

Kids Klub

Child Development Centers



Membership Handbook & Admissions Policies

Kids Klub Pasadena
380 S. Raymond Avenue
Pasadena, CA 91105
(626) 795-2501

Kids Klub San Gabriel / Rosemead
4930 Earle Avenue
Rosemead, CA 91770
(626) 288-4400

www.KidsKlubCDC.com

Kids Klub Child Development Centers



Mission Statement

TO BE THE PREMIER CHILD DEVELOPMENT CENTERS BY:

Introducing children to a **WORLD OF DISCOVERY** and diversity that fosters learning through fun, hands-on, age-appropriate experiences, which creates a strong foundation for academic success.

Providing a **QUALITY ENVIRONMENT** that is safe and clean where enthusiastic teaching professionals take pride in creating a loving, nurturing atmosphere for growth.

Forming a **STRONG PARTNERSHIP** between families and caregivers through communication, flexibility and compassion that results in meeting the needs of both children and parents.

Promoting a **SENSE OF COMMUNITY** through unique programs and special events that enrich the lives of our families and staff.

KIDS KLUB IS PEACE OF MIND

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INTRODUCTION

Welcome Letter

The Administration, Director and Staff of Kids Klub welcome you, your family and your child to a place of discovery, learning and fun. Kids Klub is dedicated to providing quality childcare and meeting the needs of your family. Kids Klub employs a staff that is devoted to the education and well being of your child in an environment that is safe, clean and stimulating. Kids Klub is proud of its reputation and its commitment to quality childcare. To accomplish this, we have a team approach. This means recognizing that everyone's role is vital to the well being of the children and that every person is valuable. Mutual respect and trust among everyone is essential.

Our goal is to meet the developmental needs of children and their families in a supportive and pleasant atmosphere of love and respect and set a good example for children.

We know that the experiences that you and your child have while at Kids Klub will be superb!

Welcome to the Kids Klub family...

Sincerely,



Michael Wojciechowski
President & CEO



Tabetha Turner
Executive Regional Director -
Infants/Toddlers/Preschool



Debbie Rudman
Executive Regional Director -
School Age & Evening/Weekend

KIDS KLUB'S PHILOSOPHY

Kids Klub has a **BACK-TO-BASICS** approach when working with children, allowing them to reach their full potential for proper growth and development. We do not follow the latest trends in developmental philosophies which span from "Child-Directed", where the children do what they want whenever they want, to the other side of the spectrum "Teacher-Dictated" where the teachers rule and pushing academics above all else and expecting children to sit behind a desk for hours at a time. Instead, we provide scheduled learning times, outdoor play, and free play within a consistent routine. Our caregivers cue into your child's individual needs. With Kids Klub's "Back-to Basics" approach, our teachers help instill values, role-model appropriate behavior, and teach valuable lessons the children need for a solid foundation in life. It is vital that children learn about their "Self" since they are naturally developing their self-image, self-control, self-respect and independence. Through guided play and discovery, the children learn not only about themselves, but also to respect others and appreciate their environment.

Kids Klub's modern, expansive facilities allow us to provide the highest level of **QUALITY CARE AND SUPERVISION**. A child's environment significantly influences their development and growth. Therefore, Kids Klub has gone to great lengths to create a **SAFE AND STIMULATING ENVIRONMENT**. Throughout our many Discovery areas, we utilize a hands-on approach to learning. Equipped with age-appropriate activities, our teachers are skilled and prepared to make each discovery and opportunity a learning experience for your child. This discovery process provides the building blocks necessary to promote your child's physical, social, emotional and cognitive development.

At Kids Klub, your child is a member of a club designed specifically to meet their needs and yours. Most all of your childcare needs can be met under one roof: from evening and weekend drop-off care, to parent education seminars, to dance, gymnastics and karate classes. We achieve this by providing a place that is open 7-days a week, operates during early mornings and late evenings, and has flexible scheduling for enrollment, and of course, a caring staff! We have designed our policies to be **PARENT FRIENDLY** so you will not find any hidden costs. We do not require parents to work at the Center or to assist in fundraising events. We believe that your level or method of involvement at Kids Klub is your choice. Furthermore, with our evening hours you need not worry about being 15 minutes late when picking up your child. Late fees do not exist at Kids Klub. With our reasonable hourly rates, we will happily keep your child involved until you arrive.

Our Staff Share a Common Purpose:
TO ENRICH AND DEVELOP CHILDREN
AND
SIMPLIFY PARENTS' LIVES

KIDS KLUB MANAGEMENT & STAFF

Management



Michael Wojciechowski
CEO & President

Michael is the founder and owner of Kids Klub and manages the day-to-day business aspects of the center. He is very involved with the children and families on a regular basis. With a Bachelor of Science Degree in Aerospace Engineering from USC, he is continually dreaming up new hands-on science projects, as well as exciting field trips for our kids. Michael holds a Masters of Business Administration Degree from Pepperdine University, which he puts to use as he implements and coordinates the financial and business aspects of Kids Klub. Michael is the proud father of Amanda and Allison Wojciechowski who attended Kids Klub as children and now have graduated college and started their careers. Amanda works for Amazon in Seattle, and Allison works for the Disney Cruise Line in child-care.



Bambi Wojciechowski
Chairman & Curriculum Director

Bambi wears several different hats: Kids Klub Owner, Curriculum Director, Science Teacher, Girl Scout Leader, Wife, and proud Mother of Amanda and Allison Wojciechowski. Bambi plays an active role with the parents, staff and children of Kids Klub. She can be seen organizing and planning exciting science projects for the kids, as well as developing and implementing the overall academic curriculum for the center. She finds time to plan, implement and evaluate the on-going policies and procedures, both as a parent of two Kids Klub members, and as a business owner. She received a Bachelor of Science Degree in Biology with a minor in Child Psychology and a Master of Science Degree in Human Development and Anatomy from USC. She received a Masters in Business Administration Degree from Pepperdine University's Presidents and Key Executives program. Her scientific background helps provide Kids Klub with expertise in Human Development and Life Sciences.



Tabetha Turner
Executive Regional Director -
Infants/Toddlers/Preschool

Ms. Tabettha's role here at Kids Klub is to provide all of our staff the tools, structure, and knowledge they will need to succeed. She started with Kids Klub over 20 years ago and has risen through every position at our company. She has worked as an assistant teacher in both our Evening/Weekend program and our Preschool before becoming a Lead Teacher in the Koala Class. Subsequently, she was promoted to Coordinator for the 3 & 4-year-old component, then became Program Director for the Infants and Preschool, and finally Center-Wide Director for Pasadena. During this time, she was also attending Pacific Oaks College and received not only her Bachelor's degree in Early Childhood Education, but also a Master's degree in Organizational Leadership and Change all while raising two amazing daughters.



Debbie Rudman
Executive Regional Director - School Age &
Evening/Weekend

Debbie Rudman has been in charge of all school age programs at all Kids Klub centers and camp locations since May 2003. Her dedication to children, her talent for details and planning, and her ability to train and lead staff has helped shape Kids Klub into what it is today. Debbie has been working with children her entire life. Prior to working at Kids Klub, she was the Director of Pali Summer Camp and the Children's Services Director of the North Valley & Bay Cities JCC. She has her Bachelor's Degree in Child and Family Development with a minor in Recreation from San Diego State University. In her spare time, she enjoys hiking and being under the sun. Her passion for fun and zest for learning shines through in everything she does at Kids Klub.



Brendan Wolfe - Vice President of Operations

Brendan oversees all the people, processes and procedures that support the Child Development Operations from Human Resources to Administration, Accounting, Admissions, Transportation, Technology and Facilities. He began working at Kids Klub in July 2003 as a camp counselor and has served as everything from a teacher/driver to a trainer to a school-age site director. He has a Bachelor's Degree from the University of California, Berkeley (with a double major in Political Science and Theater & Performance Studies) and a Master's Degree in Business Administration from Pepperdine University. He is a member of the Beta Sigma Gamma International Business Honor Society. Brendan relishes being an integral part of a company that not only makes a genuinely positive impact on the world, but also on his own family—particularly his daughter, who has attended Kids Klub since she was an infant.

Pasadena Management Team



Stephanie Velazquez – Center Wide Director

Stephanie is responsible for the general supervision and management of the center. She provides leadership and stability for our program to ensure smooth operations and is very involved with the children and families on a day-to-day basis. Ms. Stephanie has been with Kids Klub since 2015. She acted as the Assistant Center Director at our San Gabriel/Rosemead center as well as the Site Director at our South Pasadena center, before transitioning to become the Center Wide Director at Pasadena. She holds degrees in Child Development and Social and Behavioral Sciences. She is passionate about creating an environment where children feel comfortable exploring their talents and discovering new interests. As she says, “It’s about building confidence in children to help them develop the drive to succeed in everything they do.”



Krystal Ramirez

Infant, Toddler & Preschool Program Director



Ingrid Garcia

Evening Weekend Director



Crystal Garcia

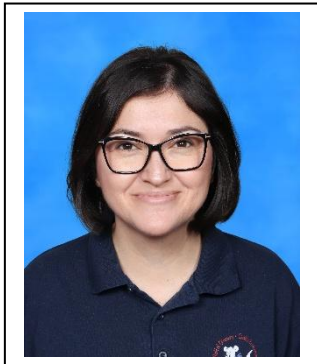
School Age Program Director

San Gabriel/Rosemead Management Team



Ariana Alonzo-Aleman – Center Wide Director

Ariana has been an integral part of our Kids Klub community for the past 20 years, and her extensive experience in early childhood education, along with her dedication and passion for nurturing young minds, makes her the perfect fit to lead our center. Her wealth of knowledge and commitment to providing a safe and enriching environment for all of our children has always been evident, and we are confident that under her leadership our school will continue to thrive.



Tannya Laveaux

Infant, Toddler & Preschool Program Director



Angela Wehner

SGR School Age Program Director

Corporate Operations Team



Gabriela Marias
Operations Auditor



Sandra Padilla
Admissions Coordinator



Christine Patera
Director of Training



Clara Sanchez
Assistant Director of
Curriculum & Curriculum
Training



Sevana Richmond
Director of Human
Resources



Jonathan Lee
IT Support Specialist



Art De Santiago Jr.
Regional Transportation
Coordinator



Addison Thomas
School Age Admissions
& Executive Assistant

Staff

Kids Klub's programs meet or exceed the State of California staffing ratios in all components to provide the highest level of care and supervision. Our teachers are experienced and trained in childhood development, pediatric first aid, CPR, and have all successfully completed background clearances including Fingerprinting and Criminal and Child Abuse checks through the Department of Justice.

Facilities the size of Kids Klub Child Development Centers have many staffing requirements. We are fortunate to have a team comprised of wonderful teachers, assistants and volunteers with varied strengths, talents, and backgrounds. All are a marvelous asset to our childcare facilities. Our staff at Kids Klub Child Development Centers are over 250 strong, too large to be able to mention each individual, however, we are confident you will get to know them as you and your child become a part of the Kids Klub family.

Licensing

Kids Klub Child Development Centers is licensed in three locations. We are licensed by the State of California Department of Social Services, Community Care Licensing Division for Infants / Toddlers, Preschool and School Age components. Our facilities meet or exceed all of the Licensing Requirements in all locations. We receive unannounced inspections on an annual basis from the following State or city agencies: the State Child Care Licensing Agency, the Local Fire Department, and the County or City Health Department. We have always received outstanding evaluations from all of these agencies. We are proud of our record of consistent high quality care in a high quality environment. Kids Klub Child Development Centers programs meet the needs of and promote physical, social, emotional and cognitive development of the children in our program.

Kids Klub California Centers are governed by:

State of California, Department of Social Services
Community Care Licensing Division
Los Angeles Child Care East
1000 Corporate Center Drive, Suite 200-B
Monterey Park, CA 91754
323-981-3350

The Department has inspection authority to enter and inspect a facility without advance notice. The Department has the authority to interview children or staff, and to inspect and audit child or Child Care Center records, without prior consent.

SERVICES OFFERED

Basic Services

Kids Klub offers three age-appropriate programs: Infants & Toddlers (6 weeks to 23 months), Pre-School (2 years - 5 years), and School-Age (ages 6 thru 12 years). During the summer, winter & spring, the school-age program is expanded to a full day “Kids Klub Camp” program in which the children participate in a variety of workshops and field trips. For further information on these quality daytime programs, please see our website.

Evening & Weekend Hours

In addition to our daytime hours, Kids Klub is open evenings and weekends. This is especially helpful for those times when you have to work late or just need a night out. Your kids now have a place where they too can have an “Evening Out” in an atmosphere that is both fun and educational. During evening and weekends, you have access to the club’s facilities for your child at a reasonable hourly rate. Engaging and interactive activities are led by our qualified staff. Art projects, science projects, sports and games, movie night, and even holiday celebrations such as a New Year’s Eve party are designed just for kids!

Classes

Kids Klub is committed to offering a variety of special classes on-site for the convenience of parents and their children. No driving time - no need to pick-up your child just to turn around and drop them off at their ballet or karate class. We offer a list of extracurricular activities throughout the week for your kids and what your child can learn from each class to help make your decision. Classes like Gymnastics, Karate, Dance, Music, Mandarin and Art classes are offered throughout the week. Please check with the front desk for times and costs of specific classes you are interested in. Classes for adults are also offered from time to time such as First Aid and CPR, and parent education classes.

High Security & Sign In/Out Procedure

At Kids Klub we take your child’s safety and security very seriously. Our facilities are designed to provide a high level of security, while maintaining proper emergency exit capabilities. Our front doors are always manned by our front desk staff who will ask for identification of any person not known to them personally and authorized for pick up.

The front office and other secured entrances have tablets (or clip boards) that are used for daily sign in/sign outs for all children. Parents/guardians are required by law to sign-in their child(ren) when dropping-off their child(ren) and all parents/guardians must sign-out their child(ren) when picking them up. Full signatures of the person dropping off and the actual time of drop-off, as well as the full signature of the person picking-up and actual time of pick-up for each child are required. No abbreviations of signatures are acceptable. This officially transfers responsibility from parent to Kids Klub and back to parent. Parents who forget to sign out will be billed until closing since we have no knowledge of time child left.

After signing-in your child(ren), families will go directly to the teacher in charge for a general health assessment of each child before leaving the child(ren) at Kids Klub for the day.

Class Rosters

Many of our parents request names, addresses, and phone numbers of their child's classmates for birthday parties, etc. We want to respect your wishes and allow you NOT to have your personal information given out if you choose. However, please understand that we only give out your information to other Kids Klub members that are in the same class as your child. We will NEVER give out your personal information to solicitors, outside companies, or researchers.

If you want us to withhold your personal information from the class roster, you must notify us in writing that you want your information withheld, otherwise your signature on the membership contract will constitute your authorization for us to list you on the class roster.

Field Trip Provisions

A variety of field trips will be offered to certain age groups of Kids Klub. Parents will be notified of each field trip in advance. Parents of preschoolers will be invited and are welcome to join the scheduled field trips. Elementary School-Age Children will participate in off-site field trips to various locations during Summer/Winter/Spring Camp. The field trips will depart from Kids Klub shortly after breakfast and will return by the 6:00 pm pick-up time or later if notified.

There will be no onsite care at Kids Klub for children who do not attend a field trip. Parents must find alternate care arrangements if opting out of the scheduled field trip.

Shuttle Service

Kids Klub provides transportation with our own vans and buses for the after-school program. Children from local public and private schools are picked up during the school year from their schools and transported to Kids Klub for after-school care. After-school shuttle service is available generally within a 3-mile radius of Kids Klub - speak with the front office for a specific list of schools for each location. Kids Klub van drivers are trained and licensed to ensure safe transportation of your child(ren).

Food Service at Kids Klub

Kids Klub serves nutritious meals and snacks throughout the day and evening. Breakfast, morning and afternoon snacks are included in all daytime programs. Your child may bring his/her lunch or participate in our meal program for an additional charge. See specific locations for details of the meal program available. During Evening & Weekend care, dinner is provided at an additional charge and snacks are included.

Parent-Provided Food Rules

For parents providing their child's meals and/or snacks from home there are specific rules that must be followed.

- No peanut or nut products or items containing nuts allowed
- No candy, gum, or junk food
- All lunch boxes/containers to be kept in the child's cubby
 - No food to be refrigerated
 - No food to be heated
 - All food to be in labeled containers (labeled on all parts of the container)
 - All lunch boxes/containers must be taken home daily to be cleaned by the parent at home
- No parent-provided food at holiday celebrations allowed
- No parent-provided food or goodie bags at birthday celebrations allowed
- Food items gifted to staff must be individually wrapped and sealed.

Junk Food & Birthday Celebrations

As Kids Klub provides nutritious food for its members, children should not bring gum, candy or other junk food items to school.

Unfortunately, we cannot allow food items or goodie bags to be brought into Kids Klub for celebrations. This is because parents are trusting us to keep their child safe both from a severe food allergy and choking hazard perspective. Birthday celebrations at Kids Klub are extra special throughout the whole day from a birthday crown presented at circle time, to fun activities throughout the day in our learning centers. The entire class gets to celebrate their birthday with them at either Lunch or snack with special "Hoppy Birthday" plates and napkins.

MEMBERSHIP DUES & FEES

Membership Dues

Itemized statements are emailed to each family on the 11th of each month showing all evening and weekend charges for the past month and monthly tuition for the coming month. We thank you for your understanding and your help by making your payments on time. We offer the convenience of electronically deducting your monthly balance from either your credit card or checking account so that payment will always be made on time.

Your monthly balance is due on the 1st of the month and considered late after the 10th of the month. On the 11th of each month you will incur a \$25 late charge for each child and your child will be suspended from the daytime and evening/weekend programs until payment is made. If tuition is not paid by the 20th of each month then your child's space will be lost and given to another child from our waitlist. All returned checks or returned automatic deductions will be charged a \$25 returned check fee. Autopay will draft from your account between the 1st and 3rd of the month, exceptions may occur on holiday weekends.

Please refer to our Rate Sheet for detailed rates for each program. Our monthly rates for daytime programs include everything your child will need while at Kids Klub, with the exception of our optional hot lunch program for which there is an additional charge. Unlike other centers where there are a lot of hidden fees or the parent must provide certain items, such as an earthquake kit, the monthly dues are all-inclusive. For example, Infant dues include the cost for diapers, wipes, crib sheets, etc.; and Pre-School and School-Age dues include the costs for blankets, supplies & materials for art & science projects, hot breakfasts, morning and afternoon snacks and more. The only costs beyond the dues are the one-time initiation fee and costs for optional services such as hot lunch, some field trips, and special classes. We have no fund-raising commitments, no tuition insurance, no security deposits, no center service commitments, and no annual registration fees. We are committed to providing quality care to your children with an up-front understanding of our rates and services.

Initiation Fee

The initiation fee is a one-time administrative fee that establishes your lifetime membership at Kids Klub. It helps cover the costs associated with establishing a membership for your child. These fees help cover the costs of processing your child's paperwork, establishing earthquake supplies, providing security systems, etc. The Initiation fee is nonrefundable and nontransferable.

Hourly Rates

In addition to our regular program, Kids Klub is open early in the mornings and late in the evenings. The evening hours are for those occasional times when you have to work late, or for when you would like a night out and would feel more comfortable leaving your child in a familiar place with familiar people and fun activities. During these times, you will be billed at our hourly rates in 15-minute increments. Kids Klub is also open on weekends at our hourly rates. This provides you with a place where you can leave your child if you work on weekends, for special occasions such as weddings, worship services or just some time to yourself.

Late Pick-up fees & Program Hours

There are no late pick-up fees after the daytime programs end, just the normal hourly rates billed in 15-minute increments. Thus, if you are 1/2 an hour late picking up your child, you will be billed only for 1/2 hour at our hourly rates (not \$1 to \$5 per minute like some centers). At closing time, however, we do ask that you be on time to pick up your child. If you arrive after closing time, you will be billed \$25 per 15 minutes you are late.

Daytime Program Hours (Tuition Paid)

| Age Group | AM Program | PM Program | Full Day Program |
|-------------------------------|-----------------------|---------------------------|------------------|
| Infant, Toddler & 2 Year Olds | 7:30am – 12:30pm | 12:30pm – 5:30pm | 7:30am – 5:30pm |
| 3 & 4 Year Olds | 7:30am – 12:30pm | 12:30pm – 5:45pm | 7:30am – 5:45pm |
| School Age | 7:30am – School Start | School Dismissal – 6:00pm | |

Optional Extended Morning / Evening Hours (Additional Fees)

| Age Group | AM Program | PM Program | Days |
|-------------------------------|-----------------|------------------|-----------|
| Infant, Toddler & 2 Year Olds | 6:30am – 7:30am | 5:30pm – 7:00pm | Mon – Wed |
| | | 5:30 pm – 9:00pm | Thursday |
| | 6:30am – 7:30am | 5:30pm – 11:00pm | Friday |
| 3 & 4 Year Olds | 6:30am – 7:30am | 5:45pm – 7:00pm | Mon – Wed |
| | | 5:45pm – 9:00pm | Thursday |
| | 6:30am – 7:30am | 5:45pm – 11:00pm | Friday |
| School Age | 6:30am – 7:30am | 6:00pm – 7:00pm | Mon – Wed |
| | | 6:00pm – 9:00pm | Thursday |
| | 6:30am – 7:30am | 6:00pm – 11:00pm | Friday |

Optional Weekend Hours (Additional Fees)

| Age Group | Hours | Days |
|---------------------------------|-------------------|----------|
| Infants, Preschool & School Age | 8:00am - Midnight | Saturday |
| Infants, Preschool & School Age | 10:00am – 7:00pm | Sunday |

Notice of Program Changes & Cancellations

No refunds will be given for children leaving Kids Klub partway through the month. *A thirty day notice is required to change or cancel the program your child is enrolled in.* Giving notice allows the child and staff time to make necessary adjustments for proper care of your child. No refunds are given for sick or vacation days since tuition pays for the space whether your child is here or not.

Changes in Membership Policies and Rates

Kids Klub's membership policies and rates are subject to change. However, we will provide you with thirty day advance notice of any changes to our membership policies, our rate and fee schedules, or our holiday schedules. Increases in tuition occur each September and generally range from 5 to 7% per year.

Family Discounts

Families with more than one child as a member at Kids Klub will be given a discount of 10% off the dues for daytime programs for all children enrolled in the daytime programs. Children in the same family will receive a 20% discount on our evening/weekend hourly rates when two or more children are at Kids Klub at the same time. The 20% discount applies to all children in the immediate (not extended) family.

ADMISSIONS POLICIES & PROCEDURES

Acceptance Policy

Kids Klub does not discriminate in any form in the acceptance of children on the basis of sex, race, or religion. Children with special needs must be evaluated by the Center-Wide Director before being admitted to the program. Most special needs children require a one-on-one “shadow” or outside assistant provided by the parents to be admitted.

Children will be added to the waiting list in the order in which their completed application along with initiation fee and pre-admission requirements are received. Parents will be contacted in order as space becomes available and will be required to attend an orientation with the Center-Wide Director and the child’s teacher. All parents and children must agree to follow all stated policies and procedures, especially those regarding health and safety issues. Space for part-time or half-day programs is very limited. Once these spaces are full, children will be admitted only if another child can be matched with them to fill one full-time space. Children entering Kids Klub will be on a 2-week trial basis to ensure proper adjustment within an already established routine. It is mutually agreed that either Kids Klub or the parent may terminate the membership at any time.

Pre-Admission Policies

A child must meet the Kids Klub Admissions criteria before being accepted for membership.

At Kids Klub, we have a mutual concern for the well-being of your child. These forms will help us to understand your child better and allow us to provide him/her with the proper care. The following forms must be completed and returned to Kids Klub along with the initiation fee to become a Kids Klub member. Here is the list of forms required for each family to complete prior to becoming a member:

All Children:

- Enrollment Application & Parent Information
- Membership Contract & Payment Method
- Health History and Emergency Information
- Field Trip / Sunscreen / Photo Permission
- Infant or Child’s Needs Form
- Certificate of Immunization Status
- Physician’s Report

School Age (After School & Camp) Only:

- After School Contract OR Camp Registration (**NOT INCLUDED IN PACKET**)

For children starting Kids Klub Evening/Weekend Programs: Once your complete application has been received and accepted, you may start using us within 24 hours.

For children starting Kids Klub Weekday Programs: An Orientation is required with you to discuss any particular needs your child may have. We will call you prior to your start date to schedule your orientation. Please be prepared to pay for your first month’s tuition at that time. You may start using the Evening/Weekend program within 24 hours once your complete application has been received and accepted.

TRANSITIONS AT KIDS KLUB

Transition Selection & Procedure

Generally transitions are scheduled for three major times per year - late August, January, and Mid June where several children will transition together. Additionally, based upon developmental needs, individual transitions can occur throughout the year.

Children are selected to transition to the next class on a combination of factors including age and milestones in emotional & social development, cognitive development, and physical development. Age is obviously a key factor; however, it is not always the overriding determining factor. The child's development in all areas is also very important and can result in children transitioning both, before and after their birth date.

Transition selection is a combined effort at Kids Klub with input from a child's existing teacher, the component coordinator, the transitioning teacher, and the Center-Wide Director. A great deal of thought and consideration is spent making each selection. In addition to "Who" will transition, we also have to determine "Where" or to which class they will transition. Kids Klub looks at the child's levels of development and personality to match the child to the appropriate teacher as well as trying to achieve a balance in each class of children.

We have found that most children transition completely and enthusiastically on their first day. Much to the dismay of their old teachers, children are eager to be with the "big kids" in the new class, and once they move, they rarely look back. We still want to prepare the children for the transition and make them feel comfortable with the move. In the two-weeks preceding the transition date, each class, will occasionally walk around the center to locate and briefly visit the classes that their children will transition into. The teachers will talk with their class about the transition process and review the names of the new classes and teachers with their children. This prepares the children for the transition and helps make the process smooth and comfortable.

MEDICAL & SICK POLICIES

Kids Klub Sick Child Policy

Kids Klub does not have the staff, facilities, or licensing authorization to care for children who are too ill to take part in regular activities. For this reason, each child will receive a daily health check before the parent will be allowed to leave the child(ren) for the day. The teacher in charge at the time of drop-off will look for any symptoms of illness before accepting the child(ren). If there are symptoms such as coughing, runny nose, low grade fever, diarrhea, rash, eye redness, etc., the teacher will not be able to accept your child(ren) unless a doctor's note is presented, stating that the child is under the doctor's care and not contagious.

If symptoms of illness appear later in the day, such as behavior change, sore throat, headache, rash, vomiting or diarrhea, or a temperature of 100.4 degrees Fahrenheit or above, the parent will be notified immediately, and the child will be isolated until they can be picked-up. Each child will be isolated completely from the other children in the center, including, for eating, sleeping and diaper changing. **Isolated children are required to be picked up within 1 hour of parents being notified.** If for any reason, neither parent/guardian cannot be reached, Kids Klub will call one of the family members or friends listed on the Medical Emergency Authorization form.

Kids Klub Medical Emergency Policy

If a child requires medical treatment, the following protocol will be followed:

For Common Injuries: All staff members of Kids Klub are certified in both infant and child First Aid. The center is equipped with multiple fully supplied first aid kits. Minor cuts, bruises and scrapes will be treated as they occur following proper first aid procedures and parents will receive "Ouch Reports" detailing the injury.

For More Serious Injuries: All staff are certified in both infant and child CPR, should these procedures be needed. All attempts will be made to contact the parents. If the parents are not available, then the persons listed on the Medical Emergency Authorization form will be called. 911 will be called and trained medical professionals will assume care for the seriously ill or injured child. At all times we will keep the parents/guardians informed until they arrive at the center.

Medical history including allergies and special needs/treatments need to be on file for your child.

Sunscreen

Sunscreen should be applied prior to coming to Kids Klub, and then labeled and handed to the child's teacher so that it may be reapplied as needed. Kids Klub will happily apply sunscreen to your child throughout the day with your permission. Please do not leave sunscreen in your child's cubby as it can be dangerous if accidentally ingested. Sunscreen forms expire after 6 months per licensing. Kids Klub supplies sunscreen for preschool and school age children. The sunscreen that is provided by Kids Klub ("Kids Klub Sunscreen") may vary from year to year. The exact brand name and list of ingredients will be disclosed and updated when necessary on the Sunscreen Permission Form. For children ages 6 months or younger, a physician's written consent is required by law.

Kids Klub Medication Policy

All medications, lotions, bug spray, Chap Stick, diaper creams (including brands such as CeraVe and Aquaphor) require a completed Kids Klub Medication Form. This form must include written instructions, the doctor's stamp, and the doctor's signature.

- Authorized personnel MAY NOT administer medication, whether prescription or non-prescription, to a child without a "Child Medication Authorization Form" signed by a Physician and the Parent
- Medication at Kids Klub may ONLY be turned in and administered by an Authorized Medication trained Kids Klub Employee
- Kids Klub may not accept an Epi-Pen and or Auvi-Q without a FARE form signed by a physician
- Kids Klub may not accept an Inhaler and or Nebulizer without a NEBULIZER form signed by a parent
- Administering medication is a service to our parents. Kids Klub is not required to administer any medication. We have the right to refuse at any time.

Prescription Medication Acceptance Policies

All prescription medications must have the original prescription label, complete with instructions, and must be in English. All Prescription medications must be in the original container and must carry the following information:

- The child's name
- The name of the medication
- Dosage Instructions
- The route of administration (e.g. oral)
- The prescribing doctor's name
- Any storage requirements (e.g. refrigeration)
- The expiration date
- Directions for safe use
- The issue date
- A list of active ingredients
- The name and address of the manufacturer

Nonprescription (Over-the-Counter) Medication Policies

All nonprescription medications must be in the original container, all information and instructions must be in English, and the container must carry the following information:

- The child's name labeled by the parent
- Age Requirements
- Dosage Instructions
- The route of administrations (e.g. oral)
- Any storage requirements (e.g. refrigeration)
- The expiration date
- Directions for safe use
- A list of active ingredients
- The name and address of the manufacturer

Please Note: Special circumstances including but not limited to: prolonged use of a Nonprescription and/ or Nonprescription Medication being used "As Needed" may need to meet additional requirements such as a doctor's note and is subject to the Director's discretion.

Authorization Periods

- **Nonprescription medication** Written authorization from the child's medical provider is required for all medication including but not limited to lotions, bug sprays, etc.
- **Nonprescription topical ointment** can be applied according to manufacturer's instructions not to exceed *six months*

Additional Policies for Acceptance of Medications

Acceptance and administration of medication is an added responsibility for Kids Klub Personnel. Before turning medication in, please consult with your child's doctor in order to request a change in dosage times, if possible, so that all medication dosages can be given by the parent at home.

- All prescribed medications must, by law, be dispensed in child-resistant packaging unless the purchaser specifically requests otherwise. Please request child-resistant containers for your child's medication from the pharmacist.

Additional Policies for Acceptance of Medications Continued:

- Directions to administer medication "as needed" needs further clarification to be accepted. Additional information must be included on the authorization form including what symptoms elicit the administration of the medication.
- If the child's "Child Medication Authorization Form" indicates dosages that do not match the prescription label or does not match dosage and age instructions on nonprescription medication labels, the form and medication will not be accepted UNLESS the child's physician fills out the "Child Medication Authorization Form" and includes specific instructions in the Physician Authorization Box under "Specific Instructions" explaining the dosage.
- If the parent/guardian needs a portion of the prescribed medication in order to administer it at home, please request that the pharmacist put the medication into two labeled containers- one for use at home and one for use at Kids Klub. The container for Kids Klub must meet all of the standards set forth in this policy.
- The parent must provide all measuring devices or equipment needed to deliver the medication. The parent should also explain and review their use and sanitizing procedures with the authorized personnel accepting the medication.

Special Circumstances in Regard to Specific Medications

Anaphylactic Medications (Epi Pen)

- Anaphylactic injected medication (Epi Pen) requires an additional form.
- Any Medication that requires injecting a child will not be accepted until a sit down is had with family and a Program Director or above is aware.
- A FARE form must be filled out.
- As a part of your child's Allergy Care Plan with the authorized personnel and teachers at Kids Klub please also be sure to discuss and review the following with the authorized personnel accepting the medication:
 1. The child's specific known allergies.
 2. How to recognize the child's symptoms and warning signs.
 3. The type of Injector, how it is used.
 4. Explain how and when to give injection.
 5. Emergency Information including parent and physician contact information.

Inhaled Medications

- Inhaled Medications, including inhalers and nebulizers, require an additional form according to the State of California, Health and Human Services Agency- the "Child Care Facilities: Consent/Verification Form for Nebulizer Care".
- A separate consent form must be filled out for each authorized personnel who administers inhaled medications to your child.
- As a part of your child's Asthma Care Plan with the authorized personnel and teachers at Kids Klub, please also be sure to discuss and review the following with the authorized personnel accepting the medication:
 1. The child's specific known asthma triggers.
 2. How to recognize the child's asthma symptoms and warning signs.
 3. The type of asthma medication, how it is used, the schedule for its use and if the child has more than one type. Explain how and when to give each type of medication and the dosage for each.
 4. Emergency Information including parent and physician contact information.
 5. Cleaning requirements for all nebulizer/ inhaler equipment. The parent should take the equipment home once a week in order to thoroughly sanitize equipment with the proper cleaning solution.

All Inhaled Medication information and instructions must be in English, and the container must carry the following information:

- The child's name labeled by the parent
- Age Requirements
- Dosage Instructions
- Directions for safe use
- A list of active ingredients
- The route of administrations (e.g. oral)
- Any storage requirements (e.g. refrigeration)
- The expiration dates
- The name and address of the manufacturer

Seizure and Epileptic Medication Acceptance Policies

All Seizure and Epileptic medications must have the original prescription label, complete with instructions, and must be in English and accompanied by a "Child Medication Authorization Form" and a "Seizure Action Plan Form".

All Seizure and Epileptic medications must be in the original container and must carry the following information:

- The child's name
- The name of the medication
- Dosage Instructions
- The route of administration (e.g. oral)
- The prescribing doctor's name
- Any storage requirements (e.g. refrigeration)
- The expiration dates
- Directions for safe use
- The issue dates
- A list of active ingredients
- The name and address of the manufacturer

Please Note: Kids Klub Child Development Centers requires a doctor's written permission and instructions for administration of Prescription and Nonprescription Medication. Medication that can be given at home instead of at Kids Klub will not be accepted. Any medication not included in this Incidental Medication Plan or deemed unauthorized by a Director, will not be accepted.

EMERGENCY PROCEDURES

Emergency Preparedness Overview

At Kids Klub, we have taken great care to evaluate and implement safety procedures and protocols to keep children, parents, and staff safe on a daily basis. While certain situations are out of our control, we have planned for such scenarios and developed trainings and action steps to be as prepared as possible.

All of our staff are not only CPR/First Aid trained, but trained to handle multiple emergency situations carefully. In addition to initial training, we emphasize safety topics in monthly meetings and we hold monthly drills in the various scenarios below to ensure that should an actual emergency occur, we are prepared to react effectively.

General Evacuation Procedures

In a fire, after an earthquake, or possibly during some other situation that requires evacuation, the procedures for evacuation are generally the same and detailed below:

We walk children to the designated meeting/evacuation area. All infants and toddlers that do not walk are evacuated by staff in our cribs which are reinforced and have wheels. Should the designated evacuation area be unsafe or inaccessible, staff will move to backup evacuation areas. All medications are brought to the evacuation area. The supplies, food, and water contained in our earthquake shed can be accessed during or after any emergency (SEE: “Earthquake” below for details).

While staff evacuate, managers stay behind in the building and clear all areas—visually inspecting each room to make sure no one is left behind. Managers are the last to evacuate the building.

Once in the designated area, staff take attendance. All staff carry a red and green laminated card with them at all times. Once each class gets to their place in the evacuation area, staff hold up the green side of their laminated card to indicate that all children are accounted for and all are OK. On the contrary, staff hold up the red side of their laminated card to indicate that a child is missing or they are in need of immediate assistance. This allows us to immediately visually identify who needs assistance without any staff needing to leave their class or yell across the yard.

Fire

Kids Klub Child Development Centers are equipped with state-of-the-art fire safety systems. Our fire alarm system constantly monitors the facility for both smoke and high levels of heat. If either dangerous situation is detected, the system sounds the fire alarm sirens in all areas of the facility—which activates the emergency flashing lights, indicating there is trouble. Additionally, the system automatically dispatches the Fire Department. Kids Klub is fortunate to have a fire station and hospital very close to all of our facilities. Our Pasadena locations is also equipped with a fire suppression sprinkler system that is heat activated. All of our commercial kitchens are equipped with their own hood fire suppression system that has both automatic and

manual trigger options. Throughout our centers, and by every exit, there are fire alarm pull stations to manually activate the alarm system. Upon activation of any sensor or system related to fire, the fire department is immediately and automatically notified. We have fire extinguishers placed throughout our centers. Our maintenance team conducts monthly inspections on smoke detectors, exit signs and fire extinguishers. We hire professional companies to conduct semi-annual and annual inspections of our fire alarm, sprinkler system, hood fire suppression system, and all fire extinguishers. Lastly, we undergo an annual fire inspection by the local Fire Department at each location.

In case of a fire, all staff and all children evacuate immediately. In addition to the evacuation procedures outlined above (SEE: “General Evacuation Procedures), staff are trained to lead and practice “stop, drop and roll”—as well as staying low to the ground in the presence of smoke.

Earthquake

In case of an earthquake, all staff and children “drop, cover and hold” in place. As soon as the shaking stops and when it is safe, we will walk the children to the designated meeting/evacuation area on the hard yard.

All locations have an earthquake pod equipped with enough food and supplies to sustain the entire population of staff and children at our centers for at least 3 days. The pod is air-conditioned 24/7 to keep food and supplies in good condition. Our shelves are bolted to the pod and have bungee netting to maintain an organized, functioning shed in an emergency. There is a large fresh water storage tank (which is drained and refilled annually) with adequate capacity to supply our entire population with drinking water—and water for washing and cleaning—for over 3 days. Portable water igloos are kept in the pod with instructions on how to treat water if needed.

There is an emergency laptop in the shed. Every 15 minutes, our network backs up a full copy of our database to this laptop. Thus we have the most up-to-date information on all children and families on a remote computer for identification, emergency info, etc. Additionally, there are paper copies of all children’s emergency information as a redundant backup to the emergency laptop. These paper emergency information forms are updated frequently by our administrative staff.

The pod is organized in a fashion where we can get the most urgently needed things out first:

- Class backpacks - each class has a backpack right in the front of the shed that comes out first - these have basic items for each teacher to have immediately: toys, puppets, games, chalk, band aids and minor first aid items, wipes, etc.
- Diagrams, maps, duties and responsibilities clearly written out on laminated cards that explain each station that needs to be set up. These can be delegated to any available staff to carry out and set up.
- Emergency tools for quick access (e.g. 6 ton hydraulic jack, sledgehammers, flashlights, hardhats, gloves, valve closers, wrenches, crowbar, etc.)
- First Aid / Triage items with complete emergency supplies including sterilization solutions, bandages, tourniquets, sutures, and more.
- Diapering and bathroom stations with complete supplies to establish multiple bathroom pods.
- Kitchen set up to prepare and serve all meals.
- Food for 3 days (i.e. breakfast, lunch, dinner & snacks for all children and staff—including bottles, baby food, formula, etc.) Dry goods are rotated out of the pod every 6 months and canned goods are rotated out every year.
- Comforts: such as sleeping mats, blankets, easy up tents, etc.

Lockdown / Panic Alarm Systems

Our centers are equipped with both state-of-the-art, magnetic Lockdown Systems with bulletproof doors and Panic Alarm Systems. These systems have panic buttons located strategically around the center. If any of these buttons are pressed, a silent alarm is triggered and police are immediately called. The only way to cancel a panic alarm is with the proper code entered into our system. No verbal cancellation is possible. The bulletproof doors seal our center off from a potential intruder.

The exact details of these systems, where buttons are located, procedures to disarm systems, etc. are not something we share with parents or put in writing in order to keep as much information on all of this out of the hands of a potential assailant. Rest assured that we are well-prepared and our staff are well-trained on the various procedures to keep the children as safe as reasonable possible. Different levels of staff/managers play different roles in these situations and receive specific training for their roles. No amount of planning, systems, safety protocols, etc. can completely secure our facilities from a determined intruder. However, what we have done should stop, deter, or delay someone long enough for additional help to arrive. We have protocols for direct threats to our facilities as well as protocols for threats within our neighborhood.

Parent Communication:

Kids Klub's emergency communication protocol is as follows (unless instructed otherwise by law enforcement, the fire department, health agency and/or other government organizations):

- 1) As soon as we are able, we will send out an immediate emergency text message notifying parents about the situation.
- 2) As soon as possible, we will send out a follow-up email message.
- 3) We will have a handout to brief parents and staff printed within an hour after the incident to ensure that staff can communicate details to families accurately the same day.
- 4) We will follow up with a detailed letter to all parents and staff within 24 hours that includes additional details and action steps moving forward as necessary.

Important for Parents to Know In An Emergency:

- 1) In a true emergency, it is unlikely that someone will be available in the front office to answer phone calls as the situation is unfolding.
- 2) If you are asked in a text or email to stay away, please understand that we would only send such a message at the instruction of law enforcement or some other governmental emergency organization. It is important that additional people do not add to what may be an already dangerous situation by coming to our center. As soon as we are able to give an "all clear", we will do so.
- 3) If you are at the center when an emergency occurs, please follow management's instructions so we can do our best to keep you safe. We may not be able to fully explain what is happening in the middle of an unfolding situation, and we need you to trust us and listen to us. You may be asked to help out - such as after a fire or earthquake - depending on the availability of staff and managers that are un-injured. Again, please follow instructions of management.
- 4) Our policies and procedures are designed to balance the safety and needs of all of the children, parents and staff in our facility.
- 5) We welcome your input and feedback. We can always learn and grow from every situation we encounter, as well as the collective knowledge and experience of our parents and staff. Should you have any questions about any of our emergency procedures, please do not hesitate to contact us.

KIDS KLUB'S DISCIPLINE POLICY

Kids Klub will not allow corporal punishment or humiliating or frightening techniques to be used as a form of discipline.

Children will learn from a very early age to consider and respect others and the environment around them. Clear and consistent age appropriate limits will be set, and with these limits, each child will learn what is appropriate and what is inappropriate. Children will be encouraged to solve as many of their own problems as possible. When a caregiver must intervene, age appropriate and constructive methods of discipline will be used, starting with a verbal talking to, redirecting and a time-out if necessary. Physical or emotional danger will be grounds for a caregiver to intervene immediately. The parents will be included in this discipline process so children can see that both parents and teachers reinforce limit setting. Parents are notified with an incident report regarding any disciplinary action taken by the child's caregiver, so you are not only aware, but can follow-up with the child's behavior.

Biting Policy

Kids Klub wants to ensure that every child is safe while in our care. Our program provides an environment that encourages and promotes cooperative interaction, respect for others, and non-aggressive problem solving between the children. Biting is a normal stage of development for young children who are teething and are still developing their language skills. It is usually a temporary condition that is most common between thirteen and twenty-four months of age.

For safety and health concerns, we take biting seriously. When it happens, it's very scary, frustrating, and stressful for children, parents, and teachers. It is also not something to blame on children, parents, or teachers, and there are no quick and easy solutions to it. Children bite for a variety of reasons: simple sensory exploration, panic, crowding, seeking to be noticed, or intense desire for a toy. Repeated biting becomes a pattern of learned behavior that is often hard to extinguish because it does achieve results: the desired toy, excitement, attention. Knowing that the effect of their biting will hurt another person is not yet a part of a child of this ages' mindset, so the "cause-effect" relationship is not internalized. Our teachers plan activities and supervise carefully in order for biting not to happen. There are times, however, when everyone cannot be within immediate reach to prevent a bite.

Our policy for handling a biting incident is the following:

- The biter is immediately removed from the group with a firm NO. The bitten child is consoled, and the bitten area washed with soap and water. If necessary, ice is applied to reduce any swelling or bruising. The biter is not allowed to return to play and is talked to on a level that he/she can understand, then redirected.
- A written incident report is given to the parents of all children involved when they are picked up that day. The name of a biting child is not released because it serves no useful purpose and can make an already difficult situation more difficult.
- We look intensively at the context of each biting incident for pattern, in an effort to prevent further biting behavior.
- We work with each biting child on resolving conflict or frustration in an appropriate manner.
- We make special efforts to protect potential victims.

We try to make every effort to extinguish the behavior quickly and to balance our commitment to the family of the biting child to that of other families. Only after we feel we have made every effort to make the program work for the biting child do we consider termination of the child.

Termination Policy

It is mutually agreed that either Kids Klub or the parent may terminate the membership at any time.

Excessive or repetitious biting, or physical or emotional abuse of another child or teacher will be grounds for termination. Kids Klub reserves the right to terminate any child's membership if that child is found to be disruptive to our program. However, prior to termination, several steps will be taken to try to eliminate problematic behavior. Kids Klub utilizes a system called the *Child Action Plan* (CAP). This system is designed to inform and partner with the parents to resolve the problematic behavior. First, a parent conference will be scheduled to discuss the problems and the means of correcting them. Second, a reasonable amount of time will be given to solve the problem. Additional supervision may be necessary to ensure the safety of the other children during this time. Third, if the problem persists, a specialist may be called in with parental consent to help evaluate and correct the problem, this may result in additional cost to the parent. If the behavior is severe and no progress is being made, some of the above steps may be skipped if deemed necessary by the owner or director. And finally, if the situation cannot be resolved to both the parents' or Kids Klub's satisfaction, termination may be necessary.

Infant, Toddler and Preschool Discipline Policy

Discipline is an important part of the learning experience. Right from the start, infants begin to learn appropriate and inappropriate behavior. Infants are protected by a safe environment with set limits in which they learn to play and interact. Limits are fair and are consistently enforced with a verbal "That's not OK..." and then the infant is redirected and given an appropriate action.

In preschool, the young child will continue the learning process of appropriate versus inappropriate, and also begin the process of learning self-control and respect for the rights and feeling of others. One of our goals at Kids Klub is to help develop children that are caring and sensitive. While we understand it will be a long time before a young child fully grasps right from wrong concepts, experts agree it is in this time period of development, they learn to stay within prescribed limits. At Kids Klub, limits are set and enforced consistently and carefully--limits that begin to show the child what is safe and what actions are permissible and which are not. The limits are fair and the children learn to live, play and interact within them. When a child tests, or steps outside the limits, they will be spoken to, and then offered an alternative appropriate "Yes, that's OK" action. For example, "It's not OK to play with the teacher's book, but you can look at this book." Finally, if the child cannot or will not comply with his caregiver, the child's parents may need to be called.

School Age Discipline Policy

The same principles apply to School Age children, ages Kindergarten to 12 years, as those outlined for preschool. These children, however, can clearly discern between right and wrong, can respect the rights and feelings of others, and can manage language, tempers and actions through self-control. As caregivers, we set limits and provide an environment that is conducive to the well being of the children.

Rules are posted for the child to follow. If a rule is broken, the teacher will speak to the child. Attitude and respect are noted so that everyone agrees with what is appropriate and what is not. Communication between the child and caregiver is necessary so that the child understands and is aware of his inappropriate actions. The child will be redirected, and if needed, timed-out. Time-outs are a disciplinary tool used to allow an "out-of-control" child to cool down and regain composure. Time-outs are also used to allow the child to think about his actions, its effects, and come up with a proper solution to correct his action. If the actions continue or the attitude needs adjusting, the child will receive an incident report to take home. The incident may need follow up by the parent to the teacher, or it may just be "For Your Information".

MISCELLANEOUS INFORMATION

Severe Inclement Weather Procedures

In the event of severe inclement weather or other emergency conditions, Kids Klub will notify parents if we have determined to close a particular location due to poor weather conditions. We will notify parents via email, telephone, website and/or text messaging. We can't put the safety of our children, parents or staff at risk if weather presents a danger in our community. However, we will make every attempt to operate under severe weather conditions.

Please be advised that if a power outage occurs at Kids Klub prior to 6:30am, no child/children can be left at school until a determination is made as to what the cause of the outage is and how long it is anticipated before power is restored.

Classroom Pets and Other Animals

Some of our classrooms have pets, which may include, fish, reptiles or mammals. While there are potential health risks associated with any kind of animal, Kids Klub takes great care to ensure that all pets are housed in appropriate containers, their cages cleaned and disinfected weekly, pets are seen by veterinarians when needed, and meet local requirements for immunization and vaccination. Kids Klub takes great pride in the care that our pets receive and insures that pets are fed and groomed regularly.

Children's interactions with pets are closely supervised and children and teachers wash their hands both before and after handling animals. Classroom pets provide an excellent opportunity to teach children how to care for animals, about safety and hygiene when handling pets and about responsibility.

Use of Pesticides

If the use of pesticides is necessary to maintain Kids Klub's grounds, parents will be notified at least 48 hours in advance of the pesticide application. This notice will include the product name, intended date and time of application, location of where it will be applied, and the pest to be controlled. A marker will be placed at the front entrance and left in place for at least 24 hours following the pesticide application or longer if a longer restricted period is stated on the label. This marker will state "This landscape has recently been sprayed or treated with pesticides", who treated the landscape, and who to call for more information.

HOLIDAY SCHEDULE

Kids Klub will be closed for the following staff holidays:

New Years Day (Varied per year, 2 days)
Martin Luther King Day
President's Day
All Staff Training & Development Day
Easter Sunday– Evening / Weekend
Mother's Day – Evening / Weekend
Father's Day– Evening / Weekend
Memorial Day
Independence Day
Fall Prep Day (One Friday in August)
Labor Day
Thanksgiving Day
Day After Thanksgiving
Christmas Holidays (Varied per year, 2 days)

