a \$5 “No Show” Fee, cancellations must be received at least 30 minutes prior to reserved time.

Visit/Pass Purchase

- Monthly passes cannot be shared among children.
- We do not process refunds for visits or monthly passes once they are processed.

Attendance Policies

- **Families are strictly required to stay onsite at the Pavilion at all times during their child's attendance in KidZone.** Anyone found to be in violation of this will have their KidZone privileges suspended or terminated without refund.
- **Onsite means:** At Pavilion pools, Pavilion Tennis Bubble/courts, upstairs cardio/weight floor, GroupX room, Pavilion playground, Gym, and Racquetball courts. **The trail around the lake is NOT onsite and not permitted.**
- Families must fill out a KidZone Registration/Emergency Contact Form **prior to drop off**, to be kept on file in case of an emergency.

- The child must be dropped off and picked up by the same adult, unless prior arrangements are made and communicated to staff. This should be noted on the emergency form.
- Families should pack and provide their own diapers, wipes, and changing items. We ask that parents change diapers and assist with restroom use before/during KidZone use.
- Snacks are allowed in KidZone, except choking hazard foods (parent discretion).
- Shoes should be removed/placed in a cubby upon entrance.
- Items brought into the KidZone are to be labeled by families, such as water bottles, bags, and coats.
- The Sports Pavilion is not responsible for lost or damaged items. Please bring items at your own risk.
- Children will not be admitted to the KidZone and/or will be asked to leave if they show signs of illness. If a child stays home from school for illness, they are not permitted in the KidZone.
- Please alert KidZone personnel if the child has any allergies or disabilities (also on emergency form).
- KidZone personnel do not administer medication to children or change soiled diapers or clothing. Families will be responsible for such, and you may be called if your child needs changing.
- Staff are expected to communicate kindly and professionally with parents and their children.
- Failure to make payment upon use of KidZone will result in suspension of use until dues are paid in full.

Behavior Policies

- Parents will be contacted/notified for their guidance if their child is crying continuously for 15 minutes. If the child continues to cry an additional 15 minutes and it hinders the operations of the program, the parent may be asked to pick the child up.
- If a child is crying continuously and is not hindering operations, parents may opt for the cry-it-out method, and continue facility use with the child remaining in the KidZone.

- Any child who is repeatedly deemed uncontrollable by the KidZone staff will be taken to the parent and will not be allowed in the KidZone until parents meet with KidZone Management.
- Children who place the safety and health of other children or staff at risk at KidZone may be suspended or terminated.
- We expect staff to be professional and use developmentally appropriate behavior management techniques when dealing with difficult behavior. Any type of abuse by staff (physical, emotional, psychological, or verbal) towards children will not be tolerated and staff may be terminated and reported to CPS and/or 911 in accordance with Virginia law.
- Behavior will be documented with parent signature and kept confidential.

First Aid Management

- If an injury occurs, KidZone staff are required to utilize their skills retrieved from their First Aid Certification course.
- Gloves will be worn if blood OR any bodily fluids are present.
- Cleaning antiseptic solution will be applied on an open wound, then proper bandage.
- If an injury is severe, staff are required to call 911 immediately, then will call Parents > Front Desk > Youth Directors.
- If an injury is not severe yet assistance is needed, a manager on site may be called to assist or aid in retrieving the guardian immediately.
- Youth Directors will be notified of injuries and may follow up with parents if head injuries, large/deep cuts, large bruises, and other severe injuries occur.
- First Aid accidents will be documented by KidZone staff with parent signatures and kept confidential.

Incident/Accident Reporting

- All behavior and injuries will be documented immediately via the incident/accident form.
- Parents will be verbally notified of the injury or behavior at pick-up time, then asked to sign the document to be kept on file.

- Completed Accident/Incident Report Forms will be reviewed by Youth Directors to ensure proper follow-up if needed.

Bathroom Policies

- The KidZone bathroom may not be locked by children, regardless of age, in the case of an emergency.
- Staff will monitor all children under 3 during bathroom use by maintaining proper sight or sound of children.
- Staff will monitor the bathroom door to ensure others do not enter the restroom while it is in use/not locked for children 3 and up.

Infant Care

- To prevent Sudden Infant Death Syndrome, infants may never be laid on their stomachs to sleep. KidZone staff will not implement tummy time for safety purposes.
- To prevent Shaken Baby Syndrome or Abusive Head Trauma, infants will never be shaken or roughly handled. Any suspicion of child abuse by staff will be reported by management to families, CPS and/or 911 as required by Virginia law.
- If infants are brought in their carseats, they may not remain in the car seats during their time in KidZone. They will be taken out. They may not be laid to sleep in their carseats to prevent SIDS.
- Staff will use the crib or infant seats available to put children 2 and under to sleep. No child over 2 years old is allowed in the crib for safety purposes.
- KidZone staff are not responsible for changing diapers. If a diaper needs to be changed, families will be contacted.

Late Fee / Termination Policy

- If families are consistently late to pick up a child after the 2 hour and 30 minute limit, or at closing time, late charges of \$5 for every 5 minutes will be incurred, and they risk the chance of losing KidZone privileges.
- After the third late offense, the family will be required to speak with Youth Directors before returning to KidZone.

Illness Policy

KidZone has implemented an Illness Policy to help minimize the spread of infectious illness among children in the KidZone. Our goal is to maintain a safe and healthy environment for all children. We reserve the right to deny any child that shows signs of contagious illness. Children are not permitted back into the KidZone until they have been symptom-free for at least 24 hours without the use of fever-reducing medication, as advised by the Department of Health.

Guidelines for a child who may be contagious and should not be in the KidZone:

Illness Symptoms:

- Fever 100 or higher
- Chills
- Fatigue
- Cough
- Shortness of breath
- Body aches
- Headache
- Loss of taste or smell
- Vomiting
- Nausea
- Sore Throat
- Diarrhea
- Congestion
- Heavy nasal discharge
- Skin or Scalp Rash/Itching
- Head Lice

Conclusion:

Failure to follow our KidZone facility policies may result in suspension or termination of KidZone use privileges. Any concerns regarding policies or staff should be directed to the Youth Directors (contact information on first page). Thank you for choosing KidZone!

Ashburn Village Sports Pavilion Contact List

Pavilion Manager-on-Duty

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Please contact us for any questions!