



Tiny Tots Indoor Playground
Member Handbook
2019 - 2020

Tiny Tots Mission:

Tiny Tots is a family-operated cooperative. Our goal is to provide a safe, comfortable indoor place for children to engage in active, imaginative, and social play, and to provide parents with a sense of community and connection with other families in the area. Families are encouraged to participate and contribute in any way they can to help Tiny Tots flourish and member families to thrive.

Contact Information

Playground Location: 2200 Coburg Rd, inside Our Saviour’s Lutheran Church

Mailing Address: 2200 Coburg Road, Eugene, OR 97401

Website: www.tinytotscoop.org

Telephone: 541-321-0398

Board of Directors:

Executive Directors:	Caitlin Roberts/Katie Barberis	director@tinytotscoop.org
Calendar Coordinator:	Katie Harwood	calendar@tinytotscoop.org
Events Coordinator:	Alicia McWilliams	events@tinytotscoop.org
Facilities Coordinator:	Heather Pfeifer	facilities@tinytotscoop.org
Finance Coordinator:	Mallory Roberts	finance@tinytotscoop.org
Fundraising Coordinator:		fundraising@tinytotscoop.org
Marketing Coordinator:	Alicia MacManus	marketing@tinytotscoop.org
Membership Coordinator:	Lynn Gutoski	membership@tinytotscoop.org
Volunteer Coordinator/Secretary:		volunteer@tinytotscoop.org
Webmaster/IT Administrator:	Annalise Koffa	webmaster@tinytotscoop.org

General Information

Hours of Operation

Tiny Tots Playground opens in mid-September and closes in mid-June. (Closely follows the 4J school district).

<i>Monday</i>	<i>9:00am - 4:00pm</i>
<i>Tuesday</i>	<i>Noon - 7:00pm</i>
<i>Wednesday</i>	<i>9:00am - 4:00pm</i>
<i>Thursday</i>	<i>9:00am - 4:00pm</i>
<i>Friday</i>	<i>9:00am - 4:00pm</i>
<i>Saturday</i>	<i>9:00am - 4:00pm</i>
<i>Sunday</i>	<i>Closed</i>

Membership Dues

Our year is divided into three terms -- fall, winter and spring.

Fall Term (September 16th - December 20th)

Winter Term (January 6th - March 20th)

Spring Term (March 30th - June 12th)

Member dues are \$50 per term. Unless you have made arrangements with the Finance Coordinator, payment in full for the year is due upon enrollment:

Join during Fall Term, tuition for the year = \$150

Join during Winter Term, tuition for the year = \$100

Join during Spring Term, tuition for the year = \$50

When Tiny Tots Indoor Playground is below capacity (85 member families) and has spots to fill during a term, membership dues will be as follows:

- If a member joins before the term starts or within the first 30 calendar days of the term they will pay the full amount due for the term. (\$50)
- If a member joins after the first 30 calendar days of the term they will pay 75% of the amount due for the term (75% of \$50 = \$37.50)
- If a member joins after the first 60 calendar days of the term they will pay 50% of the amount due for the term (50% of \$50 = \$25)

A limited number of scholarships are available.
Please contact the Finance Coordinator for more information.

Age Requirements

The playground is open to children from newborn through the completion of their kindergarten year. Older children may attend during designated family times (Tuesday evenings 4pm-7pm, and special events).

Tiny Tots Closures

During a scheduled holiday closure, Tiny Tots will still be available to members during regularly scheduled hours with the exception of Thanksgiving Day (the church will be using the area that day).

The east side of the playground won't be set up for the day, though members may get out anything they'd like to play with. Members must recognize that they could be the last family in attendance that day. Therefore, all toys must be put away upon leaving, lights turned off, and garbage (if significant) taken out. Members still need to sign in when playing during "closed" days.

Scheduled Holiday and Break Closures:

November 11th - Veterans' Day
November 28th - 30th- Thanksgiving Break
December 21st - January 5th - Winter Break
January 20th - Martin Luther King Jr. Day
February 17th - Presidents' Day
March 23rd - March 28th - Spring Break
May 25th - Memorial Day

Site Closure

Tiny Tots will be closed during regular operating hours in these circumstances:

- Emergency cleanings in response to major illnesses
- Inclement weather
- Facility maintenance emergencies
- When the church needs the facility (e.g. for a funeral service)

Members will be notified of unscheduled closures via email and the private Facebook group.

Additional Information on Weather-Related Closures

In the event of inclement weather, Tiny Tots will follow the decision of the Eugene 4J School District regarding closures. If schools are closed or on a delay, Tiny Tots will be considered closed and the openers/closers will not be required to fulfill their duty (although their duties will still be counted as complete).

Member Responsibilities

Communications

Members are responsible for regularly checking email and the private Facebook group for communications regarding closures, policies, and other important information.

Members may contact members of the Board via email, or for facilities/supply issues, may write a note on the whiteboard in the toy storage room.

Member Duties

Member participation is vital to the continued operation of Tiny Tots. Each member family is responsible for various duties each term, including: opening and closing shifts, substitute duties, toy cleanings, and other volunteer contributions. The number of each type of duty will be determined by the Board of Directors each term, based on member enrollment.

Opening and Closing Duties

Opening and closing the playground maintains the facility and allows the church the use of the space when Tiny Tots is closed, per our rental agreement. By doing your part, you protect our relationship with the church and contribute to our Tiny Tots community.

Please arrive 15 minutes prior to the time Tiny Tots will open or close for the day for your scheduled duties.

Checklists: Opening and closing checklists are posted on the playground. Please refer to these lists while performing your opening or closing duties.

Helpful Tip: If you are nervous about performing your first open or close duty, one option is to go in to play at opening or closing time before your first scheduled duty to observe how it is done.

Sub Duty

In the event of an emergency or illness that prevents the scheduled closer from performing his or her duty, the scheduled sub will be responsible for closing the playground. Subs should only be used when there is not enough advance notice to work out a duty trade with another member.

The scheduled closer is required to call or text the scheduled sub upon arrival at Tiny Tots for closing duty. If the sub does not receive communication that the scheduled closer has arrived by closing time, the sub should call/text the closer. If no contact can be made, the sub must report to Tiny Tots to perform the closing duty.

When a sub is used for closing, both the originally scheduled closer and the sub should contact the Calendar Coordinator to make sure duties are correctly counted.

Please note, performing a closing duty as a sub does not eliminate a future opening or closing duty.

Toy Cleaning

In order to keep Tiny Tots safe and clean for our members, toy cleanings are scheduled approximately every 7-10 days at closing time (there are no scheduled closers or subs on cleaning days). Each member family will participate in one scheduled toy cleaning each term. Toy cleanings generally involve 6-8 members, and the playground is divided into several areas to make the job go quickly.

A cleaning checklist is posted on the bulletin board by the opening and closing checklists. Cleaning supplies are located in the toy closet. We use non-toxic cleaning solution, and children are welcome at toy cleanings.

If a member fails to complete their scheduled toy cleaning duty, that member should contact the Calendar Coordinator or another Board Member in order to arrange for a make-up duty or volunteer opportunity.

Volunteer Duty

Members are asked to contribute volunteer time each term by choosing one task in addition to the duties described above. Contribution opportunities each term may include (but are not limited to):

- Helping at a special event (such as the seasonal parties)
- Purchase items for the playground (ex. Kleenex, paper towels, hand sanitizer)
- Host a small event at Tiny Tots (music time, story time, a craft activity for kids, etc.)
- Give tours to a prospective member (to give a tour, family must have been member of Tiny Tots for at least one term previously)
- Helping at a fundraiser (distributing flyers, working at a rummage sale, etc.)
- Extra duties such as cleaning, opening, closing, or sub duties

You will choose your area of volunteer contribution at the beginning of each term.

Duty Sign Up

Duties are divided up by terms: Fall, Winter, and Spring. The number of duties required for each member, each term is based on the total number of duties divided by the number of member families that term.

Fall duty sign up will take place beginning after orientation in September, and will be done online. Duty sign up for winter and spring terms will take place near the end of the previous term. Please check your emails and the Facebook group regularly for notification.

Members will not be given the door access code each term until they have scheduled their duties for the term.

Trading Duties

If you know ahead of time that you will not be able to perform a scheduled duty, it is your responsibility to try to trade with another member. The easiest way to do this is usually via the private Facebook group. Make sure to email the calendar coordinator to let her know of the change. Exchanges can be made online once both members have agreed to the trade.

If you are unable to find a member to trade duties with, or if you have short notice that you will not be able to complete your duty, you should contact the sub for the day as well as the Calendar Coordinator.

Missed Duty/Late Arrival

If you miss a duty or arrive late and find that the duty was already performed by another member or the sub, it is your responsibility to follow up with the Calendar Coordinator to reschedule your duty.

In the event that rescheduling your duty creates a hardship for your family, please contact the Calendar Coordinator or Executive Director. We will do our best to work with you on an individual basis to come up with a solution.

Penalties

A member who fails to appear for a scheduled open or close duty without first notifying the sub or making prior arrangements may be penalized with two additional open and/or close duties. If a member fails to appear for a scheduled Toy Cleaning without first notifying the sub or making prior arrangements, he or she will be required to reschedule the Toy Cleaning Duty. As a last resort, after two missed duties and no effort to make up the missed duties, the member may be dismissed from Tiny Tots (see Termination of Membership).

Exceptions

If you have a barrier to completing duties on a regular basis, such as a medical condition, pregnancy, or other situation, please contact a member of the Board. The Board may be able to work with you to come up with a reasonable alternative on a case-by-case basis.

Policies, Procedures, and Code of Conduct

Sign In Procedure

All members must sign into the member book each time they attend the playground. If you are performing a duty, please check the appropriate box on the sign in sheet.

Use of the playground

1. An adult member must accompany all member children to the playground.

2. The adult member shall ensure that the child obeys all indoor playground safety rules.
3. The adult member will supervise his/her own child(ren) at all times while at the playground and follow the code of conduct for both parents and children. Repeated discipline problems may result in the Board withdrawing the membership of that family.

Playground Rules and Safety

The playground is intended to be a fun, safe, social, stimulating environment for children. For safety reasons:

- No food or drink is allowed on the playground unless the beverage has a lid (for adults only). Please keep hot beverages out of reach of children.
- No toys from home are allowed.
- Keep the entry and snack room gates closed at all times.
- No sick children/adults (see Sick Policy).
- Soiled/wet diapers are to be taken outside of the building (do not leave in garbage cans).
- No unsupervised children are allowed in the toy storage room.
- Supervise all children at all times. This includes in the snack room, the bathroom, and the hallway for a drink of water.
- Toys are cleaned with non-toxic cleaning products.
- Parents may take out and put away toys from the toy storage room at their discretion during hours of operation.
- If you notice any toy is broken or in some way hazardous, please put it away in the toy room and report the issue to the Facilities Coordinator, either via email or by writing a note on the whiteboard in the toy room.

Guest Policy

Each member family is welcome to bring one guest per month to visit the playground. All guests must sign an insurance waiver before using the playground. If you bring a guest who is new to Tiny Tots and is considering a membership, they do not count as your monthly guest. Any individual non-member is permitted to visit the playground as a guest for a maximum of one time per month (not including attendance at a private party or public event).

All guests must sign the guest log book for each visit, and a Liability Waiver for the 2018-19 year.

Code of Conduct

Members are responsible for supervising their own children. There are a wide range of developmental abilities in the newborn to kindergarten age group, and watching out for the smaller children on the playground while the older kids are running around is important.

Code of conduct for children: Each parent is responsible for his/her own child's behavior. While each parent has unique methods of discipline, it is not acceptable to let your child behave aggressively towards other children or adults while at the playground.

AGGRESSIVE BEHAVIOR: Hitting (with hands or objects), throwing toys, pushing, kicking, spitting, hair pulling, pinching, biting, and screaming are considered to be aggressive behaviors, and require the parent to remove their child from the situation immediately. The child may continue playing after regaining his or her composure.

If the aggressive behavior does not cease, Tiny Tots requests the parent and child leave Tiny Tots for the day. A fellow member has the right to make this request if the aggressive behavior continues. However, if the member does not feel comfortable making such a request, the member may file a complaint with the Tiny Tots Board. An email sent to director@tinytotscoop.org is acceptable.

Code of conduct for adults:

- Refrain from using obscene or abusive verbal and/or nonverbal language.
- Refrain from gossip or harassment regarding other members at the playground.
- Members will not use the member names or contact information for personal or commercial business.
- Members are responsible for the conduct of their guests.

Actions to be taken against any member who violates the Code of Conduct:

First Offense – Verbal or Written Warning

Second Offense – Verbal AND Written warning

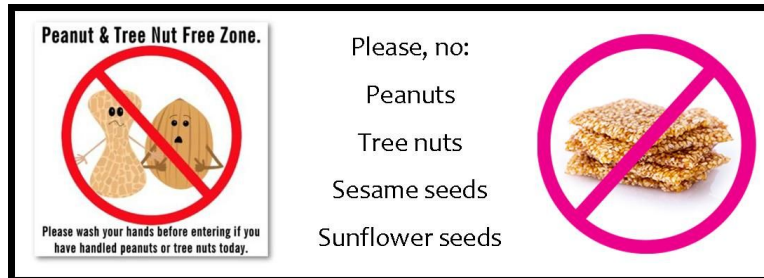
Third Offense – Termination of Membership

Food/Drink

A snack room is available at the playground. Please keep all food and drink for children in the snack room. Once your child is finished with his/her snack, wipe down your area and vacuum

any crumbs. The restroom is close by for handwashing. Adults may have lidded beverages outside of the snack room. Please keep hot beverages out of the reach of children.

Tiny Tots is nut and seed free. Please do not bring snacks containing nuts. Due to food allergies and intolerance, please do not offer food to children without a parent or guardian's consent.



Changing Room / Nursery

A room to change your child's diapers is provided, containing a changing pad and plastic bags for disposal. Please do not throw diapers in the trash inside the building. Place diapers in the large garbage can outside the back door by the kitchen.

The changing room also contains a crib, rocking chair, and some quiet toys to use as needed.

Sick Policy

Please keep you and your child home if family members have any of the following symptoms within 24 hours prior to visiting the playground:

- Diarrhea
- Fever of 100 degrees or higher
- Heavy cough/croup
- Sore throat/swollen glands
- Vomiting or nausea
- Pinkish appearance in the eye, especially with discharge
- Rash
- Runny nose, especially green or yellow in color

In addition, if you were at the playground prior to experiencing a serious or contagious illness, please contact a Board Member so we may notify other members that were at the playground that day to warn them of any symptoms they may experience (i.e., pink eye).

Cancellation or Termination of Membership

Termination of Membership

Tiny Tots may terminate the membership of any member that is not in compliance with the Tiny Tots By-Laws and Policies. **No fees or dues will be refunded upon termination.** Prior to a termination, the member will be contacted and notified of their violation. The member will be given appropriate time to respond and to make any necessary corrections. If the member does not respond on or before the stated date, then a letter will be sent confirming termination and Tiny Tots will remove the member's name from the roster and duty calendar.

The cancellation of membership without fulfilling all duties that a family signed up for will lead to the denial of membership for the following year. Please be considerate and remember we are a co-op; when you cancel without completing your duties, that puts hardships on other members. In exceptional circumstances, the board can reconsider.

Reasons for Termination by Tiny Tots:

- A member has chosen a payment plan and payment is not received within two weeks after the payment due date.
- A member does not sign up for duties and makes no effort to schedule.
- A member misses 2 duties and makes no effort to reschedule.
- A member does not fulfill Volunteer Contribution requirements.
- A member is not in compliance with the Tiny Tots Policies/By-laws.

Voluntary Cancellation of Membership

All new members have a thirty day tryout period when they first join Tiny Tots. If, during that tryout period, a family determines that Tiny Tots is not the right fit for them, any membership fees the family has paid will be refunded. Membership fees will not be refunded in the event that a family chooses to cancel their membership after the thirty day tryout period. An exception may be made to this rule for special circumstances such as moving out of the area or a medical issue. Please contact the Membership Director to request an exception to the refund policy.