



KIDFIT PARENT HANDBOOK

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KidFit

KidFit is a drop-off service that Fortis Members and Guests may use for their own children between the ages 3 months up to 12 years of age, for no more than 2 hours daily. **KidFit is only available to Members and Guests only (i) while they are physically present on-site at the Fortis premises; and (ii) only after all registration materials are completed. Only parents and legal guardians may sign a child into and out of the KidFit program. These policies are not negotiable.** Children will not be allowed to participate in KidFit unless their parent or legal guardian is present and remains on-site in the FORTIS FACILITY during the entirety of that child's participation in KidFit. Parent/legal guardians may not leave the Fortis facility at any time during a child's participation in KidFit.

I. MANDATORY Prerequisites to Getting Started:

- a. **Completed KidFit Registration, Emergency Information, and Waiver Form** (*Note: Parents / Legal Guardians are responsible for keeping all information current at all times*);
- b. **Completed KidFit Name Tag (may be stored and re-used from one session to the next);**
- c. **PARENTS / Legal Guardians MUST STAY IN THE BUILDING AT ALL TIMES during their child's KidFit participation. KidFit staff may page you in the event that your child is distressed or needs you.**

II. KidFit Policies and Procedures for Use

- a. KidFit is a Fortis Member service designed to free you up to get Fit!
- b. KidFit goals are simple: safety, security and age appropriate activities for your child. KidFit surveillance cameras are utilized and can be accessed by doing the following:
 1. Type 162.192.49.203 into your web browser.
 2. A login box will pop up requesting a username and password.

Username: Parent

Password: viewthekids

c. Reservations

Reservations are made on a first come, first served basis, by calling **1-855-4TISFIT (855-484-7348)** or in person at the reception / check-in counter to the extent space and staffing are available (in person registration is not guaranteed!). Reservations are not available online. Reservations are not required but are strongly recommended, as there is limited space available. If a ratio of KidFit staff to children is deemed insufficient, only telephone reservations will be accommodated (and in person registrations will not be available).

d. Fees and Charges

There is no charge for Members who are (i) on any Family Membership or (ii) the Individual One Year Unlimited Prepaid Membership. Members who are not on the above Memberships and Member Guests (walk-ins) pay on a per use or monthly basis per the below.

Hourly Pay Per Use (Drop In)	\$5/Hour First Child	\$4/Hour Second Child	\$3/Hour Each Additional Child
Monthly Unlimited (Auto-Pay)	\$20/Month First Child	\$10/Month Each Additional Child	
No Charge with the following Memberships	Family Monthly Unlimited	Family Yearly Unlimited	Individual Yearly Unlimited

i. Hourly Option

\$5.00 per hour for first child, \$4.00 per hour for second child, \$3.00 per hour for each additional child (\$5.00 minimum). The fees are calculated by the hour from the time that you sign in. After five minutes into the next hour, you will be charged for the additional hour. Your account will be charged for services rendered.

ii. Monthly Unlimited Option

A monthly electronic billing service (“auto-pay”) in the amount of \$20.00 for the first child, \$10.00 for each additional child is also available.

- iv. There are no refunds for unused credit on your KidFit account.
- v. Payments - For hourly charges, we accept checks and credit card payments only – no cash.
- vi. All check in and payments are made at the reception / check-in counter.
- vii. **HOURLY LATE CHARGES**

There is a two hour **maximum** daily use for KidFit services. Late charges will be assessed in 10 minute intervals past the two hour point. The parent/legal guardian will be charged **\$5 for each 10 minute interval past two hours.** There are **no pro-rated intervals.** Please note that these charges will be assessed to ALL members (even for those Memberships which include KidFit) and will be charged to their account.

The KidFit Studio closes promptly at:

Weekday Mornings: 11:45 am Monday – Thursday

Weekday Evenings: 8:00 pm Tuesday and Thursday

Weekends: 11:15 am Saturday

1:00 pm Sunday

****A late charge of \$5.00 will be assessed for every 10 minutes past the closing time the parent is late,** even if the total time in KidFit is less than two hours.

viii. **Cancellations**

Cancellations are required not less than four hours prior to any KidFit reservation. KidFit Monthly Unlimited (starting @ \$20/Monthly auto-pay) must be cancelled with 30 days' notice. Failure to cancel in accord with the above will result in financial responsibility for payment. No refunds are given.

e. Compliance

The State of California provides a licensing exemption for “Any child day care program that offers temporary child care services to parents...” so long as, “The services are only provided to parents and guardians who are on the same premises as the site of the child day care program.” KidFit often makes use of State recommended policies, ratios, etc. so as to create a safe, secure, stimulating program for your child.

f. Getting Started

- i. Complete KidFit Registration, Emergency Information, and Waiver Form;
- ii. Complete KidFit Name Tag (may be stored and re-used from one session to the next);

g. Signing In To KidFit


i. KidFit Registration, Emergency Information, and Waiver Form must be current for entry into KidFit.

ii. Fill out the daily sign in sheet for each child entering KidFit.

iii. **Name Tags and Photo Identification of Parents and Legal Guardians**

All KidFit participants are required to wear a KidFit pre-printed name tag at all times. Parents / legal guardians are required to fill out the name tag for their child at the reception / check-in counter. Parents / legal guardians will receive a matching tag numbered to correspond with their child. Name tags are mandatory for entry into and removal from KidFit, and only by the parent / legal guardian with the matching / corresponding numbered tag. It is the responsibility of the Parent or legal guardian to check that the name tag is correct and the information is up to date (and then initial in the appropriate space on the sign in sheet). Parents and legal guardians must present a valid photo ID each and every time that they check in a child for KidFit participation. This ID will be held at the reception desk until the child is checked out of KidFit. *Valid Photo ID's include: State driver's license, State ID card, Student ID card with picture, Military ID or Passport. Examples of picture IDs that are **not** acceptable are Company photo ID, Costco Card with picture, Credit Card with picture, etc.*

Example of the Childs' Name Tag:

	<p>KIDFIT ID #: A001</p>
<p>Child's Name</p>	
<p>Child's Age:</p>	
<p>Onsite Parent/Legal Guardian's Name and Cell Phone Number</p>	
<p>Medical or Health Issues, i.e., allergies, medications, that KIDFIT should know about and could affect your child's participation, etc.</p>	
<p>Emergency Contact Name and Phone Number</p>	

h. KidFit Hours

KidFit hours of operation are posted weekly at www.fortisfast.com under the KidFit tab. Hours vary to coincide with the current programs; but generally, KidFit operates:

Monday and Wednesday Mornings; 7:45 am – 11:45 am

Tuesday and Thursday Mornings; 8:45 am – 11:45 am

Tuesday and Thursday Evenings; 4:45 pm – 8:00 pm

Saturdays; 7:45 – 11:15

Sundays; 8:15 am – 1:00 pm

****A late charge of \$5.00 will be assessed for every 10 minutes past the closing time the parent is late, even if the total time in KidFit is less than two hours.**

i. Contact Information

KidFit Phone: 1-855-4TISFIT (855-484-7348)

Program Director Phone: 855-484-7348

Program Director Email: Erin Scheriff (Erin@fortisfast.com)

j. Orientation – Before Your Child’s First Visit

Parent / Legal Guardians are responsible for (i) reading the KidFit Parent Handbook; (ii) completing and signing the KidFit Registration, Emergency Information, and Waiver Form; and (iii) selecting a payment option (as more particularly described above). We suggest you visit KidFit with your child, during our less busy hours, before you leave him/her for the first time and keep your child’s first few visits short (30 minutes to an hour). Not uncommonly, it takes a few tries before the kids become accustomed to being left alone with KidFit Staff. KidFit, in its sole discretion, makes all final determinations as to your child’s readiness to participate and reserves the right to refuse admission.

k. Staffing and Policies

KidFit is typically staffed with only paid staff, but can also include part time volunteers. All paid staff has been trained on all Fortis KidFit policies and procedures. Additionally all KidFit staff are Adult, Child, and Infant CPR certified, as well as First Aid and AED certified. All KidFit staff is fingerprinted and undergoes background checks by 3rd parties. KidFit varies activities to the extent possible so that children may participate in

programs / activities that are age / interest appropriate. KidFit is focused on providing the following:

- i. Consideration and courtesy towards all children, their parents or legal guardians;
- ii. Safety, security, comfortable accommodations, furnishings and equipment and activities; and
- iii. Fun, positive environment, with a goal of constructive, age appropriate activities.

l. Parent Access and Limitations

Kid Fit recognizes that as the Parent / Legal Guardian of a minor child, you want to be comfortable with the program, facilities, staffing, etc. Accordingly, KidFit welcomes you to:

- i. Visit and inspect the KidFit Studio during slack periods and ask staff for an introduction / program overview;
- ii. Schedule a mutually convenient time and place to meet with the Program Director to discuss suggestions, ideas, comments or concerns; review by appointment any of your children's files.
- iii. Parents may stay with their child in KidFit for just a few minutes to acclimate their child to KidFit surroundings and staff; however, KidFit is not designed for parents, or as a family play area. If your child isn't ready to be left at KidFit, it will be readily apparent to KidFit staff in short order. It is always up to the KidFit staff to make the final determinations as to your child's readiness to participate in KidFit.

Please Note: Under no circumstance shall any debate or argument between any KidFit staff member and parent be allowed in or near KidFit. All parent questions or concerns must be directed to the Program Director, outside of the KidFit studio, at a mutually acceptable time and location.

m. Permitted Ages

12 weeks through 12 years old (up until your child's 12th birthday).

- i. Ratios - KidFit uses the following general ratio guidelines (which may be adjusted as age may not necessarily be the only consideration in determining appropriate staffing):

Ages (age limit for each grouping is reached on birthday)	Ratio (children to staff)
3 Months – 12 Months	4:1
12 Months – 18 Months	4:1
18 Months – 3 Years	6:1
3 Years – 12 Years	10:1

- ii. Infants and Toddler’s Under Two (2) - For safety’s sake, we will make sure that if your child is not yet mobile (typically under 12 months), they will stay in the infant/toddler area at all times

n. Eligibility

All Fortis Members and guests are all eligible; provided space and staffing are available.

o. Location

The KidFit studio is in room 104, just opposite the reception / check-in counter.

p. Dress Code

Children must be properly dressed. Children that can crawl or walk are required to wear shoes.

q. Food and Snacks

Food, snacks and drinks are **NOT PERMITTED** in KidFit (with the exception of water). Due to the prevalence of allergies, food and drinks are not permitted. Please ensure that children are fed prior to drop off. Spill proof “sippy” cups or water bottles filled with water may be brought in for children. In order to prevent the spread of germs, “sippy” cups or water bottles will be placed in a designated location when not in use. Only labeled cups or water bottles will be permitted – no exceptions.

r. Diaper Changing and Bottle Feeding

KidFit **DOES NOT** provide for the changing of diapers or bottle feeding. Children who are not potty trained should arrive with a clean, dry diaper. Potty trained children should go to the bathroom prior to getting dropped off. You may be paged during your child’s KidFit stay to attend to these needs. Diaper bags cannot be stored in the KidFit room.

s. **Medications**

KidFit **DOES NOT** administer medications. Parents are solely responsible for any medications needed by their child(ren).

t. **Crying / Tantrums / Behavior Problems**

If your child is having behavior problems or we are, for whatever reason, experiencing problems or are unable to soothe your child, you will be paged.

u. **Personal Items**

- i. Pacifiers (must have a shield or guard large enough so that infants cannot choke on them and must attach to the clothing of the child to be sure it leaves with the child).
- ii. **KidFit attendants are not permitted to feed any child at any time during their stay in KidFit.** Parents should feed their children prior to entering KidFit.
- iii. School supplies or books
- iv. A security blanket
- v. Spill proof “sippy” cups or water bottles filled with water may be brought in for children. In order to prevent the spread of germs, “sippy” cups or water bottles will be placed in designated location when not in use. Please label cups or water bottles with the child’s name.
- vi. Personal items not allowed into KidFit:
 - Toys, phones, mp3 players, and gaming devices.
 - No food is permitted in KidFit.

v. **Health and Safety**

Children with any visible sign of illness will not be permitted into KidFit. Such symptoms may include (but are not limited to) vomiting, diarrhea, runny nose with yellow or green mucus, wet cough, fever, mouth sores, pink eye, rashes, lice, ringworm, shingles, strep throat, chicken pox, whooping cough, etc. If your child is contagious or feels ill, tired or unusually warm, or appears to have a fever or illness, please do not attempt to enroll your child in KidFit. If your child has been recently vaccinated you

must wait 48 hours before bringing them to KidFit. If a child is or appears to be feeling poorly, or cannot be consoled, parents will be paged to pick their child up from KidFit. If your child contracts a contagious disease and has been in KidFit while infectious, please let the KidFit staff know immediately so they can inform the other parents. There is always a paid staff member trained in First Aid and Adult/Child/Infant CPR on KidFit duty.

i. **Safety Hazards / Chokeables / Scents / Allergies, etc.**

All jewelry, hair clips, pins, barrettes, etc. and any other items that are potential safety hazard will be removed from your child's person. Glass or porcelain jars, bottles, or dishes are not permitted in KidFit. Exposure to scented products and nuts may cause health concerns and are prohibited in KidFit.

ii. **Handwashing**

KidFit encourages frequent hand washing. Hot water and soap are available in both the men's and women's restrooms, as well as the staff break room. Purell and other hand sanitizers are not permitted inside KidFit program areas.

w. **Inappropriate or Aggressive Behavior**

Inappropriate behavior includes biting, hitting, pinching, fighting or any acts that may cause physical or emotional pain/distress to other children or the KidFit staff.

Depending on the age and severity of the situation, management or staff may choose to suspend children from KidFit. Positive reinforcement will always be used to resolve inappropriate behavior. Inappropriate and/or negative disciplinary actions will not be taken by KidFit staff.

If a child poses a risk to themselves or others through behavior deemed aggressive, they may be immediately excluded from KidFit.

x. **Distressed Children**

In the event a child begins to cry heavily, KidFit staff will page the parent or legal guardian to console or remove the child. Our staff will always do their best to positively redirect your child should disciplinary action be necessary. "Time-outs" or break-time may be applied.

y. Children with Special Needs

If your child has any special needs, please inform the on-duty KidFit Supervisor at the time of enrollment. If the FORTIS FACILITY cannot serve your child due to a lack of expertise or resources, we will try to recommend an alternate program.

z. Strollers and Infant Car Seats/Carriers

Strollers are not permitted in KidFit. If your child is an infant, a car seat carrier is required for entry into KidFit.

aa. Lost and Found

KidFit staff is not responsible for items left in KidFit. Please check with reception / check-in counter for lost items.

bb. Donations

KidFit accepts donations of new or gently used, toys, movies, baby items, or art supplies.