



# Child Care | Frequently Asked Questions

## Nursery Hours

**Monday-Friday**

**8:30am-8:00pm**

**Saturday & Sunday**

**8:30am-3:00pm**

### **How old does my child need to be to utilize the nursery?**

We take children ages 6 weeks old to 11 years old.

### **What is the check-in policy when I bring my child into the nursery?**

We ask that our parents sign their child in as well as check in with a team member. We ask that you issue a name tag for your child with their name and where in the club you will be exercising. It is very important to let staff know where you will be in the club so that we may better serve the parent and the child.

### **Do I need a reservation to bring my child into the nursery?**

In order to maintain the proper staff to child ratio, children ages 6 weeks to walking must have an appointment to utilize the nursery. Children walking to age 11 do not need appointments; they may come in anytime during operating hours.

### **How long can my child be in the nursery?**

If your child is 6 weeks to walking they may have up to an 1 ½ hours in the nursery per day. Children walking to 11 years old have a total of 2 hours.

### **How do I make a reservation for my infant?**

You may call the club directly to make a reservation at 410-734-7300 or you can go online and register through the website.

### **How many days in advance can I make my infant reservation?**

A member can make an appointment up to 72 hours in advance. Staff recommends making appointments in advance as spots may fill up on certain days and times.

### **What if I am unable to make my appointment for the nursery and I have a reservation?**

We understand that life with children can be unpredictable! All we need is a phone call from you informing us to cancel the appointment. We appreciate as much notice as possible so that we can give the appointment to another member in need.

### **Is my child allowed to eat snacks in the nursery?**

We do have children that come into the nursery with food allergies so we ask that no food be brought in to the nursery. We do however welcome for parents to bring a drink for their child in a labeled Sippy cup. We ask that the children's cup only contain juice or water, no milk products.

### **If my child has a dirty diaper do you change it?**

We do not change any diapers while your little one is in our care. If a child needs their diaper changed a team member will come locate the parent. We ask that all parents remain on the premises while there child is in the nursery. By giving us your location or locations we will be able to find you quickly and efficiently.

### **What if my child is sick?**

The Arena Club maintains a safe, healthy and hygienic environment for all of our children. To protect the health of every child, we do not permit sick children in the nursery. In event that we determine the child is sick we will ask the parent to come and pick them up from our care. We ask for the parents to not return with their child until they are 24 hours symptom free. The nursery team can provide a list of exclusion symptoms upon request.

### **Can my child bring in personal belongings?**

We know that many children have favorite toys and games at home. To ensure that children do not lose or have toys broken in the nursery, and to ensure that all toys are age appropriate and meet our standards for cleanliness, safety, removable parts, etc.. We ask that favorite toys remain at home or in mom's bag for safe keeping. We will provide all of the toys your child will need for a fun filled time in our care.

### **What are the qualifications of the staff?**

The nursery is compiled of individuals with varied backgrounds in childcare from degreed teachers, students taking child related courses and qualified moms. In addition to hiring team members with training and education in childcare, we hire staff that love working with children and show patience, compassion and enthusiasm. Every Arena Club employee must submit to a professional background search and complete CPR training.

### **Do you discipline the children?**

We do from time to time need to separate a child who is being disruptive or harmful to other children in the nursery. In the event that there is a continued pattern of bad behavior, we reserve the right to suspend children from the nursery at the discretion of the Children's Director. We ask that parents understand that we are looking out for the safety of all children in our care.