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**FREQUENTLY ASKED QUESTIONS.....PARENT EDITION**

**1. What is kidspace?**

Kidspace flexible hourly childcare offered in a children’s museum environment so your child, even the older ones, will be learning without realizing it! Qualified certified teachers and teacher assistants are here to guide children to many possibilities of learning. Your child will enjoy community life in our little town, dressing up in our children’s theater, creating in our art rooms, or inventing in our Mad Science room. There is a tree loft with books and puzzles for the quieter moments. The outdoor playground is equipped with ride on toys, sand play, outdoor art, quiet shaded areas, and an interactive infant playground!

**2. What age children do you accept?**

8 weeks to 11 years old

**3. What are your rates?**

- **World Gym Kid care for Parents or Legal Guardians**  
 \$20/month for first child. \$5/month for each additional child.  
 Charges will be recurring monthly until the end of World Gym member’s contract date of Gym membership.
- **World Gym Kid care for Family Members (i.e. Grandparent, Aunt, Uncle)**  
 Standard Family Registration Fee for Drop-in Care, 50% off hourly rate when present at the World Gym.
- **Drop-in Childcare (Ages 8 weeks – 11 years old)**  
 Family Registration Fee upon Application signing.....\$25.00  
  
 Drop-in Childcare.....\$10.00/hour  
 Second Child in Same Family..... \$8.00/hour  
 Additional Child in Same Family..... \$6.00/hour  
 One sibling is free after Third Sibling!

\$2.00 additional charge per hour for children under 2 years old.

**Family Savings Plan**

Parents may prepay for a discount:  
 \$110 = \$100 (10% discount)  
 \$230 = \$200 (15% discount)  
 \$360 = \$300 (20% discount)

**Student Discounts**

Parent’s taking classes at the local College or University can show their current student ID and get a 10% discount or an additional 5% on the Savings Plan.



\*All Services require full payments. Drop-in services require payment at the end of each visit and a minimum of one hour charged. After the first hour, payment will be assessed in 15 minute increments. No refunds are given for childcare services. Returned checks will be assessed a service fee of \$25.00 per check.

#### 4. What forms do I need to fill out for my child's initial visit?

Kidspace is a Maryland State Licensed Child Care Facility. It is required by law that all children who are placed in this center have the following documents up-to-date. Forms can be picked up at the center or on our website [www.visitkidspace.com](http://www.visitkidspace.com). Health Inventory Forms can be copied from your full time school or child care center. Our staff would be happy to help in any way in an effort to obtain these records.

- Emergency Form – OCC 1214
- Health Inventory – OCC 1215

You will also be required to read and agree to the Parent Handbook. There will be additional forms available at the center and on-line.

#### 5. If I am a member of World Gym, do I get a discount while I am using the gym facility?

Please see answers to question #2. Please scan in when entering the Gym so we may be able to charge you the Gym Rate. You will eventually be able to check on your children from the fitness center as well.

Child care when not in the gym follows the regular rates.

#### 6. Do I need to specify the exact time I will return?

There is a two hour maximum for Gym Care per day. One of the benefits of Drop In hourly child care is the flexibility of not giving an exact time, unless of course it's closing time!

#### 7. What are your hours of operation?

Our hours of operation are subject to change based on demand. Please check with our center for times. Kidspace will be open during the following hours, as of January 09 to March 09. Please note that if no child is in the center by 7:30PM, we will close by 8:00PM. We are happy to stay open when there is a reservation.

##### DROP-IN CARE AND GYM DROP-IN

Monday through Thursday: 8:00AM to 9:30PM,  
Friday and Saturday: 8:00AM to 10:30PM, and  
Sundays: 7:00AM to 11:00AM

##### BIRTHDAY PARTIES AND/OR FAMILY TIMES

Sundays: 11:00AM-12:30PM, 1:00PM-2:30PM, and 3:00pm-4:30PM

*See Services for Details.*

Kidspace will attempt to accommodate the World Gym class schedule. Please call in advance to see if we are open for 6AM classes.

HOLIDAY CLOSINGS: Please view our monthly calendar for holiday hours.



### 8. Can I make reservations?

Kidspace is working on a parent friendly website that will make reservation-making and child updates a dream. Until the website is finalized, parents can make reservations by calling Kidspace in advance. Reservations are saved with a credit card. We ask that you give us 24-hour cancellation notice or there is a 50% fee to your card. Without penalty, you may change the time of your reservation should it be within a 3-hour window of the previous reservation.

### 9. What is the minimum and maximum time my child can visit Kidspace?

Kids may be dropped off at the parent's convenience on a first come, first serve basis. Children can stay up to six hours per day.

### 10. How are ill children treated at Kidspace?

Kidspace will contact the parent, and if not reached, the people listed on the Emergency Form to pick up the ill child. The child will be separated from the other children and cared for by a qualified staff person.

In accordance with the State of Maryland code, we will not permit a child who has symptoms of illness such as: diarrhea, acute vomiting, severe coughing or sore throat, yellow skin (jaundiced), red eyes with discharge, infected lesions, difficult or rapid breathing, severe itching, skin rashes, swollen joints, visibly enlarged lymph nodes, stiff neck, blood or pus from ear, skin, urine, stool, or unusual behavior for the child. Symptoms that indicate any of the following diseases: chicken pox, impetigo, lice, scabies, or strep throat. Other health exclusions include any "Reportable Communicable Diseases" listed by the State of Maryland, Division of Public Health.

**We do not dispense medication of any kind. Please discuss the use of EpiPens and/or Benadryl with one of our Directors prior to registration.**

\*\*\*In consideration of all our patrons, please refrain from visiting when your child is feeling ill.

### 11. What are the qualifications of your staff?

Kidspace is a Maryland State Licensed Child Care Facility. Our child care team meets all the requirements for certification in the State of Maryland. They have gone through extensive background checks. They are professional and educated.

Kidspace's mission is to nurture a child's self-esteem, creativity and confidence in their own imagination. Our intention is to always be a positive impact on a child's life. It is important for every employee to be clear on the mission and goals of the center, and Maryland State's regulations for a childcare facility. Each employee will receive an orientation, an employee handbook stating the policies of the operation, the procedures for handling emergencies, and other necessary information. We will expect our staff to continue trainings on child development and education.



**12. What are your staffing ratios?**

To enhance the interactive experience of KIDSPACE, we will always have less children than required by the State of Maryland. Our staff includes an Owner/Director, Director, Instructors, Tutors, Teachers, and Teachers Assistants. All staff members are trained in CPR and First Aid and have had a Criminal Background Check. All staff members at KIDSPACE also have educational backgrounds, interests, and experiences that meet or exceed the Maryland licensing requirement

As required by the State of Maryland, the staff child ratio for mixed age groups will be that required for the age group with the largest number of children present in the group.

<u>Age of Child</u>	<u>Minimum Staff/Child Ratio</u>
8 weeks to 24 months	1:3
2-3 years	1:6
3-4 years	1:10
4-5 years	1:10
5 years and up	1:15

**13. What steps have you taken to insure that my child is safe while visiting KIDSPACE?**

KIDSPACE has an electric door release system on its entry door. No unauthorized person will be allowed in the Center. Within six months, we will have digital recording security cameras placed throughout the center and playground. Procedure for pick up is as follows:

- Parents must provide the name of person(s) they designate to have their child released to. All names will be listed on the child's file in our computer.
- Proper photo identification will be asked for upon the release of a child.
- All parents or authorized persons are required to sign their child in and out at each visit.
- At all times, an adult must escort the child into the facility when dropping off and out of the facility when picking them up.
- If your child is to be released due to health concerns, or misbehavior, emergency reasons, and you cannot be reached, other authorized persons on the information sheet will be contacted for immediate pick up.

**14. How do you handle serving food?**

If a child is in attendance at KIDSPACE for more than 4 hours, they must have a meal. At this time, parents will provide the meal for their child. Snacks with milk will be provided for purchase from KIDSPACE for \$2 per child. You are more than welcome to bring meals, snacks, and beverages from home but please keep in mind that all outside food must be fully prepared and ready to eat. We may not heat/cook, or otherwise prepare (chop, slice, mix, etc.) food or beverages from the outside. We can refrigerate items. **Please label all items with your child's name.**

We provide nutritious food, to help your child maintain a healthy diet. Snacks consist of crackers or pretzels, cookies, sliced apples and more.

Meal & Snack Schedule

- 8:30am - Breakfast
- 10:00am - Snack
- 12:00pm - Lunch
- 3:00pm - Snack
- 6:00pm - Dinner
- 8:00pm - Snack

Meal Requirements: Per FDA requirements a meal must consist of the following food groups:

- 1 serving fluid Milk
- 1 serving of protein
- 2 servings of vegetable and or fruit
- 1 serving grain / bread



If your child has any known allergies, please provide this information upon arrival. Kidspace is a nut-free center. All packed lunches and group snacks must be PEANUT-FREE AND PEANUT BUTTER-FREE. Lunches and snacks must also be free of tree nuts (e.g., walnuts, almonds...). Because more and more children have life-threatening allergies to nuts, this policy is being implemented for the children's health and welfare. All food must be consumed in designated areas.

### 15. How will you keep in communication with your parents?

Kidspace uses Organations Icare software to keep the records of children, employees, caregivers and household members up to date on all information.

Kidspace, serving different children daily, will make a priority of communication with parents in a multitude of ways.

- Our software and website will be designed specifically to keep parents informed of their child, illnesses of other children, and events of the center. Parents will be able to log in on the website to view "Teacher's notes", outstanding information, and make reservations. Parents will also receive notes and messages when they sign in on the computer at the center. These messages require a yes or no response to confirm parents are reading the messages.
- Senior staff and aides will be required to keep shorthand notes on each child staying at the center longer than 2 hours at the end of the visit. These cards will be submitted to the registrar for input into our database and viewable by parent.

### 16. As a parent, what am I responsible for supplying for my child while they are visiting Kidspace?

- Attire  
A top, bottom, and clean socks must be worn at all times. Socks may be purchased for \$1.00 at our center. Please no shoes or bare feet when visiting the facility for Drop-In or After School Care.
- Personal Belongings  
Each child will be provided with a daily temporary cubby intended for shoes and small personal items. \*It is required that children under the age of 4 be sent with an extra change of clothes.
- Diaper Service/Toilet Use  
Please provide diapers and wipes for your infants and toddlers. If your child is in the transition of being potty trained, please send him/her with extra pull-ups or diapers and wipes to prevent an accident where other children play. We will do our best to accommodate your efforts with consistent "potty breaks" and reminders.
- Snacks and Meals See question #14
- Naptime  
We have an area designated for napping and soft sleeping mats are available. Please inform us if your child requires a nap during their stay. Your child will not be forced to nap if he/she is unhappy. Please bring a sheet, blanket, and pillow if needed for children over the age of 1.

We are not responsible for lost or stolen items. Therefore, please do not allow your child to bring personal items to the center. **All Items MUST be labeled with your child's name!**



**17. What are your discipline procedures?**

One of Kidspac’s goals is to develop self-esteem in each child. The staff will use positive reinforcement whenever possible to accomplish this goal. In our facility, clear rules will be consistently given to the children for safety and security. When inappropriate behavior occurs, we will first give a verbal warning. After the verbal warning, the child may be taken away from the situation for a short period of time. We will redirect the child’s behavior when they return. The staff members will talk with the child about his or her behavior and discuss positive alternatives.

If unmanageable, disruptive, or unacceptable behavior occurs, the center reserves the right to contact the parent/guardian or authorized persons for immediate pick up of the child. The third time this behavior takes place, it will be necessary to terminate service to that child.

\*\*\*Parents will receive documentation of this behavior in their child’s cubby on the day it occurs.

**18. In the event of an Emergency/Accident, what action will you take?**

In the event of an accident, first aid will be administered and an Ouch Report will be completed, signed by staff and parent, and filed. In case of an emergency, the center will call 911 and contact the parent/guardian. Information from the child’s records will be used to obtain necessary emergency information. Kidspac will document all information pertinent to the emergency.

If we need to evacuate the center during an emergency, the students will be taken to Sheila’s Party World. The building is on the same side of Route 13 as the center, one block north. Teachers will have hourly attendance cards on all children. Teachers will form a line with the children and lead them to our evacuation site. Teacher’s aides will be responsible for checking all areas of center and following behind for safety. We will have your information to contact you.

**19. What other services/programs does Kidspac offer?**

- **Family Times**  
Sundays after 11AM, when private parties are not scheduled, an opportunity for parents to join their children in the fun of Kidspac. Much like a children’s museum, you can experience having your youth renewed through your child’s eyes. Admission is \$7 per child. Families registered at Kidspac can visit during these times for \$5 per child. Please see monthly calendar for times.
- **Karaoke Night** .....Standard Rates Apply  
Soon, Kidspac will offer a “Karaoke Night” every Saturday night from 7-9:30 pm. Parents take advantage and plan a night out
- **Birthday Parties**  
On Sundays after 11AM, Kidspac offers private parties for children. Rates are \$20 per child with an 8 child minimum. The unique environment of Kidspac allows you to plan a one-of-a-kind party every time. We will help you plan your party and one of our qualified staff will conduct activities so you can enjoy the event with your family and friends.

Check with Kidspac for details, prices, and to reserve the date for your special event. The host family must be registered at Kidspac. Registration fee will be waived for host family when party is 12 children or more.



**Typical Schedule for our 2 to 4 year old**

- 7:30am** – Little Town/Construction Junction
- 8:30am** – Breakfast
- 9:00am** – Playground
- 9:30am** – Game Room/Movement Area
- 10:00am** - Morning Snack
- 10:15am** – Mad Science
- 10:45am** - Story Time in Story Tree house
- 12:15am** – Clean up
- 12:30 noon** - Lunch
- 1:00 pm**– Ocean/Beach(Discovery Tables) /Arts & Crafts
- 2:00pm** – Little Town/Construction Junction
- 3:00pm** - Afternoon Snack
- 3:30pm** – Playground and/or Game Room/Movement Area
- 4:00 pm** – Homework
- 4:45 pm** – Mad Science
- 5:00pm** – Story Time in Story Tree house
- 5:45pm** – Clean up
- 6:00pm** – Dinner
- 7:00pm** – Ocean/Beach (Discovery Table)/Arts & Crafts
- 8:00pm** - Evening Snack
- 8:30pm** – Karaoke/Backstage /Storytelling in City Park