

CRESTWOOD SUMMER VISITING GUIDE –2010

Philosophy regarding Parent Visiting

If you have a youngster who has already experienced a summer at Crestwood, then you know how much they develop and flourish as a result. Those of you who are new to Crestwood will be amazed by the transformation in your child at the end of each summer. One of our many goals for each child at Crestwood is to help him or her learn independence.

At Crestwood, we also strongly believe in maintaining exceptional communication with our families and we are proud of having an open door policy for parents where nothing is ever hidden. We are so proud of our staff, facility, programs and supervision that we want nothing more than to show it off.

Our years of experience as professional educators have shown us that there is a fine balance between parental visits and our ability to foster independence in children. There are three additional issues that may have never occurred to you. First, when our courteous staff speak with visitors, it distracts them from leading and supervising the children. To assure safety at the pool as well as at other areas, we want our staff to be vigilant without any distractions. Secondly, not all parents have the same schedule and the same opportunities to visit. Children whose parents do not visit as often as others often get upset. Finally and equally as important, children spend much of their recreation time during the year performing for their parents whether it be in soccer games, basketball, baseball, dance recitals or school concerts. Crestwood offers your child an opportunity to explore and develop his/her skills among peers and have fun in a non-stressful and non-competitive environment.

We have developed a comprehensive Visiting Policy that will hopefully meet your needs as parents while also meeting the needs of the children at Crestwood. First and foremost, you will see that our top priority is your child's safety, security and well-being. Please read this guide carefully and feel free to call us anytime with questions or comments.

Visits throughout the Year

We welcome your visits to Crestwood throughout the year. During the fall and early winter, we are open Monday thru Friday from 9:00 AM to 5:00 PM and select weekends by appointment.

Beginning in February and continuing through the start of our summer season, we are open every Saturday and Sunday from 11:00 AM to 3:00 PM. Appointments are not necessary.

On a weekday visit, you will be able to meet with one of our Office Administrators or Directors. We can discuss any of your questions or concerns in person and we can also give you a personal tour of the grounds if you or members of your family have not yet had one.

Weekend visits from February until the end of June have some additional benefits. Our summer Division Heads are frequently in our office to meet with you or your child(ren) to discuss the summer. We recommend that you call in advance for the days and times the Division Head for your child's age group will be here. Also on weekends, enrolled children with a parent are welcome to get familiar with our facilities (except our pools). Bringing your children, especially those new to Crestwood, to meet our staff and play on our playgrounds or fields is a great way to get them ready and excited about the coming summer.

During the summer, our office is open on the weekends from 10:00 AM thru 3:00 PM for phone calls. A Director is also either on site or on call to be of further assistance if needed. For safety reasons, the facility is not available on the weekends for your unescorted visits or to play due to the restoration work of our maintenance staff.

Visiting while Crestwood is in session takes place Monday thru Thursday beginning at 10:00 AM and ending at 2:30 PM. There is **NO** visiting during the first week of the summer, Fridays, Rainy Days, and on the last day. Since our visiting policies are different depending on the age of your child, please read below for important details. Always bring your driver's license or a photo ID when visiting Crestwood. Visiting during the summer session is restricted to parents and relatives only and visitors must be over 21. Minors must be accompanied by an adult.

Security and Visiting Passes

Crestwood has an extensive array of people and procedures in place to create a safe and secure environment.

- During our 8 week summer program, a security staff member is stationed between Round Swamp Road and our gate. All vehicles are stopped before proceeding.
- A security team is located in our visiting parking area and in the gazebo at the entrance to our facility. All visitors are required upon

- exiting their vehicles to proceed to the security gazebo.
- Once cleared by our security staff, visitors are required at all times to prominently wear a visiting badge with their name, date, arrival time and the group they are visiting.
- Our entire staff is required to wear a photo ID badge while working at Crestwood. They are instructed that any adult on our grounds should be wearing either a staff or visiting badge.
- There is only one road to enter and exit Crestwood. Our entire property is enclosed by a fence.
- Children may never leave the campus without being signed out by a parent or legal guardian at our security gazebo.
- Under no circumstances may any motorized vehicle be driven up the road leading to the office during program hours.
- A golf cart may be acquired by security to transport a sick child, or if a visitor has difficulty walking.

For your convenience, Crestwood issues (by mail) all enrolled families two colored **SECURITY PASSES**. Consider them a Crestwood E-Z Pass and carry them with you when you plan on visiting. When you arrive at our gate, show your visiting pass to our security staff and you and your car will be waved on to proceed down our road to our parking area. You will avoid having to wait at our gate while our staff member records your license plate and other personal information.

Even with your security pass, you may still be asked to provide a driver's license or appropriate photo ID when you check in at our security gazebo. The name on your ID will need to match the names (for parents or guardians only) that we have on record in our database.

If you plan on having a grandparent or other relative visit your child(ren) at Crestwood, please be advised that they will need permission from you (the parent or guardian). A written note from you telling us the name of the person who is allowed to visit and the date they are coming is the best and safest form of communication. Allowing a relative to borrow your colored visiting pass for the day will speed up the process for them.

On special days during the summer when we expect many visitors to arrive at the same time (for example: shows, pre-school visiting days), Crestwood will usually issue special **VISITING PASSES**. These special passes will be mailed just prior to the event and may be used on the printed date only. These passes will be good for your car and all the passengers inside when you arrive. Showing the pass will allow you to pass directly through our gate. After you park, show the pass again and all the members of your party will be given a special Visiting Badge for the event you are

attending without having to check in at our security booth.

Visiting for Pre-School and (entering) Kindergarten

For the benefit of our younger children there is no open visiting for our kindergarten and pre-school groups. Young children and those new to Crestwood may have difficulty separating from parents at first. In addition, the appearance of parents (regardless of whose parent) can easily hinder a child's ability to adapt properly to our program and can disrupt the dynamics of the group.

Instead, for these age groups, Crestwood schedules special Visiting Days. There is generally one visiting day during the first session (July) which consists of watching the children swim, participating at an activity, and meeting your child's friends and staff. During the second session (August), parents whose children attend for a full day or Junior Day are invited to watch your child's group perform in a Talent Show. There is no show for children in our mini-day program. The dates of our visiting days and shows will be available just prior to the start of the summer and are listed on our Special Events calendar.

It is normal for parents of young children, especially those attending Crestwood for the first time, to be nervous. Please be assured that your children are in the best possible care and that any important things that happen here affecting your child will be communicated to you by your Group Leader or a Crestwood Administrator.

Due to the ever increasing number of children with various food allergies and our awareness of a nutritionally sound day, we no longer allow any food or snacks to be brought into Crestwood. We will supply the snacks for the bus parties, birthday parties and for all other occasions.

Visiting Policy for Groups Entering 1st grade thru 6th grade

Our Open Visiting Policy applies to all Crestwood children in our 1st thru 6th grade groups. Please read below for additional details.

- a) Dates and Times – Visiting begins the second week of the summer. Visiting is allowed on Mondays thru Thursdays from 10:00 AM until 2:30 PM. There is no visiting under any circumstances on Fridays due to our special events and to give your child one day per week where he/she is not performing for a parent. There is also no visiting on Rainy Days. Finally, to allow a final bonding and heartfelt farewells with friends and staff, we do not allow visiting on the last day of the

- summer. Please do not arrive prior to 10:00 AM. For your safety and convenience, we also ask that all visitors leave promptly at 2:30 PM. At this time in the afternoon our buses begin returning to Crestwood to get in position for dismissal. It is unsafe for visitors or cars to be on the road at this time. In addition, parked cars will get in the way of the buses maneuvering and your car may get blocked in, keeping you stuck at Crestwood until after our 4 PM dismissal.
- b) Visiting Procedures – In order for you to have an enjoyable visit and for the safety, security, and benefit of all the children at Crestwood, we ask that you abide by the following procedures:
- Please arrive at Crestwood with your Security Pass (see above) and photo ID.
 - Please park where instructed by our security personnel.
 - Please check in at our security gazebo where you will receive a visiting badge and information on where your child’s group is currently located. Please display the badge prominently at all times while you are visiting.
 - To protect the privacy of our staff and children, please do not enter the bunks (changing rooms). If you would like to go into a bunk, please speak with an Administrator who can escort you inside.
 - Visits are limited to no more than 3 consecutive periods (approximately 90 minutes).
 - Due to the ever increasing number of children with various food allergies and our awareness of a nutritionally sound day, we no longer allow any food or snacks to be brought into Crestwood. We will supply the snacks for the bus parties, birthday parties and for all other occasions.
- c) Frequency of Visiting – In order to maintain an appropriate balance between parental visits and fostering independence in the children who attend Crestwood, each family will be allowed a set number of visits per summer as follows:
- Full Summer – 4 visits
 - 6 Weeks (or any 30 Days) – 3 visits
 - 4 Weeks – 2 visits
- Our security staff will keep track of each visit made by a member of your family. At Crestwood, we allow you to visit when you want based on your schedule and allow more visits than most, if not all, other summer programs. However, while we do allow numerous visits during the summer, it is our belief that one or two visits for the entire summer should be sufficient.
- d) Special Situations – In developing our visiting policy, our primary concern is doing what is best for the children at Crestwood. For the children’s sake, making sure our policy is fair and equal is important to

us and most of you have expressed agreement. Please read below for special situations that we have already considered in our effort to be as fair and equal as possible. Please feel free to call us to discuss any of these or other special situations. We will always do our best to be as accommodating as possible and realize that from time to time extenuating circumstances do require that exceptions to rules sometimes be made.

- Siblings – The number of visits per family is the same regardless of how many children you may have enrolled at Crestwood. We assume that during each of your visits, you will visit all of your children. Please note that if you are here visiting one of your children, you may not visit another child who is in a pre-school or kindergarten group. Visiting the younger groups can be disruptive to not only their adjustment but also to the other children in the group. Additionally, it is not fair to other parents with pre-schoolers who may not have older children at Crestwood.
- Parental / Family Issues – It is not uncommon for children to have multiple sets of parents and/or guardians. For security reasons only those names in our Crestwood database listed as parents and/or guardians (provided by you on our enrollment form) will be allowed to visit. Other family members will need written permission by a parent/guardian. Children with multiple sets of parents will be allowed the same number of visits as listed above – no more. Thus, regardless of a child's family situation, he/she will be entitled to the same number of days to have a loved one visiting him/her at Crestwood. Families who may be affected by our policy should discuss it with each other and determine who will visit and how often to avoid any potential problems during the summer.
- Shows / Scheduled Visiting Days (applies to families with a child in our pre-school or kindergarten program) – As previously explained, families with children in our pre-school and kindergarten groups will be invited to a scheduled visiting day during the first session and a show during the second session (except mini-day). Over the years, we have seen that most parents who attend these events also visit other older children they may have at Crestwood on the same day either before or after the event. Therefore, the scheduled visit and/or show will each count as one of your family visits.

Safety

Crestwood's Summer Recreation Program is situated on terrain that may include undulations, tree roots, rocks, and other characteristics that make mobility more difficult. We therefore strongly suggest that you and your guests take extra care when walking across our campus. We also suggest that sturdy walking shoes be worn, and that **NO SANDALS OR FLIP-FLOPS** be worn while visiting Crestwood. Failure to follow these instructions will increase your risk of injury. We also ask that you share this information with any relatives or guests who may be visiting Crestwood with you.