



## **Kids' Clubhouse of the Main Line**

### **Parent Handbook of Operational Policies and Agreement**

Version 4.1

June 2023

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](http://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", "the center" 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.

## **MISSION STATEMENT**

Kids' Clubhouse of the Main Line aims to provide high quality childcare in a safe, fun learning environment. Our literacy-based curriculum featuring the "Handwriting Without Tears" program offers hands-on activities to help your child grow physically, socially, and cognitively.

## **LEADERSHIP TEAM**

Kids' Clubhouse is led by the following individuals, who you may contact with any questions/concerns you may have:

|                     |                |                                  |
|---------------------|----------------|----------------------------------|
| Director:           | Luci Keeler    | luci@kidsclubhousemainline.com   |
| Assistant Director: | Maggie Michael | maggie@kidsclubhousemainline.com |
| Owner:              | Angela Bruno   | angela@kidsclubhousemainline.com |

## **HOURS OF OPERATION**

|                    |                  |                   |
|--------------------|------------------|-------------------|
| School Year Hours: | Monday – Friday: | 8:00 am – 5:45 pm |
| Summer Hours:      | Monday – Friday: | 8:00 am – 5:00 pm |

Kids' Clubhouse of the Main Line will be closed in observance of the following holidays: New Year's Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve, and Christmas Day. KCML will also be closed for mental health days for our teachers as well as multiple in-service days for our teachers to complete their mandatory Personal Development courses, as well as a winter and spring break. To see any additional days Kids' Clubhouse will be closed please ask to see the current school year's schedule.

## **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.

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.

## 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 include but are not limited to the following: the Parental Consent/Emergency Contact form, the Kids' Clubhouse Enrollment and Financial Agreement 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.

## WHAT YOUR CHILD SHOULD/SHOULD NOT BRING TO THE CLUBHOUSE

Parents, always remember to pack **an elementary school sized backpack** with the following items for your child(ren):

- a refillable water bottle **clearly labeled** with your child's name and filled with fresh water every morning
- diapers, wipes, creams (unless you would like to use ours)
- 2 changes of clothes if your child is in the Beginner's or Preschool class; 1 change of clothes if your child is in the Pre-K class.
- a child-sized lunch box
- snacks and/or meals **with the exception of ANY nut products (peanut or tree nut)**. (See Meals and Food Services Practices section for more information regarding packed food.)
- your child's blue communication folder
- for Beginners and Preschool students: a child-sized roll-up nap mat that will be brought home at the end of the week to be washed.

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, unless you specify that you would like your child's lunch to be stored outside of the refrigerator.

## 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). Please

make sure your child wears shoes that he/she can take off and put on independently. Sneakers with velcro closures are preferred.

On your child's first day at KCML, he/she will be fitted with a pair of Kid Clubhouse shoes that will always be theirs when they come to school. 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. One pair of Kid Clubhouse shoes comes with your registration payment each year. Periodically your child may outgrow their KCML shoes and a new pair will be issued to them. Any additional pairs your child may need or want will be charged to your account at \$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 put in the child's backpack.

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.












## **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 center.

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 day. 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 (for medical exemptions) or a parent (for religious exemptions) must be provided to the Director of KCML within 30 days of your child's first visit to KCML. If medical reasons for vaccination exemption present themselves while a child is registered at KCML, documentation must be provided to the Director of 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 non-refundable registration fee of \$150 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                              | \$150                                   | Due at Registration                          |
| Deposit                                       | Half month                              | Due at Registration                          |
| Beginner's 2/3's Tuition                      | \$1,650/month                           | Monthly tuition due 1st of each month        |
| Preschool Program                             | \$1,600/month                           | Monthly tuition due 1st of each month        |
| Pre-K Program                                 | \$1,550/month                           | Monthly tuition due 1st of each month        |
| In-School Special Event Fee                   | \$50/year                               | Due in August or the month prior to starting |
| Diaper/Pull-up fee (Beginners only)           | \$75/year                               | Due in August or the month prior to starting |
| Before/After care (more than 9 hours of care) | \$50/week                               | Optional                                     |
| Friday Pizza Lunch (pizza, fruit, juice)      | \$150/year<br>(\$200/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. If it is between January and June and you enrolled your child to start in the upcoming school year starting in September and you would like to unenroll for any reason, you have until June 1st to notify the center if you would like to receive your deposit back. No deposits will be returned between June 2nd and September 1st if you wish to unenroll. After September 1st, 30 days notice is required prior to canceling enrollment, or else the full month's tuition will be charged and you will forfeit your deposit.

Part-Time:

A non-refundable registration fee of \$150 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 tuition fee breakdown for our Part-time students is listed below:

| Type of Fee                                 | Amount  | Due Date   |
|---|---|--|
| Registration Fee                            | \$150   | Due at Registration  |
| Deposit                                     | Half month (calculated by how many hours/month your schedule includes in your first month of care at KCML multiplied by your hourly rate) | Due for each September enrollment/your first month of enrollment. Will be returned to your account after your start date. (Non-refundable if you un-enroll before your start date) |
| Monthly Tuition                             | Varies month-to-month, based on how many hours your child is scheduled to attend  | First of the month   |
| In-School Special Event Fee                 | \$50/year   | Due in August or the month prior to starting   |
| Diaper/Pull-up fee<br>(Beginners only)      | \$75/year   | Due in August or the month prior to starting   |
| KCML Shoes                                  | \$15/pair   | Due before your start date and recurring as your child outgrows his/her shoes.   |
| Friday Pizza Lunch<br>(pizza, fruit, juice) | \$150/year (\$200/year for 2 slices)  | Optional   |

Other Fees:

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:

- Credit Card Transactions: 3.5% Transaction Fee on every transaction
- Change of Clothes: \$8/item
- Late pick-up: \$5 + \$1/each minute after scheduled pick-up time
- Returned check fee: \$35

**PART-TIME TUITION DETAILS**

Part-time tuition will be charged on the 1st of the month at \$13.50/hour. Your account will only be charged for the hours that your child is scheduled to attend each month, so each month will be a slightly different charge based on how many days the center is open. Days such as snow days, sick days, vacation days, and days the center may need to close for health emergencies are a part of your tuition as teachers are still in attendance and we are still incurring expenses even if there are days that your child is absent. If you have specific questions about an example month for the hours your child attends, please let me know and I can let you know.

## **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 walk your child to the door. If a staff member is not at the door when you come up, please ring the doorbell and someone will be with you shortly. If your child is in the Beginner's class, please hand your child's hand to our staff member when you arrive before leaving to ensure their safety.

## **PARENT COMMUNICATION (PA CODE §3270.22)**

Kids' Clubhouse of the Main Line utilizes the parent-teacher communication app, Procure, 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 Procure 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 the information.

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

### Send a **Procure 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 Assistant Director or 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 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 later than 15 minutes after your scheduled pick-up time. 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 pick-up time, 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, a \$5 fee will be charged with an additional \$1/minute for every minute past our closing time the child(ren) remains in our care. 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.

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.

## **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's account.

## **ACCOUNT CANCELLATION**

An account will be canceled and the child will be un-enrolled 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.

## **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 with as much advance notice as possible. Children should be picked up in a reasonable amount of time to ensure all parents, children, and staff can travel safely home.

## **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 are 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.



By reading and signing this handbook, it is also understood that while present in the center, your child(ren) will be in contact with children, families and other employees who are also at risk of community exposure. It is understood 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/or before some people show signs of infection. It is understood that everyone plays 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 and Part-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 and you decide to keep your child out of childcare for a period of time due to the public health emergency/health closure, a refund will not be given and future payments are expected to be made on time.

### **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 and medical conditions are in the most appropriate environment in which to recover while also minimizing the spread of harmful diseases at our center. 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 center:

- 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

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 center.

Regardless of the severity, please inform us of ANY medical condition that your child has (including but not limited to: rashes, skin conditions, allergies, long-term acute diagnoses, etc). The emergency contact form has a line that allows you to list any current medical conditions for this purpose.

If your child is on any medication and/or there is a change in medication, please alert your child's teacher.

**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 the center. Additionally, families of children who were onsite during the infected child/staff's duration will receive email notification and/or procare message notifying you of the illness. In the event a child is reported to have a communicable disease, the Director will notify the health department if required.

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.

### **PROCEDURE FOR RELEASE OF CHILDREN (PA CODE §3270.117)**

Kids' Clubhouse of the Main Line uses our parent app Procure 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. Although we do not 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, benadryl, inhaler, etc), Kids' Clubhouse of the Main Line does not dispense prescription or over-the-counter medications. If your child has a condition where life-saving medication may be needed, you must inform the center, have your pediatrician fill out an action form, and provide the center with the life-saving medication which must be in its original container with the prescription attached which includes the name of your child on the prescription.

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 and 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 be given a behavior 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.

### **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. If 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. Unless otherwise directed by you, your child's lunch will be kept in the refrigerators with their classmates' lunches. KCML staff are unable to heat 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. A list of snacks which we base our monthly snack calendar on are listed on our website at [www.kidsclubhousemainline.com/snacks](http://www.kidsclubhousemainline.com/snacks). If you prefer your child does not participate in any or all of the snacks, please pack a peanut and tree nut-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. Tree nuts 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 tree nuts 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 bring in something else.

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.

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 Procare.

Before any pottying 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. We define fully toilet-trained as wearing underwear and the ability to go 2 hours without going to the bathroom or communicating with the staff that they need to use the restroom in between those two hours. Although we will provide verbal assistance and encouragement, our staff does not physically assist children with wiping who are in Preschool and Pre-K classes.

### **SUMMER 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 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 February 1st 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 by March 1st of that school year. Any unattended partial weeks will not be prorated.

## **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. We also usually do a week of egg-hatching (chickens) and butterflies. 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.

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 center'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](mailto: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 4.1 dated June 2023

## 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). An electronic version (PDF) of the handbook is available on our website at [www.kidsclubhousemainline.com](http://www.kidsclubhousemainline.com). A printed 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 and its addendums. 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. 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