

# WESTIN FAMILY POLICIES AND PROCEDURES- A PARENT’S GUIDE

1. Purpose and philosophy: the Westin Family’s purpose is to provide engaging programs reflective of the history and culture of the Rocky Mountains. Our mission: *Westin Family is a destination of discovery, where it is possible to truly experience our destination through exceptional amenities and original, destination-specific programming.* This mission reflects our purpose and philosophy that our program encourages creativity and exploration. Parents can relax knowing that the WFKC provides a safe and innovative experience for their children allowing the entire family the fullest experience possible while on vacation.
2. Ages of children accepted: The Westin Family accepts children ages 5-12.
3. Services for children with special needs: All facilities are ADA-compliant and every effort will be made to accommodate children with special needs. Accommodations may be requested at the time of registration but parents are advised that program staff reserves the right to disqualify or remove a child from the program if the child exhibits inappropriate or unacceptable behavior. Program staff are first aid and CPR- certified but do not posses the expertise necessary to care for persons with extensive medical or sociological conditions.
4. Hours and Dates of Operation: The programs are available throughout the year, during peak ski season and summer season. Winter sessions are traditionally open from Thanksgiving to Easter. Summer sessions are traditionally open from Memorial Day Weekend to Labor Day weekend. Hours vary by season and are posted at the Westin Family Discovery Room and in the resort’s newsletter – The Riverfront Insider.
5. Severe Weather Policy: The program will stage appropriate programming indoors in any case of inclement weather. WFKC staff will consult weather reports daily. Any outdoors activities will only occur when forecasted conditions permit.
6. Admission and Registration Procedures: All parents will be required to fill out program registration form(s) to enroll their children in the Westin Family. A child may not be placed in the program if: they do not meet age requirements, the facility does not have adequate staff working to maintain staffing ratios, maximum capacity or the facility has been reached, or the child is experiencing temporary illness or is considered contagious to others. Assuming children meet program requirements, parents will be asked to sign liability waivers, to disclose any medical conditions, and provide explicit contact information. Children will be assigned an identification number which will be verified at time of pick up/withdraw from the program. Parents are required to submit any known food allergies or health concerns as part of the program registration- staff will reference the master attendance list prior to serving any meal or snack/s. The Westin Family does not serve any food products that contain nuts. **Due to Colorado state law, Westin Family Kids Club requires that parents provide their child’s official Immunization Certificate by the next business day.**
7. Itemized Fee Schedule: Westin Family (aged 5-12): \$25 per hour flat rate; \$80 per half day (consecutive 4 hours) \$150 all day (8 hours, meal included); \$10 discount offered for additional children for the same family only for full day. Additional meal service is \$10 per meal.
8. Children Location Management: A master list of children present in the program will be maintain at all times The Westin Family maintains control of the whereabouts of all attendees at all times through the use of attendance control sheets, roll calls, and ID wristbands on all children 5-12. Staff will count children every 30 minutes and additionally before, during, and after transitions.
9. Discipline: Westin Family utilizes disciplinary tactics appropriate to the child’s level of understanding and is directed towards maintaining acceptable behavior and self- control. We do not utilize harsh, cruel or unusual treatment at any time. At no time will any staff member utilize corporal punishment, threaten corporal punishment; withhold food, water, naps, or toilet access; initiate aggressive physical contact with a child; yell, ridicule, humiliate or reject the child; subject the child to harsh or profane language; isolate the child; or require the child to remain silent or inactive for inappropriately long periods of time. Our philosophy on discipline is to assure all children respect one another and that any disruptive energy is redirected to produce a positive outcome for the child and the staff. Severe disruptive or aggressive behaviors will result in expulsion form the program.
10. Notification in Case of Accident, Injury or Illness: Parents and/or emergency contacts will be notified immediately in cases of accidents or illnesses. Appropriate care will be provide by qualified caregivers. Children who display signs of illness (temperature, vomiting, etc.) Will be provided space to comfortably rest until parents are able to pick them up. Children who are ill will not be able to register for or remain in programming to minimize the affect on other participating children.
11. Lost Child Procedure: Every effort will be made to assure no child is ever lost while in the program or on an outdoor excursion. If a child does become lost, an alerts (BOLO) will be sent out via the resort’s emergency alert system so that all resorts personnel are employed in location the child. The parent will be immediately notified. If the child cannot be located within 15 minutes, local authorities will be called. For each occurrence, The Westin Family staff will complete an incident report which will document the incident and steps taken to bring the situation closure.
12. Emergency Procedures: In the case of an emergency or disaster staff will follow Westin Family Kids Club Emergency procedures. Staff will contact parents in a timely manner to alert them of any emergency event or evacuation.
13. Transportation Policy: For excursions Westin Family transports children via Walking, the Westin Shuttle, The Westin Gondola, and the Beaver Creek bus system.
14. Special Activities Policy: The Westin Family staff values the importance of outdoor experiences for children. The staff will take the children on walks, and adventures in the direct vicinity of the hotel on a daily basis. Outdoor activities are dependent on weather and will happen in intervals throughout the day as needed. Staff will post information about their whereabouts on the door of

Kids Club including the time of return and a phone # that they can be reached on. Please inform staff of when you plan to pick up your child so we can be sure to be in the facility.

15. Field Trip Policy: The Westin Family will periodically offer special activities outside the scope of its core programming. Children will be able to participate in these activities based on the same qualifying factors as core program enrollment. For excursions, parents will be required to submit and sign a liability waiver and an excursion form, in addition to all other required core program registration paperwork. Reservations are required 24hrs in advance for excursions.
16. Television and Video Viewing, Gaming and Electronic Media: The Westin Family do from time to time offer television and video viewing as an activity. For Westin Family program participants, only age-appropriate videos or television programming will be offered and will not carry an MPAA rating higher than PG. video gaming systems are also available with only games rated (all) being available for use. Finally, the use of computers are available, we have all PC’s monitored and filtered with NET NANNY software with age-appropriate website suggestions available at each work station. Parents are encouraged to provide specific instruction to the staff to assure their children are only allowed exposure to the content that they approve.
17. Children’s safety Guidelines: Staff will actively supervise children at all times. Staff will use mature, and educated judgement to ensure the safety and security of all children participating in the program. Children will not be allowed to participate in unsafe or aggressive play.
18. Child Release Procedures: a check-out form is required as part of the program registration process and will clearly identify those persons permitted to pick up a child. Staff will verify the identity of the individuals picking up the child by requiring a government- issued photo ID and obtaining a signature. Staff will also verify child identification numbers to assure number match registration paperwork.
19. Late Pick-Up Policy: Parents are advised to notify Kids Club staff immediately if they have an emergency situation that will detain them from a timely pick-up. If children are present at the time of the program’s closing, staff will remain on duty until such time that the parents arrive. A \$10 fee will apply for each additional 5 minutes beyond our closing time.  
If the parents do not arrive within 15 minutes of closing staff will attempt to contact the parents. If staff is unable to contact the parents staff will proceed to contact the child’s emergency contacts. If the situation is not resolved within 30 minutes of closing, staff will contact the MOD to discuss how to proceed. In extreme situations the authorities will be contacted.
20. Late Arrival Policy: The Westin Family will strive to receive children at any time. There may be times where programming activities take staff and participants away from the facility. In the case, children will not be able to register until staff are present.
21. Medication Guidelines: Westin family does not administer maintenance medications. Only medication(s) required for emergency treatment will be allowed such: as Epi-Pens and Rescue Inhalers. In these cases a care plan from the child’s physician will be REQUIRED upon enrollment, and the medication in its original packaging. Emergency medication will be kept in the staff office in a designated medication container, and will be sent home at the end of each day.
22. Children’s Personal Belongings Policy: The Westin Family will not be responsible for children’s personal belongings while participating in the program. Valuables should be left in the child’s guestroom and not be brought to the program facility.
23. Meals and Snacks: The Westin Family believes in supporting healthy eating habits and supplies only snacks that are wholesome and hearty. The resort’s food and beverage partner, MAYA, provides all meal services to the program – each meal contains a balanced selection providing the child with at least a third of their daily nutritional needs. Parents may review the program’s complete menu selections by asking a staff member.
24. Center Visitor Policy: It is our policy to strictly regulate visitation to our facilities for persons who have not registered their child in the program. Parents are welcome to visit the program at any time. All visitors (including parents) that are not in the process of checking a child in or out of the WFKC will be required to register in our Visitor Log, providing name, date, reason for visiting, and telephone number.
25. Complaint Procedure for Child Care Services: Complaints regarding child care service may be submitted in writing to the Colorado Department of Human Services, Division of Child Care, 1575 Sherman Street, Denver, CO 80203-1714 or by calling 303-866-5958. Parents are encourages to speak with a program director or resort manager in addition to this process or as an alternate option to voice their concerns.
26. Reporting of Child Abuse: The Westin family observe all State of Colorado regulation regarding the reporting of child abuse (CDHD, DCC code 7.701.53.) All program staff members complete training to recognize signs of child abuse or neglect. In cases where suspected abuse or neglect is identified, the appropriate state agency will be notified and we will document the incident in accordance with State of Colorado Division of Child Care guidelines. If a parent suspects their child has been abused or neglected, they should report immediately to the local department of social services at 970-328-7720 or law enforcement agency. All parents will be given detailed information about our zero tolerance for child abuse and neglect policy, and the steps we take in all suspected cases, as well as what parents should know if they suspect caregiver responsibility.
27. Parent’s Responsibilities: We ask for parent’s cooperation in assuring all registration forms are completed prior to their departing the facility. We ask that parents provide detailed information concerning their activities while their children are in attendance. Finally, we encourage parents to provide as much information about the children so that our program staff can assure each child get the most out of the program. Feedback for continuous improvement is encouraged and welcomed. Payment for all services are due in full at time of pick- up.

<b><u>Fees:</u></b>		
Hourly Rate	\$25	Per hour during the day or evening program (+\$10 for meal)
Half Day	\$80	Any 4 consecutive hours (+\$10 for meal)
Full Day	\$150	8 hours 9am-5pm (Includes a meal)
Excursions	\$85	10am-2pm Select Days (Includes a meal)
Night Program	\$75	6pm-9pm (Friday and Saturday Nights. Includes a meal)

<b><u>Discounts for Kids Club rates</u></b>		
SPG Discount	10%off	Gold and Platinum SPG members only
Owners Discount	20%off	Property owners at the Westin
Additional Children	\$10 off	Each additional child in the same family (for half day or full day)
Spa/Fitness Discount	20%off	While visiting the Spa or fitness center
Maya Discount	20%off	While enjoying dinner at MAYA

### **Hours:**

Monday-Thursday 9am-5pm  
Friday-Saturday 9am-9pm  
Sunday 9am - 2pm

*\*Hours are subject to change. Please check with front desk or Kids Club.*

**Westin Family**  
Westin Riverfront Resort & Spa  
At Beaver Creek Mountain  
126 Riverfront Lane, P.O. Box 9690  
Avon, CO 81620 USA  
(970) 790- 3010

[www.westinriverfrontbeavercreek.com](http://www.westinriverfrontbeavercreek.com)



## *Parent's Handbook*



### **Our Mission:**

Westin Family is a destination for discovery, where it is possible to truly experience our destination through exceptional amenities and original destination specific programming.

Accepting Children:

- Ages 5-12