



Kids' Clubhouse of the Main Line

Parent Handbook of Operational Policies and Agreement

Version 3.0

May 2021

This handbook is intended to familiarize parents and guardians with current policies, practices, and standards for The Kids' Clubhouse of the Main Line (KCML). An electronic version (PDF) of the handbook is available on our website at www.kidsclubhousemainline.com. A print copy of the handbook is available upon request. KCML reserves the right to revise its policies, practices and standards as deemed appropriate by the Owner and/or Director.

THIS HANDBOOK

The purpose of this parent handbook is to inform parents and/or guardians of the policies and procedures at Kids' Clubhouse of the Main Line, LLC (hereinafter referred to as "Kids' Clubhouse of the Main Line," "The Clubhouse" or "KCML"). These policies and procedures will hopefully paint a vivid picture of the extent to which we aim to protect your child(ren) as well as our staff. Our policies and procedures are largely taken from excerpts of the PA Code Chapter 3270 relating to Child Day Care Centers. We commit to meeting and exceeding the standards listed in this PA Code chapter. Kids' Clubhouse of the Main Line does not discriminate based on race, color, religious creed, ancestry, disability, national origin, sex, or language. The staff at Kids' Clubhouse of the Main Line will gladly address any of your questions or concerns regarding our policies and procedures listed herein.

PURPOSE OF KIDS' CLUBHOUSE OF THE MAIN LINE

Kids' Clubhouse of the Main Line was created mainly with the parent in mind. Of course there are lots of options along the Main Line for your child's early learning. Had creating the most amazing early learning center in the area been our main purpose, we would have had a ton of competition. With a full-time program and a personalized part-time program where YOU choose the hours, THAT is something the Main Line doesn't have. Put that together with an age-appropriate curated curriculum, caring, degreed, and qualified staff, a top-notch modern facility, and the most up-to-date technology and *voila*- everything a parent and kid could ask for!

MISSION STATEMENT

Kids' Clubhouse of the Main Line aims to provide quality childcare and early childhood education in a modern way by offering flexible, quality, and dependable options. Kids' Clubhouse will adequately prepare your child for the next step in their educational, social, and emotional journey.

HOURS OF OPERATION

Monday – Friday: 8:00am – 6:00pm
Saturday and Sunday: Closed

The Clubhouse will close **early** for the evening whenever the last child has left the center and there are no remaining reservations for the evening.

Kids' Clubhouse of the Main Line will be closed in observance of the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day. To see any additional days Kids' Clubhouse will be closed please ask to see the current school year's schedule.

Our hours for summer camp will change to 8am-5pm. Kids' Clubhouse of the Main Line reserves the right to change the hours of operation, require that any non-package drop-in families pre-pay for their reservation on a high capacity day, and/or charge a fee in addition to an hourly rate for special occasions such as Spring Breaks, Black Friday, New Years Eve, and others not named here.

STAFF QUALIFICATIONS (PA CODE §3270.31-37)

All Kids' Clubhouse staff are trained early childcare professionals and receive a minimum of 12 training hours annually. References are checked and all state required clearances are performed on each employee. Every caregiver is certified in CPR and First Aid. Qualification requirements for staff listed in PA Code §3270 are followed.

CENTER CAPACITY

The Department of Human Services places a limit on the number of children that are allowed to be present in our center at any given time. Both the size of our child care areas (55 PA Code §3270.61 and

§3270.61a) and the number of qualified child care staff we have in the building (55 PA Code §3270.51 and §3270.52) play a part in this. Since we offer part-time care and offer parents the option of requesting different or additional time, we may not be able to accommodate every request if we are at capacity. We apologize for any inconvenience this may cause. Please know that we do this as a result of always having child safety in mind.

AGE REQUIREMENTS

Kids' Clubhouse of the Main Line provides part-time and full-time childcare for children ages 2-6. Summer programs are offered for children ages 2-8.

The Beginner's Program accepts children who will be 2 years old by September 1st of the school year.

The Preschool Program accepts children who will be 3 years old by September 1st of the school year.

The Pre-K Program accepts children who will be 4 years old by September 1st of the school year.

WHAT YOUR CHILD SHOULD/SHOULD NOT BRING TO THE CLUBHOUSE

Parents, always remember to pack the following items for your child(ren):

- a water bottle or sippy cup **clearly labeled** with your child's name
- diapers, wipes, creams (unless you would like to use ours)
- 2 changes of clothes if your child is under the age of 5
- snacks and/or meals **with the exception of ANY nut products (peanut or tree)**. (see Meals and Food Services Practices section for more information regarding packed food.)

Please DO NOT allow your child to bring any of the following items to the center:

- personal electronics, including but not limited to cell phones, tablets, iPads, laptops, or game systems.
- toys or jewelry. Any toys or jewelry that a child brings into the center will be immediately removed and put into the child's backpack. The Clubhouse is not responsible for lost items, and we cannot replace them if they are brought in and lost.

All items you pack for your child(ren) should be **clearly labeled** with the child(ren)'s name(s). Your child's items will be placed in an individual cubby which will be labeled with his/her name. Lunches will be placed inside the refrigerator that is designated for children's food.

CHILD DRESS CODE

Kids' Clubhouse of the Main Line provides active, engaging, and, at times, messy activities. The staff at The Clubhouse will do all that is possible to control the mess, but clothing may still get dirty. Therefore, please have your child(ren) wear comfortable, **seasonally-appropriate** clothing that can get dirty. Easy on/off pants for toileting and diaper changing is preferred (i.e. no jeans or pants with buttons and/or zippers or belts). All children need closed-toed, playground appropriate shoes (no dress shoes, please).

Upon your child's first visit to KCML, he/she will be fitted with a pair of Kid Clubhouse shoes that will always be theirs when they visit KCML. This is to limit outside debris from coming into our center. The shoes will stay in labeled bins at KCML unless we request that you take them home to be washed. Please do not put shoes in the dryer but instead let them air dry. For our Full-time students, one pair of Kid Clubhouse shoes comes with your registration payment and any additional pairs your child may need or want can be purchased for \$15/pair. For our Part-time and drop-in families, shoes will need to be purchased for \$15/pair.

For children 3 and under, small hair accessories and/or jewelry are strongly discouraged because of the risk of choking. Any accessories and/or jewelry worn by any age child that poses a choking risk

and/or is causing problems, will be taken and either put in the child's bag or kept at the front desk and can be picked up by the parent or guardian at the time of pick-up.

We strongly encourage parents or guardians to pack a change of clothes for your child, especially if he/she is of the potty training age or below. If a child of potty-training age or below soils him or herself, staff will change his or her clothes and, if a second accident occurs, will put on a pull-up. If a change of clothes is not provided by the parent or guardian a change of clothes will be provided by The Clubhouse for a fee. The change of clothes cannot be returned to The Clubhouse.

ENROLLMENT PROCEDURE (PA CODE §3270.123 AND §3270.124)

In addition to our registration fee there are documents that need to be filled out during the enrollment procedure for Kids' Clubhouse. As a licensed childcare center, these are all forms required by the state. The forms required are as follows: the Parental Consent/Emergency Contact form, the Kids' Clubhouse Enrollment form, the Kids' Clubhouse Waiver and Release form, the Child Health form (including a list of vaccinations received), and the signed last page of this Handbook. These can all be found on KCML's website.

HEALTH REPORT AND IMMUNIZATIONS (PA CODE §3270.131)

Pennsylvania law requires that each child enrolled in a childcare facility provide a health report filled out and signed by a physician, physician's assistant, or a CRNP. The signature must include the individual's professional title. Health reports for an older toddler and/or a preschool child must be dated no more than 1 year prior to the first day of attendance at the facility and health reports for a school-age child must be dated in accordance with the requirements for medical examinations for school attendance in 28 PA Code §23.2- on entry into school, grade 6, and grade 11.

In addition to the health report, parents/guardians must provide The Clubhouse with written verification from a physician, physician's assistant, CRNP, the Department of Health, or a local health department of the dates (month, day, and year) the child(ren) was administered immunizations within **30 days** of the child's first day of attendance at our facility.

Kids' Clubhouse of the Main Line requires that a completed and signed health report and immunization records be turned into our center within 30 days of the child's first visit. If a completed and signed health report and immunizations records are not provided to our center within **30 days** of the child's first visit to our facility, the child will not be permitted to attend KCML until this is provided. An updated health report and immunization record must be provided to the center at least every 12 months and dated no more than 12 months' prior to the current date.

As per Pennsylvania childcare regulations, all CDC recommended immunizations are REQUIRED in order to attend a licensed childcare center. Our child health records are regularly and routinely checked by the state via unannounced visits so it is important that our records are compliant. As a private child care institution, KCML allows for exemption of vaccinations for medical and/or religious reasons only. Proof of reasoning provided by a medical professional or a parent must be provided to the Director of KCML within 30 days of your child's first visit to KCML or, if medical reasons for vaccination exemption present themselves while a child is registered at KCML, before a child participates in any further activity at KCML. Please see the chart below which was taken from the CDC website and outlines what immunizations are required and by what age:

 Birth	 1 month	 2 months	 4 months	 6 months	 12 months	 15 months	 18 months	 19-23 months	 2-3 years	 4-6 years
HepB	HepB			HepB						
		RV	RV	RV						
		DTaP	DTaP	DTaP		DTaP				DTaP
		Hib	Hib	Hib	Hib					
		PCV13	PCV13	PCV13	PCV13					
		IPV	IPV	IPV						IPV
				Influenza (Yearly)*						
					MMR					MMR
					Varicella					Varicella
					HepA5					

CENTER FEES

Full-Time:

A registration fee of \$100 per family will be required prior to enrollment at our center for each school year. The Clubhouse uses these fees to pay for many things, including staff continuing education and safety classes, purchasing new and exciting toys, books, arts and crafts and to keep the center clean and safe. The tuition and fee breakdown for our Full-time students is listed below:

Type of Fee	Amount	Due Date
Registration Fee	\$100	Due at Registration
Deposit	Half month	Due at Registration
Beginner's 2/3's Tuition	\$325/week	Monthly tuition due 1st of each month
Preschool Program	\$320/week	Monthly tuition due 1st of each month
Pre-K Program	\$315/week	Monthly tuition due 1st of each month
Before/After care	\$50/week	Optional
Friday Pizza Lunch (pizza, fruit, juice)	\$75/year (\$100/year for 2 slices)	Optional

A deposit of one half-month's tuition will be due in order to enroll your child. Until a deposit is received, your child's spot is not guaranteed. The half month deposit will be put towards the last two weeks of your child's enrollment. 30 days notice is required prior to cancelling enrollment or else the full month's tuition will be charged and you will forfeit your deposit.

Part-Time:

A registration fee of \$50 per family will be required prior to admission to our center. The Clubhouse uses these fees to pay for many things, including staff continuing education and safety classes, purchasing new

and exciting toys, books, arts and crafts and to keep the center clean and safe. The part-time package options and fee breakdown for our Part-time students is listed below:

Type of Fee	Amount	Due Date
Registration Fee	\$50	Due at Registration
Deposit	Half month (calculated by how many hours/week you plan on KCML multiplied by your hourly rate)	Due for each September enrollment and if you are registering to start on a date more than 1 month from the current date. Will be returned to your account after your start date. (Non-refundable if you un-enroll before your start date)
100 Hour Package (\$11/hour)	\$1,100.00	Due before your start date and recurring as your previous package is depleted.
200 Hour Package (\$10/hour)	\$2,000.00	Due before your start date and recurring as your previous package is depleted.
KCML Shoes	\$15/pair	Due before your start date and recurring as your child outgrows his/her shoes.
Friday Pizza Lunch (pizza, fruit, juice)	\$75/year (\$100/year for 2 slices)	Optional

In addition to our hourly charge for child care we also have fees for extra services, other items, and other fees. These are fees that are optional to you as a parent or which will be charged if certain circumstances below occur. They are as follows:

Clothes: \$6/item

Late pick-up: \$5 + \$1/each minute after scheduled pick-up time

Returned check fee: \$35

PART-TIME HOURLY BLOCK PURCHASES

The Clubhouse offers multiple hourly block purchasing options both for the convenience of the account holder as well as for additional savings opportunities. These hours are put into the account holder's account and never expire. The most up-to-date hourly block purchasing options can be found on KCML's website, www.kidclubhousemainline.com. The money that the account holder purchases these hours with then goes into their account at KCML and locks in that hourly rate. The funds can then be used for hours the child(ren) spends at the Clubhouse, meal purchases, and/or any other item that The Clubhouse sells. Hourly block rates are subject to change, however, hourly block purchases lock in an hourly rate until all of the money in that purchase is used up even if our hourly block rates go up during that time and notification of the new fees will be provided to each client when a new hourly block purchase is made. Any future hourly block purchases will then be charged the new rates.

PART-TIME CANCELLATIONS/ADDITIONS

Cancellations can be made to your part-time schedule with no charge to your account as long as at least 24 hours notice is given. If less than 24 hours notice is given, then 100% of your hourly schedule for the day will be charged to your account. Cancellations in the case of illness are never charged.

If you ever would like to request one-time additional hours to your weekly schedule you can send a request to our director by email or phone call. As long as our room and teacher ratios allow we will accept your request. If you would like to request permanent changes to your schedule, please contact our director to discuss.

FULL-TIME VACATION/TIME OFF POLICY

Kids' Clubhouse of the Main Line will be allowing Full-time families a total of (5) days of time off/vacation days for which they will not have to pay tuition. These days can be used for but are not limited to family trips/vacations, pre-planned doctor's appointments, family visiting, and/or extra days off for the holidays. While these days do not have to be consecutive, a day must be used in its entirety (i.e. no partial days). A child may not attend school on the day(s) that they requested off in order to receive credit for the days off policy.

In order to inform Kids' Clubhouse of the day(s) you would like to use towards your 5 days, an email must be sent to the Director **at least 2 weeks prior** to your desired time off. If you have already paid that month's tuition, a credit of the amount of the number of days' tuition will be credited to your account and subtracted from the next month's tuition. If you have not yet paid that month's tuition then a credit of the amount of the number of days' tuition will be credited to your account for the future month's tuition. If you do not use your 5 days by the end of the school year there will be no credits given.

ARRIVING AT THE CENTER

Please use one of our 4 designated parking spots for both drop-off and pick-up and then use the sidewalk to bring your child(ren) into our center.

PARENT COMMUNICATION (PA CODE §3270.22)

Kids' Clubhouse of the Main Line utilizes the parent-teacher communication app, Procare, as our main form of communication during the school day. Your child's teacher will send pictures and updates throughout the day when time allows. For our younger programs, potty-time and nap updates will also be shared. Please note that your child's teacher is actively engaged with your child during the day and may not always be able to respond to a message or create updates quickly.

Important information, such as an injury or behavior report, will be communicated to the parent/guardian via our parent-teacher app, Procare, and/or during check-out, unless circumstances require more immediate communication in which case a staff member will contact the parent/guardian sooner. Sometimes these reports will require a parent/guardian's signature as an acknowledgement of receipt of the information.

Please adhere to the following guidelines on who to contact and via what method:

Send a **Procare message to your child's teacher** when you have a question regarding:

- your child's progress in class
- a holiday/birthday celebration
- snack or lunch
- the school calendar
- classroom supplies (personal or room)
- absences planned more than 24 hours in advance

Send an **e-mail or call the Director** when you have a question regarding:

- finances
- paperwork
- a policy
- a schedule change request

Call the Center when you have a question regarding:

- day-of absences
- your child coming early/late
- pick-up time changes
- an alternate pick-up person

Blue-colored Communication folders are provided for each child and will contain important notices and reminders as well as artwork your child has created. Students in the Beginners and Preschool programs will receive their folder on Friday or on the last day of the week your child attends school. Our Pre-K students will bring their folder back and forth to school and home daily. Please make every effort to empty the folder contents and review it.

LATE PICK-UP FEES

Please call our center (484-272-2582) if you will be late in picking up your child. Since our center operates a strict child to teacher ratio policy, it is important that if you are unable to pick-up your child at your scheduled endtime that you call to see if your child can stay later at our center. Oftentimes we can accommodate this request but there are times when, due to ratios, we cannot. If your child(ren) is not picked up by our closing time or there is another child who's reservation is scheduled to start immediately following the end of your child's reserved time, a \$5 fee will be charged with an additional \$1/minute for every minute past our closing time/your child's reserved time that the child(ren) remains in our care. In order to maintain our child to staff ratio and honor the next child's reservation, your child(ren) will be watched in the reception area by a facility member until an authorized pick-up person arrives. If a child is picked up after his/her scheduled reserved time and it is still during our open times and we are not at capacity, no late fee will be charged however the regular hourly charges will continue to accrue until he/she is picked up.

The same late pick-up fee will be charged if a child is not picked up within 60 minutes after a sick child call has been made. Expulsion from The Kids' Clubhouse of the Main Line may occur after the third late pick-up. If a child(ren) is still at The Clubhouse at closing time without any contact from the parent and/or guardian, the local police and/or Family Protective Services will be called.

RETURNED CHECK AND REJECTED CREDIT CARD FEES

For every returned check KCML receives there will be a \$35 fee charged to the family's account. Should additional banking or any legal fees be associated with the returned check these fees will also be passed on to the family account.

REFUNDS

Once purchased, block hours remain in the account holder's account indefinitely and never expire. Refunds of hourly packages are generally not given however may be considered on a case-by-case basis. Please contact the director via e-mail if you would like to request any refunds or transfers.

ACCOUNT CANCELLATION

An account will be canceled if a balance due remains on the account for more than 30 days. Once canceled, in order to reinstate the account, the account holder must pay the balance due, pay all associated late and collection fees, and re-pay the registration fee.

PUBLIC HEALTH EMERGENCY POLICIES AND PROCEDURES

As a result of the COVID-19 public health emergency, many policies and procedures were temporarily put into place that protected our staff, families and center from any outbreaks. In the case of any future public health emergency Kids' Clubhouse will always adhere to all local, state, and federal regulations for the

general public and for childcare centers specifically. These policies and procedures may include but are not limited to face coverings, travel restrictions, check-in and out changes, intensified health exclusion criteria, and questions to answer before entering the center each day. As a licensed childcare center, we fall under the Department of Human Services and therefore must comply with any and all of their regulations. As a private business we may also institute additional policies that we believe will keep our staff and families safe. Policies and procedures that Kids' Clubhouse of the Main Line is required or chooses to implement must be adhered to by all families and staff.

By reading and signing this handbook, you acknowledge this policy and agree to adhere to any future policies or procedures or unenroll without refund. In the case of another public health emergency, additional inserts outlining any specific policies or procedures may be provided and required to be signed. In addition to complying with any KCML policies, you also understand that outside of care, in order to control your child's exposure in the community, you will comply with any and all state, county or local mandates.

I understand that while present in the center my child will be in contact with children, families and other employees who are also at risk of community exposure. I understand that no list of restrictions, guidelines or practices will remove 100% of the risk of exposure to any virus or illness and that illnesses can be transmitted by persons who are asymptomatic and before some people show signs of infection. I understand that I play a crucial role in keeping everyone in the center safe and reducing the risk of exposure by following the practices outlined by Kids' Clubhouse.

In the case of the center needing to close as a result of any public health emergency, either because the State is mandating that childcare centers close for a period of time or because there has been a positive case of COVID within the center, the following protocols will be followed regarding refunds:

Full-Time Families: In the case of the center needing to close anywhere between 1-10 consecutive in-session school days, no refund will be provided for the time closed. In the case of the center needing to close for more than 10 consecutive in-session school days, a per-diem refund will be determined and given for each additional day closed. In the case of more than 10 days closed, no payment will be automatically debited or invoiced on the 1st of the month, and instead when we are able to reopen a prorated tuition amount will be determined and charged or invoiced.

If we are open however you decide to keep your child out of childcare for a period of time due to the public health emergency, a refund will not be given and future payments are expected to be made on time.

Part-time Families: In the case of the center needing to close for any amount of time, all reservations you had previously made for those closed days will be cancelled and no payments will be deducted from your account starting on the first full day we are closed. Your account will only begin to be charged once again when we reopen unless we hear from you at least 48 hours prior to your scheduled childcare times. No matter what the changes COVID brings to Kids' Clubhouse, the funds in your account will remain indefinitely and, as long as we are providing ways for you to use your funds, refund requests will not be granted.

ILLNESS AND EXCLUSION CRITERIA (PA CODE §3270.137)

At the Kids' Clubhouse of the Main Line, the well-being of your child and the other children is held to the utmost importance. We want to make sure children with illnesses are in the most appropriate environment in which to recover while also minimizing the spread of harmful diseases at our site. Kids' Clubhouse of the Main Line **is NOT a place to take your child when he/she is sick**. Therefore, The Clubhouse will strictly adhere to the following illness and exclusion criteria and request that you make alternative arrangements for your child(ren) other than bringing them to The Clubhouse:

- Fever of 100.0 degrees Fahrenheit or greater
- Vomiting

- Congestion or runny nose producing colored discharge (green or yellow)
- Swelling/Redness/Soreness of the throat
- Constant cough
- Head lice
- Reddened, watery eyes
- Skin rash
- Bumps on hands, feet and/or throat
- diarrhea (water-like, one time)
- mouth sores
- diagnosis of a communicable disease by a healthcare professional with no medical documentation that the child is no longer contagious

If your child is diagnosed with a contagious condition after having been at our center, please notify us as soon as possible so that we can alert other families. Confidentiality will be respected in these cases. If a child or staff member is found to have a communicable disease, a notice will be posted on the door of all affected classrooms. Additionally, families who have provided an email address and who were onsite during the infected child/staff's duration will receive email notification of the illness. In the event a child is reported to have a communicable disease, the Director will notify the health department.

If your child is suspected of having any of the above conditions, the parent or guardian will be notified and a parent or authorized person must come to pick the child up within 1 hour of being contacted. After 1 hour, late fees will start accruing (See Late Pick-up Fees section). Incident reports will be generated and must be signed and dated by both the childcare center person in charge and the parent/guardian. The report will be kept on record for at least 3 months after the child's last day attending the center. Your child must be fever-free **without the use of fever-reducing medications** and diarrhea free and vomit free for a period of 24 hours after the last episode before they will be allowed to return to The Clubhouse.

PROCEDURE FOR RELEASE OF CHILDREN (PA CODE §3270.117)

Kids' Clubhouse of the Main Line uses modern advanced software for signing children in and out of the center. A child will only be released to the child's parent, any individuals indicated on the Emergency Contact form, or to any individual designated in writing by the enrolling parent or guardian. Identification of any individual will need to be verified by checking his/her driver's license.

In an emergency, a child may be released to an individual upon the oral request of the parent or guardian, as long as the identity of the individual can be verified by a staff person upon arrival. In this instance, the following information will be logged into the child's record: the name of the parent making the request, the date and time of the request, the name of the individual to whom the child is to be released, the name of the staff person taking the call, and the name of the staff person releasing the child. The Clubhouse also has additional emergency pick-up procedures which will be followed if, for some reason, the standard policies are insufficient.

If at any time The Clubhouse staff feels uncomfortable releasing children to an individual, the local Police Department will be called. Though we don't anticipate this happening, we hope you will agree that keeping your child safe must be our number one priority.

Important Note: The "Primary Parent" or first parent listed on the registration form is the owner of the account. That means they have the right to add or remove any Emergency contact person from the account – including the "Secondary Parent". This allows us to set up accounts for each parent which prevent one parent from picking up after the other parent has dropped off – a feature that many divorced or separated parents utilize. Please consult your attorney prior to making any of these changes as they may or may not be legal depending on your personal circumstances. A child will be released to either parent

unless a court order on file at the center states otherwise. All charges billed to this account are ultimately the responsibility of the Primary Parent.

DISPENSING MEDICATIONS (PA CODE §3270.133)

With the exception of life-saving medications (i.e. Epi-pen, inhaler, etc), Kids' Clubhouse of the Main Line does not dispense prescription or over-the-counter medications. Minor scrapes and bumps will be treated with items in our first aid kit.

ACCIDENTS AND INJURIES

Our staff at Kids' Clubhouse of the Main Line are highly qualified and trained. It is their primary job to keep your child safe. Though we take every precaution to make sure your child has a safe and fun time, accidents can happen at our center in the same way they can happen anywhere else. Because of this, we cannot be responsible for any injuries that occur at the center. This includes, but is not limited to:

- Injuries sustained by one child due to the actions of another child such as biting, hitting, poking, tripping, thrown objects, sharing of foods or drinks
- Cuts scrapes or bruises due to contact with furniture or objects in the center
- Pinched fingers from doors, drawers, containers or other items
- Injuries sustained through active play indoors or outdoors

Note that if a child is injured at all when in our care, our policy is to first tend to the child then, if need be, contact the parents, family or emergency contacts at the earliest possible time. A written report will be made for every injury, no matter how small, and will need to be signed when the child is picked up. If your child injures another child, you will also be given an incident report. Please understand that by law, we cannot give parents information about what child injured another child. We can and will, however, provide doctors with any medical information requested by them in order to ensure the safety of the child.

If your child is repeatedly causing injury to other children or represents a danger to the other children or staff, your child will be expelled from the center and your account will be closed without refund. The decision as to expulsion shall be in KCML's sole discretion.

WEATHER-RELATED CLOSINGS

In the case of severe weather, the owner and/or Director will monitor the weather and local news stations to determine when it is appropriate to close the center early or cancel care for the following day.

In the event that KCML closes early or cancels care for the following day, parents will be contacted and informed of the situation. Children should be picked up in a reasonable amount of time to ensure all parents, children, and staff can travel safely home.

PROCEDURE FOR HANDLING MEDICAL EMERGENCIES (PA CODE §3270.132)

If emergency medical care is needed while a child is at The Clubhouse, a parent/guardian will be contacted as soon as possible. If the parent/guardian cannot be reached, the authorized pick-up individuals will be contacted. If neither the parent/guardian nor the authorized pick-up individuals cannot be reached, a staff member will record in writing the reason emergency care was required and the attempts made to inform the parent. The signed Emergency Medical Form on file at the center should allow us to receive immediate medical attention for your child. If needed, your child will be transported to the nearest hospital accompanied by a staff person and will remain with the child until the parent/guardian assumes responsibility for the child's care. We will also call 911. A staff member will document the manner in which emergency treatment was sought and obtained.

INSURANCE

All children attending Kids' Clubhouse of the Main Line are covered by comprehensive general liability insurance for accidents that occur while your child is in our care. The insurance only covers the child(ren) while he/she is in direct care of Kids' Clubhouse of the Main Line, LLC. A current copy of our insurance policy is on file at the facility and can be produced upon request.

DISCIPLINE AND GUIDANCE PRACTICES (PA CODE §3270.113)

At Kids' Clubhouse of the Main Line each child's well-being is first and foremost in everything that we do. Positive reinforcement, re-direction, and time away from group activities will be used instead of negative techniques. KCML adheres to the discipline policies described within PA Code §3270.13:

- A facility person may not use any form of physical punishment, including spanking a child.
- A facility person may not single out a child for ridicule, threaten harm to the child or the child's family and may not specifically aim to degrade the child or the child's family.
- A facility person may not use harsh, demeaning or abusive language in the presence of children.
- A facility person may not restrain a child by using bonds, ties or straps to restrict a child's movement or by enclosing the child in a confined space, closet or locked room. The prohibition against restraining a child does not apply to the use of adaptive equipment prescribed for a child with special needs.

Also, per PA Code §3270.162, food will not and may never be withheld from a child for discipline purposes.

CHILD DISMISSAL FROM PROGRAM

While we as a staff will make every effort to work with a child and the parents regarding behavior, we reserve the right to terminate a child's enrollment if we feel that any of the following conditions exists:

1. The school cannot meet the child's needs;
2. The parents or guardians are not able or willing to work with the school; or
3. The continuing behavior endangers other children and/or our staff.

There may be times when the staff at KCML have exhausted all best practices in early childhood education and cannot meet the needs of your child. When this occurs the director will speak with the parents or guardians and recommend an Early Intervention evaluation.

If Early Intervention is not available to support your child's specific needs or the family chooses to not consider Early Intervention and the staff at KCML are unable to support your child in a safe and appropriate environment, we reserve the right to unenroll your child until appropriate support services are obtained.

MEALS AND FOOD SERVICES PRACTICES (PA CODE §3270.161-166)

If your child will be at KCML during a scheduled lunch time, please pack your child's lunch in a clean and labeled lunch container. As of December 1st, 2019, please note that KCML staff will no longer be heating up food for the children. If you would like your child to eat food that is warm, please pack the food items in a thermos and alert the staff at drop-off that you would like your child's food to be kept out of the refrigerator. For safety reasons, do not pack glass containers for your child.

A morning and/or afternoon snack will be provided as part of your child's tuition or part-time fees. A list of snacks which we base our monthly snack calendar on are listed on our website at www.kidsclubhousemainline.com/snacks. If you prefer your child does not participate in any or all of the snacks, please pack a peanut and treenut-free snack **and notify your child's teacher of the separate snack.**

Please remember that our center is a peanut and tree nut-free facility. Treenuts include: almonds, brazil nuts, cashews, chestnuts, filberts, hazelnuts, hickory nuts, macadamia nuts, pecans, pistachios, walnuts. You will be asked when you drop your child off if the meal or snack you packed for your child contains any peanut or tree nuts. If it does, the said item must be removed from the lunch and taken home. If any food you packed is found to contain peanuts or treenuts after you leave the facility, the food will be placed in your child's bin to take home. If no other food was packed for your child a phone call will be made to you to see if you would like to purchase any of our snack items.

Please be aware when packing your under 4 aged child's meal of the following high-choking hazard foods that either will not be permitted or will be cut up by staff before your child is allowed to eat it:

- hot dogs
- chunks of meat or cheese
- whole grapes
- hard, gooey, or sticky candy
- popcorn
- raw vegetables
- raisins
- chewing gum
- marshmallows

Parents of children with food allergies are to provide written documentation of the food allergy, an action plan signed by your child's physician, and are highly encouraged to meet with our center Director to discuss any specific nutritional needs. Kids' Clubhouse of the Main Line also requests that the parent/guardian informs the person at the front desk of the allergy at each check-in.

Some products we serve are produced in facilities that may also produce nut products. If your child is severely allergic to peanuts or any other nuts, we recommend that you tell The Clubhouse staff that no Clubhouse foods are allowed to be served to your child.

EMERGENCY PLAN (PA CODE §3270.27)

Kids' Clubhouse of the Main Line has an emergency plan that provides for shelter and evacuation of children in the case of an emergency, a method for staff to contact parents as soon as reasonably possible if an emergency situation arises, and a method for staff to inform parents that the emergency has ended and provide instruction as to how parents can safely be reunited with their children. This plan is reviewed annually, updated if needed, and each staff person is trained regarding the plan. A copy of the emergency plan is documented in writing and kept on file at the center and with local emergency officials at all times. If you have any questions regarding the center's emergency plan, please contact the director.

DIAPER CHANGING PROCEDURE (PA CODE §3270.135)

For your convenience, Kids' Clubhouse of the Main Line provides diapers, pull-ups, wipes, and diaper changing items free of charge. If you prefer that your child be diapered/wiped with your own diapers or wipes, you must pack a sufficient amount of diapers and wipes and **inform your child's teacher that you prefer your diapers to be used**. Diapers will be checked every 2 hours and changed as needed. Each diaper change will be recorded in Procure.

Before any potty status change (i.e. going from diapers to pull-ups), **parents must first communicate with the child's teacher** as this change may affect ratios. For children who are potty-training, staff members will remind and/or assist the child every two hours or whenever the child asks to use the potty. A final diaper/pull-up check will be done as the child is being checked out of the center and changed if needed. Note that if you do not inform us at check-in that your child is potty-training, we may not know to remind and/or assist them throughout the day. Please help us provide the absolute best care for your child

and let us know as much as possible about where your child is within the potty-training process as possible.

TOILET TRAINING

All children who are enrolled in our Preschool and Pre-K program must be fully toilet trained. Our staff does not physically assist children in wiping although we will provide verbal assistance and encouragement.

SUMMER CAMP PROGRAM

The school year for both Full-time and Part-time students goes from September to June of each year (see each year's specific academic calendars for exact dates). Kids' Clubhouse will offer a summer camp program for the weeks in between June and September. Our full-time and part-time students will be given priority in registering for these weeks, however notice must be given to the Director by March 15th if your family would like to participate and you would like to solidify your enrollment before the remaining spaces are opened up to the public. Notifications will be sent home and emailed to parents well before this date asking if your family would like to continue in the summer.

Full-time students may opt to continue their full-time schedule during the summer, in which case their regular tuition will continue to be deducted as usual on the 1st of the month. A separate summer program enrollment form will be required to be filled out to ensure commitment. Full-time tuitions can be prorated if you will be missing time for a family vacation, however it must be an entire week (Monday-Friday) and must be communicated at least 30 days in advance. Any unattended partial week's will not be prorated.

Part-time families may opt to participate in our summer camp program however they must either choose our half-day Monday-Friday option of 9am-1pm or the full-day Monday-Friday option of 9am-3pm (extended day options also available). If your child has a partial-week schedule during the school year, that schedule cannot be extended into the summer for scheduling purposes. In order to enroll for our summer program, camp fees must be paid in advance. Paying by 3/15 will guarantee your spot in a summer camp program before the remaining spots will be opened up to the public. Families can use their current hourly package funds to pay for enrollment into our summer program.

TRANSPORTATION

Kids' Clubhouse of the Main Line does not offer transportation.

WATER ACTIVITY (PA CODE §3270.115)

Kids' Clubhouse of the Main Line does not have a pool, but occasionally a water table or sprinkler may be used. By enrolling, parents or guardians give their consent for their child(ren) to participate in these activities.

ANIMALS AT THE CLUBHOUSE (PA CODE §3270.118)

Occasionally, Kids' Clubhouse of the Main Line may have a pet or animal within the facility, such as fish or a turtle, etc. Per code, the animal will be in good health and known to be friendly to children. Contact with animals by the children is permitted only when a staff person is physically present.

PARENT ACCESS, PARTICIPATION, AND COMMUNICATION (PA CODE §3270.23)

As long as current health regulations allow, a parent or guardian of a child in care is permitted free access throughout the center whenever children are in care, unless a court order limiting the parental right of access to the child and a copy of the order is on file at the facility. Parents will also be given the opportunity to participate in our center's programs. This may be particularly helpful if your child displays signs of separation anxiety and would benefit from parental participation for a certain amount of time until they are comfortable.

A state-required child progress report will be completed by our staff and given to the parent/guardian for any child that **consistently** attends KCML more than 15 hours a week during a 6 month period. This is done in accordance with PA state requirements for daycare facilities. For more information regarding this please speak with our Director.

Parents should feel free to contact the center Director with any questions that they have regarding their children's care at our center, about The Clubhouse's policies and procedures, or about how the center operates. The Center Director is normally available during daytime business hours and can also always be reached through email at Director@kidsclubhousemainline.com. If desired by the parent or guardian, a parent-teacher conference can be scheduled to discuss any questions or concerns that may arise.

Kids' Clubhouse of the Main Line is monitored 24/7 by several security cameras. The video from each of these security cameras is saved for a period of 10 days and can be recalled if there are any questions as to what occurred in the center at any time during those 10 days.

FACILITY CERTIFICATION OF COMPLIANCE AVAILABILITY (PA CODE §3270.25)

Kids' Clubhouse of the Main Line's current certificate of compliance, a copy of each inspection summary issued by the Department of Human Services, and a copy of the applicable regulations under which the facility is certified will always be posted at the center. We encourage parents and other interested individuals to view it and ask any questions they may have.

MANDATED REPORTER NOTIFICATION (PA CODE §3270.19)

All employees of The Kids' Clubhouse of the Main Line are mandated reporters. As required by the Child Protective Services Law (CPSL) all operators or staff persons who have reason to believe that a child enrolled in the facility has been abused is required to report suspected child abuse to ChildLine. The Kids' Clubhouse of the Main Line and all of its employees will always abide by the laws put forth by the Child Protective Services Law and with Chapter 3490 (relating to protective services)



Parent Handbook of Operational Policies and Agreement

Revision 3.0 dated May 2021

NOTIFICATION OF POLICY CHANGES

This handbook is intended to familiarize parents and caregivers with current policies, practices, and standards for The Kids' Clubhouse of the Main Line (KCML). It is also used as a means to provide parents with the current hourly child care and other rates that exist at KCML. An electronic version (PDF) of the handbook is available on our website at www.kidsclubhousemainline.com. A print copy of the handbook is available upon request. KCML reserves the right to revise its policies, practices and standards as deemed appropriate by the Owner and/or Director. By enrolling your child(ren), you agree to abide by the current policies and any future iterations of the policies.

I, _____ the parent of _____, have received, read, had the opportunity to ask questions about, understand and agree to abide by the policies set forth in the Kids' Clubhouse of the Main Line Parents Handbook. I understand that future questions regarding policies in the parent handbook may be directed to the center Director.

Furthermore, I agree to abide by the policies set forth in the handbook. I understand that the policies described in the Parent Handbook are not conditions of enrollment, and the language does not create a contract between Kids' Clubhouse of the Main Line and the parents. KCML reserves the right to alter, amend, or otherwise modify these guidelines, in its sole discretion, without prior notice.

I also agree to update the emergency contact/parental consent form information whenever changes occur or every 6 months at a minimum.

Parent/Guardian Signature

Date

Owner/Operator Signature

Date