



FAMILY HANDBOOK

CHAMPIONS[®]

BEFORE- AND AFTER-SCHOOL

DiscoverChampions.com
1-800-246-2154

CELEBRATE EVERY STEP

Every day at Champions, a story is waiting to be told.

This handbook is your guide to our programs, people, and operational procedures — a blueprint, if you will, for how we help those stories unfold. We want you to be very pleased and comfortable with your decision to choose Champions. If you have **any** questions about the policies in this handbook, or if there's anything we could be doing better, please speak to a Site Director, call **1-800-350-5034** or visit **discoverchampions.com**.



WELCOME.

Champions is proud to offer one of the best early educational programs in the country — from infant to school-age.

Champions is a division of KinderCare Education, the largest provider of early childhood education and care in the country. We're pioneering the practice of developing the whole child — of giving each child the skills he or she needs to excel socially, emotionally, physically, and most important, intellectually.

We believe a whole child is a happy child.

Here, your son or daughter will find a rich, nurturing environment where learning is fun, the curriculum grows as skills increase, and passionate teachers turn every learning moment into a positive experience. In short, it's a place where you can be confident your child will thrive.

We're happy to meet with you any time to talk about your child's progress and growth, and we invite you to share your suggestions or concerns with us. After all, you know your child better than anyone else; we value your insights.

When you're starting a new program, it's natural to have questions. Many of the answers are right here, and we encourage you to store this handbook for easy reference.

These guidelines are designed to make sure your child — along with all the children in our care — receives the best education and experience possible.

Please take a few minutes to become familiar with this information, along with the Enrollment Agreement available at discoverchampions.com. Before your child's first day, we ask you to complete the **Acknowledgment of Receipt of Family Handbook** form (page 37), then return it to your Site Director.

We're looking forward to getting to know you and your child. And again, if there's anything we can do to improve ourselves, don't hesitate to speak up.

We're honored you've chosen us for your child's education and care.
Now, let the stories begin.

TABLE OF CONTENTS

What's All the Buzz About? 1

Making Your First Day Easier	1
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About Us 2

Program Management	2
Our Teachers	2
Professional Development	2
Caring and Dedicated Staff	2
Our Educational Philosophy	3
Corporation Accreditation	3
State Licensing	3
Adherence to the Americans with Disabilities Act	3

Educational Programs 4

Infant	5
Toddler	5
Discovery Preschool	6
Preschool	6
Prekindergarten	7
Kindergarten	7
Assessments	8
Parent-Teacher Conferences	8
Transitioning to a New Classroom	8
School-Age	9
Break-Time Programs	11

Child Care and Health 12

Health and Nutrition	12
Celebrations and Birthdays	12
Breastfeeding	12
Infant and Toddler Supplies	13
Clothing	13
Personal Belongings	14
Outdoor Activities	14
Positive Guidance	15
Positive Progressive Guidance (School-Age)	15
Suspension from Elementary/Middle School	17
Biting	17
Diapering and Toilet Learning	17
Rest Time	17
Infant Sleep	18
Allergies	18
Hand Washing	18
Illnesses	18
Temporary Exclusion	19
Illness Table	19

Contagious Diseases and Health Care Provider Clearance	21
Medical Records	22
Medications	22
Medication Authorization Forms	23
Provision of Medical Care	23

Safety and Security 24

Security	24
Confidentiality and Children's Records	25
Mandated Reporting Requirements	25
Arrival and Departure	25
Custody and Visitation	25
Late Pick-Up	26
Emergency Situations and Evacuation Plans	26
Child Accidents	26
Transportation	27
Field Trip Policy	28
Weapons and Violence	28
Drug-Free Environment	28

Operational Procedures 29

Registration and Enrollment	29
Payment	29
Forms of Payment and Non-Sufficient Funds	29
Subsidy Payment	30
Babysitting	31
Holidays and School Closures	32
Natural Disasters and Emergency Closures	32
Inclement Weather Policy	32
Nondiscrimination	33
Solicitation	33
Research Activities	33
Absences, Sick Days, and Vacations	33
Disenrolling Your Child	33

Family Communication and Involvement 34

Family Involvement	34
Communication	34
Satisfaction and Resolution	34
Champions on the Internet	35
Refer a Friend	35

Additional Information and Notes 36

Acknowledgment of Receipt of Family Handbook . . . 37

WHAT'S ALL THE BUZZ ABOUT?

Making Your First Day Easier

Getting comfortable with a new environment can be challenging for any child. Some adjust quickly, while others may take a little longer. It's natural.

We make every effort to be aware of anything that might affect your child adversely when starting here — and **work with you to help ensure a smooth adjustment.**

If possible, spend a little extra time with your child while he or she transitions into the classroom during the first couple of days. This helps both you and your child ease into the routine.

We also encourage you to call or stop by any time during the day to see how your child's adjusting. A bit of separation anxiety is normal and expected, and we'll be happy to provide suggestions to minimize any stress for you and your child.

Remember, your child will soon feel comfortable here, and attending Champions will become a joyful part of your son or daughter's routine.

We've been doing this for over 40 years now — enough to know what to expect and how best to handle anything that comes up.

Beginning a New Adventure

Starting a new chapter can be exciting and sometimes scary. **We** go out of our way to **make it just plain exciting!**

ABOUT US

Our teachers passionately embrace a balanced approach to learning — which gives parents confidence that their child will have fun as she or he develops socially, emotionally, physically, and intellectually.

Champions is a leading out-of-school time provider of extended learning and education programs for school-age children. Champions® programs are offered at more than 425 sites in 18 states and Washington D.C. For more information, visit www.discoverchampions.com.

Program Management

We're here to answer any questions, discuss concerns, and help you with your child's educational and developmental needs at any time. Each site is also supported by an Area Manager who helps oversee operations of the site. If you have any questions or concerns you're not able to successfully resolve with the on-site management team, please feel free to contact your Area Manager. His or her contact information is available at your site. You may also call our Customer Care Department (1-888-525-2780) between 6 a.m. and 6 p.m. (PST), Monday through Friday.

Our Teachers

Every one of our teachers goes through the same rigorous hiring process to ensure their dedication and passion — and their ability to meet the developmental and emotional needs of your child. We confirm all professional references and conduct national criminal background screenings. Each member of our staff meets or exceeds the qualification

requirements set by state law. Staff also complete a full orientation and attend a comprehensive training program. No other early childhood education provider can match the level of customer service, experience, and commitment you will find here.

Professional Development

Every year, we set aside time for developing and elevating our employees' professional skills. We strongly believe training allows our teachers to better assist you and your child. This continued commitment to our own education lets us provide outstanding quality care in all of our programs. Additionally, the time we spend on our professional development lets us meet many states' child care licensing regulations for ongoing training.

Caring and Dedicated Staff

When it comes to keeping you up to date with your child's engaging learning experiences, we strive to make our service and communication exceptional. We base our updates on notes from and conversations with your child's teacher, and include information on activities, developmental changes, and of course, milestones.

We're always happy to meet and talk about your child's progress at any time. We also have processes — formal and informal — to make sure we thoroughly communicate your child's progress to you. Our teachers are eager to understand your needs and to serve your child as a unique member of our Champions family.

The underlying principles of our program are:

We believe each child has unique talents and interests.

1. **Children learn through active exploration**
2. **Children initiate their own learning**
3. **Learning takes place through open-ended experiences**
4. **Adults are facilitators of children's learning**

Our Educational Philosophy

Learning is meant to be a natural, joyful experience. Our goal is to help your child develop socially, emotionally, physically, and intellectually.

Children thrive when the process of discovery is lovingly encouraged and gently reinforced. This is the philosophy behind our research-based curriculum that fosters individual growth by providing plenty of opportunities for exploration and child-initiated choice.

All children need opportunities to be responsible, to make choices, and to be treated with respect. Our programs encourage your child's growth and development with early learning experiences that build a strong foundation for his or her social, emotional, physical, and intellectual skills.

We believe each child has unique talents and interests. Our teachers honor these differences by providing your child with customized attention and activities that enable your son or daughter to learn and grow at his or her own pace and in your child's own way. This hands-on approach, combined with our balanced curriculum, is designed to encourage children to become confident, happy, and self-aware.

Corporation Accreditation

Champions is proud to be awarded corporation accreditation from AdvancED®, a global leader in advancing excellence in education through accreditation. Corporation accreditation ensures that your child is receiving the very best education and care. The process to become accredited includes reviews of our safety, curriculum, care, learning environment, and organization to ensure every aspect of what we do at Champions is of the highest standard. Accreditation equals a commitment to families like yours!

State Licensing

Champions programs are licensed by the states in which they operate. Our sites are subject to inspection by state and local health, fire, licensing, and building agencies. Regulations and inspections pertain to staff qualifications, the facility and playground, nutrition, health and safety matters, record-keeping, and child-to-staff ratios.

Inclusion Philosophy

At KinderCare Education, we believe all children deserve access to a safe, welcoming place to learn and grow. We welcome children of all needs and abilities. If your child needs special accommodations, our teachers and staff will work with your family and with our Inclusion Services team. Together, we will do our best to find positive solutions that support your child's learning experiences.

If you are a parent or guardian and would like additional information about how we accommodate children with disabilities, please talk with your center or site director. You can also find information about how we work to accommodate children of all abilities in our centers and sites in our family handbook. If you are an employee with questions about accommodations for a child or for yourself, please speak with your manager and/or refer to the information in your employee handbook.

EDUCATIONAL PROGRAMS

As the leading providers of early childhood care, we truly set ourselves apart with education. Helping children develop socially, emotionally, physically, and intellectually — using “play” as our primary teaching tool — is both our passion and our mission.

We use some of the nation’s best early education specialists to help create our unique set of programs.

We encourage and empower our teachers’ enthusiasm for learning. Our wide range of age-appropriate activities and experiences results in something special: children who can’t wait to share their latest discovery.

To help you feel as if you’re part of your child’s day, we have many ways to share his or her adventures, moods, and milestones. In addition to detailed and insightful communications as your child progresses, our sites support formal and informal check-ins.

Studies show early childhood is often the most important time in your child’s education. That’s why we design our programs to help your son or daughter become a lifelong learner — someone who will never stop wanting to know why, how, where, and what.



INFANT

Infants need a safe, secure “home away from home” where they can learn, play, and grow. That’s why we’ve designed a nurturing, creative world for infants six weeks and older that helps their minds and bodies develop.

Our Site Directors and teachers work with you to make a smooth transition from your home to our site — one that leaves smiles on your child’s face and on your own. We’re committed to creating a strong bond with your child to ensure his or her best start in life.

With that, we understand that the first five years of a child’s life are an amazing time of growth and learning that serves as the foundation for future stages of development. The Early Foundations® Infant program provides a rich environment and a variety of experiences to meet your child’s rapidly developing skills.

Our program emphasizes the importance of positive, supportive interactions between teacher and child. Our teachers sing, read, and talk with your child to help him or her with this critical developmental stage. Because our classrooms and equipment are developmentally appropriate in size, infants can move, explore, and play with confidence. Age-appropriate activities are individually planned to promote your child’s specific cognitive and social development in a warm, nurturing environment.

Program Features Include:

- Individual activity plans for each child
- Group interaction to spark curiosity and socialization
- A focus on cognitive and motor skills through playtime and activities
- Whole-child development through age-appropriate materials and toys
- Regular communication between teachers and families to keep you informed about your child’s day

TODDLER

A whole new world opens to children when they take to their feet. They walk, talk, and begin to develop relationships with one another. Our Early Foundations® Toddler program is filled with sensory experiences that emphasize the importance of a toddler’s environment and relationships. Our teachers provide a high level of interaction while individually nurturing each child.

Program Features Include:

- Daily whole-group instruction promoting social skill development
- Balanced attention to nurturing, playtime, and learning
- Monthly thematic units that provide a variety of daily activities and experiences
- Development of children’s confidence, self-esteem, and love of learning
- Learning areas focused on dramatic play, creative arts, language, and sensory exploration
- Regular communication between teachers and families to keep you informed about your child’s day

DISCOVERY PRESCHOOL

Two-year-olds are curious about the world around them. They're busy exploring their environment and learning to communicate their thoughts. While they're beginning to exert their independence, they're also gaining a better understanding of group play.

Our Early Foundations® Discovery Preschool program emphasizes developing the whole child by focusing on both educational fundamentals and social skills. Our passionate teachers keep small hands busy and young minds engaged through activities designed specifically for this age group.

Our experienced teachers provide many outlets for creative expression — including games, songs, movement, and art — that let your child build skills and confidence. By encouraging child-directed play, we ensure your child develops at his or her own pace. Sharing, cooperating, and taking turns all teach your child the importance of being part of a group.

Your child will grow into his or her own person, ready to tackle the next challenge: preschool!

Program Features Include:

- Balanced attention to nurturing, learning, and playtime
- Environment focused on the development of the whole child
- Variety of cognitive, physical, social, and emotional development activities
- Regular communication between teachers and families to keep you informed about your child's day

PRESCHOOL A preschooler's world opens up in new ways as he or she improves coordination, learns complex skills, and begins to interact more with peers. Our Early Foundations® Preschool program introduces language, math, science, and social skills in a logical, appropriate sequence that encourages learning one step at a time. And we provide plenty of individual attention to support your child's unique needs.

This program provides a rich classroom environment where children are encouraged to explore and challenged to learn, all while making friends and developing self-confidence. Children strengthen their cognitive skills through fun memory games and are provided opportunities for hands-on experiences — such as creating collages — that combine creative expression and tactile experiences.

Program Features Include:

- Thematic units that encourage curiosity, self-direction, and confidence
- Hands-on experiences to heighten cognition and problem-solving skills
- Regular communication between teachers and families to keep you informed about your child's day



PREKINDERGARTEN

With formal schooling on the horizon, prekindergarten is a critical time for children. Our Early Foundations® Prekindergarten program promotes independence while preparing your child for the next exciting phase: kindergarten!

We make the transition smoother by helping children become familiar with a more structured learning environment. Our teachers have a passion for what they do and consider it a privilege to partner with you during this special time in your child's life.

Program Features Include:

- Learning experiences that follow a logical and developmentally appropriate sequence
- Whole-group activities to develop social skills
- Hands-on experiences to further independent, creative learning
- Regular communication between teachers and families to keep you informed about your child's day

We make sure to pay special attention to developing and enhancing your child's communication, relationship-building, and higher-level thinking skills — but we also help refine your prekindergartner's motor skills and encourage him or her to express creative ideas out loud!

KINDERGARTEN

We make sure the children in our

programs are in a safe environment they know and love; this makes learning more effective and fun. Our kindergarten program is a comprehensive, skill-based program designed to prepare your child for first grade and future success in school.

We want your child to enjoy and appreciate the educational process. Lessons are tailored to meet your son's or daughter's individual needs and are designed to give lots of opportunities to explore, question, communicate, and create in a fun, supportive environment.

Program Features Include:

- Fun, engaging exercises that enhance familiarity with basic sight words
- Journal activities that permit writing skill practice
- Investigation of different materials using all five senses
- Character-building exercises that focus on recognizing emotions in self and others
- Curriculum aligned with local elementary school and state standards
- Spatial awareness activities that include moving to music
- Regular communication between teachers and families to keep you informed about your child's day

By the end of kindergarten,

your child will have: worked on developing the language skills needed for further schooling, learned to reason and analyze situations, practiced age-appropriate social and emotional skills, improved physical abilities, and expanded his or her creativity!



Assessments

We use a variety of methods and tools — including observations and developmental checklists — to continuously monitor and support your child's development.

Constant interaction with the children allows teachers to appropriately assess their skills and developmental levels.

Developmental checklists help teachers observe, record, and evaluate each child's skills, knowledge, behaviors, and accomplishments. They reflect common objectives and expectations in classrooms like ours that are structured around developmentally appropriate activities. The behaviors and skills described in the checklists are those considered to be important and developmentally appropriate for children within each age group.

Constant monitoring is the key.
You always know how your child is
— socially, emotionally, physically,
and intellectually.

Parent-Teacher Conferences

One or more times a year, we'll sit down with you and talk about your child's achievements and accomplishments in the classroom. This is a time to partner with you. Because of that, we ask for your help: Please bring observations about your child's development at home, as well as any questions or relevant information you want to discuss.

This is a time to talk about what your child has learned, and what he or she has to look forward to in the program.

Make new friends

Transitioning to a New Classroom

When we consider a transition from one class to the next, we look at your child's developmental and maturation levels, as well as space availability in other classrooms. We've designed our process to get your entire family involved during a transition. This improves your child's adjustment to the new space, teachers, and classmates.

SCHOOL-AGE

Before & After School: Kindergarten–6th Grade (5 to 12 years)

Since 1990, families have trusted Champions to provide high-quality before- and after-school programs that balance education with fun. Champions inspires moments of wonder and discovery to help every child reach their full potential — in the classroom and beyond.

Our curriculum brings out the best in children and helps them develop stronger problem-solving, teamwork, leadership, and life skills. Children will be inspired to explore their curiosity through engaging activities that foster mental, physical, social, and emotional growth.

Developing 21st Century Learning Skills

Our curriculum builds 21st century learning skills by focusing on areas that research has shown are critical to children's future success:

EXECUTIVE-FUNCTION SKILLS:

Children learn better when they are focused and able to think before they act. Our curriculum provides opportunities for children to build mental flexibility and practice managing their emotions so they can meet challenges and accomplish their goals.

SOCIAL-EMOTIONAL DEVELOPMENT:

With daily lessons in community building and character development, we help children foster the kindness, empathy, and fairness that is so critical to succeeding in school, building resiliency, and making new friends.

INQUIRY-BASED LEARNING:

STEAM activities (Science, Technology, Engineering, Arts, and Math) give children the freedom to discover, create, and tinker. We want to encourage that natural fascination with the world and empower children to build innovative and critical-thinking skills that will last a lifetime.



Champions® School-Age curriculum focus is on **six content areas that research shows enhance school-age children's growth and development** as well as help build the essential skills needed to be successful in elementary school and beyond:

- Character Development
- Community
- Creative Expression
- Executive Function
- Inquiry-Based Learning
- Literacy

Interest Areas

Child Choice

Life is full of choices. Allowing children to choose the activities they love most keeps them excited to learn. Children have time every day to explore their own interests in areas like Creative Arts, the Library, Math and Construction, Puzzles and Games, and Science.

Creative Arts

An area where children can express themselves through drama, drawing, painting, poetry, and more, all while developing creativity, self-expression, and collaboration skills.

Library

A bookworm's paradise where children can find inspiration and endless adventure while improving critical literacy skills.

Math and Construction

A place where children can solve math problems and puzzles, or build bridges, towers, machines, and more using real-life math concepts. This interest area helps children learn engineering concepts and develop critical-thinking and problem-solving skills.

Puzzles and Games

We teach collaboration, self-expression, and problem solving through this activity area that features group games, challenging brainteasers, and puzzles.

Science

An area where children can experiment, explore, and discover the secrets of the scientific world while learning about cause and effect, critical thinking, and prediction.

Additional Program Components

In addition to the five activity areas offered at every Champions program, we give school-age children additional opportunities to flourish through enrichments that are a part of every day:

Classroom Clubs

Classroom Clubs allow children opportunities to pursue their interests or specific topics in depth. Together, children set goals for themselves, cooperate with others on common goals, and solve problems. Some club activities may require children to research and then share their findings with others in the club, which helps foster skills in content areas such as executive function, inquiry-based learning, and literacy.

Jr. Counselors

The Junior Counselors component encourages older school-age children (4th through 6th graders) to become further engaged in the program by taking a leadership role if they desire to do so.

Junior Counselors benefit children and the program in a number of ways:

- When children are given a voice and are encouraged to more fully participate in activities that interest them, they develop an increased sense of self and can cultivate the skills needed to become effective leaders.
- Children's social and relationship-building skills are enhanced through working with other children and teachers.
- Junior Counselors can be positive role models for younger children.



Homework Help

Our teachers are here to help children complete their homework, from spelling tests and book reports to science projects — which frees up time in the evenings for families to be together.

Daily Fitness and Healthy Snacks

Using all kinds of fun physical activities, we help children grow healthy bodies and encourage proper nutrition with delicious snacks.

BREAK-TIME PROGRAMS

When schools are closed for break, we may offer summer, winter, and spring break programs full of exciting, age-appropriate activities and lessons for preschoolers through school-agers. Your child will explore and learn with others in his or her age group—guaranteeing maximum fun!

Schedules, field trips, and visitor policies vary from site to site, so be sure to contact your site director for details.

Features Include:

- Flexible program options that let you plan around family events and vacations
- A comfortable, familiar setting with current friends and teachers
- Fun field trips, events, and special guests
- Safe and trusted environment

CHILD CARE AND HEALTH

Health and Nutrition

Our program is very active, and children need the necessary nutrition to maintain a high level of interest and energy throughout the day.

Each day, we help nourish your child's growing mind and body by providing nutritious, tasty meals and snacks. We offer a variety of whole grains, fruits, vegetables, and lean protein — including calcium-rich foods.

Most sites offer breakfast, lunch, and snacks; however, meal service may vary from site to site. To accommodate those with food allergies, sites may restrict which food items are served and brought into the site. Please ask your Site Director for details.

In sites that provide meal service, the menu satisfies all applicable federal and state nutrition guidelines. Mealtime promotes healthy eating patterns and fuels your child's readiness to learn. If your child is not ready for table food, please review the meal service details with your Site Director.

Celebrations and Birthdays

Seasonal and cultural celebrations and birthdays are special days for children, and we understand you may want to celebrate these occasions at the site. If you'd like to provide food for the celebration, we ask that all food items be commercially packaged with ingredient statements in order to properly account for child food allergies. We encourage healthy snack options such as whole-grain items, vegetables with dip, or fresh fruit platters. Please be sure to provide enough food for every child in your child's classroom. And please, due to allergies and necessary scheduling needs, make arrangements with your Site Director prior to the special day.

Breastfeeding

Your preferences involving food and feeding practices for your child are very personal. We get that. While you're nursing, we provide you with a comfortable and nurturing environment. We also support your decision to breastfeed a child past infancy — weaning a child is not a requirement for moving into the next classroom or age level.

In addition, our sites are equipped to handle your expressed breast milk. Milk must be bottled in liquid form, not frozen. [See "Infant and Toddler Supplies" for details on labeling and storing bottles.] Please discuss your decision to breastfeed with your Site Director to ensure we provide the right environment and support for you and your child.

We encourage **healthy snack options** such as whole-grain items, vegetables with dip, or fresh fruit platters.



Infant and Toddler Supplies

When it comes to the nutritional needs of infants and toddlers, families have a variety of preferences. That's why we typically require you to bring all food for infants and toddlers until they begin eating table food.

Once your child begins eating table food, nutritious meals and snacks will be provided according to the program policy and current menu. Since meal services and requirements may vary, ask your Site Director for details.

Bottles must be brought to the site each day already prepared. They should be clearly labeled with the date, child's first and last name, and contents. [Please see "Breastfeeding" for more information on how to prepare expressed breast milk.] Staff cannot mix formula bottles and cannot add cereal to bottles. Please do not leave bottles at the site overnight; their contents will be discarded. Due to the potential risk of tooth decay, bottles are not placed with children in cribs. For the safety of all our infants, we are unable to use glass bottles in our programs.

Please provide your infant or toddler with two complete sets of clothing and label them with your child's first and last name. Additionally, unless otherwise stated in your enrollment materials, we ask that you provide bibs, disposable diapers, and wipes for your child.

Clothing

We want to be sure your child has fun while playing and learning in our sites. Because a full day can include such activities as singing, painting, playing both indoors and out, dancing, and eating, we recommend easy-fitting, comfortable, washable clothes.

Be sure shoes are rubber-soled and closed-toe with a closed heel or heel strap. Flip-flops, sandals, and shoes with wheels are not appropriate in our environment. Shoes are required for all walking children.

- Please provide two complete sets of extra clothes, including socks, for your child. We request an extra pair of shoes and a sweater or sweatshirt be kept at the site, too. Clothing should be labeled with your child's first and last name, and reviewed periodically to make sure it fits.
- In hot weather, apply sunscreen to your child before arriving at the site and dress your son or daughter with hats/visors and tightly woven clothing to help prevent sunburn during outdoor play. Please note: We require a written authorization from you before we can apply sunscreen/sunblock to your child.
- In cold weather, provide appropriately layered clothing to create insulation, including: mittens or gloves; caps, hoods, or hats; sweaters or sweatshirts; socks; and warm waterproof outerwear and footwear.
- For their safety, children will not be permitted to wear any shirts, jackets, sweatshirts, jewelry, or articles of clothing that tie around their necks or waists. Please remove all drawstrings.

We cannot assume responsibility for lost, stained, soiled, or torn clothing. Please be sure to label all extra clothing (e.g. jackets, sweaters, and hats) with your child's first and last name.



Personal Belongings

Your child will be provided with stimulating, educational toys every day. Because children often find comfort in special objects, your child may bring a blanket, a special soft toy, or a stuffed animal for rest time. Please do not let your child bring other toys or belongings from home, as bringing a treasured object to the site can create tension between children and each child's personal storage space is limited. It's also distressing for children and staff members when things are lost or misplaced.

Toy guns and water pistols are not permitted. Cell phones and other electronics (iPods, MP3 players, etc.) should be left at home whenever possible. All electronics brought to the site must be stored in the "off" position in the child's cubby. Use of electronics is not permitted in the classroom due to the distracting nature of these devices. We cannot assume responsibility for loss of, or damage to, personal belongings.

Outdoor Activities

You're welcome to provide a personal helmet for your child to use when playing on outdoor riding toys. Outdoor play occurs daily, weather permitting. In the event weather conditions prevent outdoor activities, alternate indoor gross-motor activities will be substituted. Please note that we require a written authorization from a parent or guardian before we can apply sunscreen or sunblock.

Positive Behavior Support

Part of what children are learning in their early years is how to get along with others and what behaviors are appropriate in different situations. We take a proactive and preventive approach to guidance that reinforces appropriate behaviors rather than focusing on inappropriate behaviors. To do this, our teachers are trained to use various techniques including redirection, praise, and distraction.

In this positive guidance atmosphere, most inappropriate behaviors are avoided. However, in extreme situations and as a last resort, a child may be guided to an alternate activity away from the group for the benefit of the child and the rest of the children. Teachers use this strategy not as a punishment, but to help redirect the child when he or she returns to group activities. The child is allowed to return to the group activity when he or she feels ready to do so. This strategy is not used with infants or toddlers.

In accordance with our corporate policy and state child care licensing regulations, our staff never uses corporal punishment.

We welcome families as partners in teaching children about socially appropriate behaviors. As your child's most influential teacher, we may occasionally ask you to work with us to help extinguish an inappropriate behavior. We understand these issues are sensitive and many different parenting styles are reflected among our families.

We also ask that, while on our grounds, you refrain from using any form of guidance that is not consistent with our program's positive guidance approach or individual state child care licensing regulations.

Positive Progressive Guidance (School-Age)

Champions believes that all children should experience success. We strive for a setting that provides children with opportunities to explore their environment within consistent, age-appropriate limits. In this atmosphere, most behavioral issues are prevented.

However, if behavioral issues occur, our philosophy is to help children learn human values and problem-solving skills and take responsibility for their choices. Champions uses the following positive guidance techniques:

- 1. Ignoring:** Some negative behavior is produced by a child to get attention. The behavior can be stopped when it does not get the attention desired. We will use this technique unless safety is involved.
- 2. Redirection/Distraction:** We offer alternatives to children engaged in undesirable behavior by suggesting a new activity, engaging the child in an activity with a teacher or another child, or encouraging independent play.
- 3. Verbal Intervention:** The teacher explains to the child the inappropriate behavior and shows him/her the appropriate way to handle the situation with words.
- 4. Logical Consequences:** The teacher helps the child understand the logical consequences of his/her actions by removing the object or activity the child is engaged in.
- 5. Take a Break:** The child is separated from the group to allow him/her to relax and calm down, and to help him/her not be influenced by peers. The child will have access to activities and will be supervised while in Take a Break. The child may return to the group

when the negative behavior stops or is significantly reduced. If Take a Break occurs two or more times in one day, families will be notified.

If these positive guidance techniques are not working effectively and inappropriate behavior persists, Champions will use the following progressive procedures:

1. We will observe and record the child's inappropriate behavior and what we have done to try to change the behavior.
2. Parents/guardians will be asked to participate in a family conference in which a specific action plan will be developed to address the behavior. The action plan will outline the challenging behaviors, the positive guidance techniques staff will use to change the behavior, and how families will be involved in the process. The meeting should allow a free exchange of ideas on the best techniques for changing the child's behavior and any additional information that should be added to the plan.

3. Our staff may suggest outside resources to families and will work with any outside resources for further guidance in responding to the child's behavior.
4. If the inappropriate behavior continues, families may be asked to keep the child home for a day or two.
5. If the behavior continues throughout the course of the plan, depending on severity, we may revise the current plan, start a progressive guidance action plan, or move to disenrollment.

Champions may immediately disenroll any child whose behavior creates a significant risk of harm to the health or safety of other children or staff without following the guidance steps outlined above.

Champions does not permit the following forms of discipline: corporal punishment; withholding food, light, warmth, clothing, or medical care; ridicule, embarrassment, or humiliation; and physical restraint, other than the restraint necessary to protect a child or others from harm.

Suspension from Elementary/Middle School

Occasionally a child is suspended from his/her school due to behavior or discipline issues, and families have asked us to allow their child to attend the program during the suspension period. In such cases, we work diligently to support the school and will honor their decision to suspend, as one of the intended outcomes is to allow the family and child to work on the issue in question and resolve it prior to returning to school.

Please note: Any staff member who witnesses any form of physical or corporal punishment, even if administered by a family member, is required by law to report his or her observations to the appropriate local authorities.



Biting

Biting is common among young children. During early childhood, children are sensory learners and often explore orally. In addition, children at a young age do not have fully developed language skills. Impulse control can lead children to bite as a way of making their needs known.

We realize that biting can be a big concern, and we strive to minimize the behavior whenever possible. Our teachers and staff are trained to recognize triggers and how to prevent and decrease incidents.

If your child bites or is bitten, you and the parent(s) of the other child involved receive an Incident/Accident Report that keeps the identity of both children confidential. If you have any concerns regarding a biting incident involving your child, please talk to your child's teacher or your Site Director.

Diapering and Toilet Learning

High collaboration between you, your child, and your child's teachers makes for more successful toilet learning. Children best learn toileting skills through consistent, positive encouragement from all the adults who care for them.

When your child shows an interest, you and your child's teachers will discuss how to work together to encourage toilet learning. We're committed to working with your child consistently, so toilet learning can be accomplished in a developmentally appropriate manner and with minimum stress for you and your child.

Every child begins toilet learning at a different age and progresses at a different rate. We're always available as a resource to answer any questions about your child's

progress. Several complete changes of clothes and two pairs of shoes should be kept on-site during toilet learning.

Until your child shows an interest in toileting, we'll provide diaper changes on an as-needed basis. Diaper-changing procedures are posted and the specific times of each diaper change will be listed on your child's daily sheet.

Rest Time

For healthy growth and development, it's essential for children of all ages to have time to rest or enjoy quiet activities during the day. In our program, your child will rest in the afternoons for one to two hours or longer, depending on his or her needs and individual state child care licensing regulations.

Children who don't sleep are encouraged to read a book, play with puzzles, or participate in other quiet rest-area activities. Most school-age children have typically outgrown the need to nap and are encouraged to participate in quiet activities midday to recharge and rejuvenate. School-age children are not required to nap.

Depending on your child's age, we provide cozy cribs or cots for rest time. Your Site Director will let you know about the required rest-time items and any bedding your child may need. Please label all personal rest items with your child's first and last name.

Infant Sleep

Infants sleep according to their needs and the individual plans prepared by you, in cooperation with your child's teachers. Your Site Director will let you know about the required bedding linens and give you information on washing all sleep items.

In keeping with the recommendations of the American Academy of Pediatrics, all infants will be placed on their backs to sleep unless a documented medical condition requires alternate sleeping positions. Our programs do not allow swaddling or the use of buntings.

Allergies

If your child has allergies, please inform your Site Director and list the allergen information on your Enrollment Agreement so we can take the right precautions to protect your son's or daughter's health. Your Site Director will gladly work with you and your pediatrician to accommodate your child's dietary needs.

Due to severe peanut allergies, some of our sites have adopted a "no-peanut" policy. Your Site Director can inform you if your site has adopted this policy. If your child has severe allergies that may require a medical response (such as the use of an EpiPen), additional forms may be required prior to your child's first day.

Hand Washing

Teaching your child the importance of hand washing at an early age helps maintain his or her health; it also assists your child's ability to take an active role in staying healthy. With that in mind, your child will be required to wash his or

her hands before eating, after bathroom visits, when returning from outside, and at any other appropriate time.

We encourage you to reinforce hand washing at home. To make the task fun, you may want to use special liquid soap (there are many child-friendly brands and scents available) or soap in your child's favorite color. If your child sees hand washing as a fun activity, he or she is more inclined to make it a habit.

Illnesses

Children may become sick during the day or show signs or symptoms of illness prior to arrival — we know how it goes. If you keep your child at home, please notify your Site Director.

If your child becomes ill while on-site and we think it's better for him or her to be home rather than in contact with other children, we'll call and ask you to pick your child up no more than one hour later.

In the event of a serious accident or illness, an ambulance will be called. To ensure your child's safety, your Enrollment Agreement provides a record of names, addresses, and phone numbers of those people you have authorized to pick up your child. We ask you to keep this information current and supply names and phone numbers of your family doctor and preferred hospital.

Temporary Exclusion

To reduce the spread of illness and maintain the health of all children in the program, we may temporarily exclude your child from attending the program. Please refer to the following section for information on the types of illnesses that we cannot support at the site, as well as the criteria required for return to the site. If you have any questions or need more information on a specific illness or criteria for return, please ask your Site Director.

We will ask that your child remain away from the program if he or she has an illness or symptom that prevents participation in routine daily program activities, including outdoor activities — or if your child has an illness that requires more individual care than our staff members can provide without compromising the health, safety, and activities of the other children. For their protection, children who have not been immunized against certain childhood illnesses may be subject to longer periods of temporary exclusion.

We may also ask you to keep your son or daughter at home if your child has any other illness that local regulations require us to exclude from a group care setting. Unless our corporate policy is more stringent, we use individual state child care licensing regulations and health department regulations when making decisions about temporary exclusion.

In addition to the illnesses referenced in the table that follows, we may require health care provider clearance for other illnesses at our discretion.

Illness	Criteria for return to the program
Abdominal pain which is persistent and continues two or more hours	When symptoms are no longer present
Boil , abscess or cellulitis	When lesion(s) are covered and drainage is contained in covering/ bandage
Chicken Pox/Varicella	When all sores have dried and crusted, usually after six days
Conjunctivitis (eye discharge) or pink eye accompanied by a fever, behavioral changes, or a recommendation for exclusion from the health department	When fever or behavior changes are no longer present and symptoms of red, watery eyes are resolved
Coughing (severe) including Croup	When symptoms are no longer present
Cytomegalovirus accompanied by fever	When fever has been resolved
Diarrhea — including conditions with diarrhea symptoms (Campylobacter, Yersinia, Giardiasis, Rotavirus)	When the stool of diapered children is contained by the diaper, even if the stools remain loose, and when toilet-trained children do not have toileting accidents OR when stool frequency has reduced to fewer than two stools above normal for that child, even if stools remain loose
Diarrhea if bloody or caused by Cryptosporidium	Health Care Provider clearance required
Diphtheria	Health Care Provider clearance required

Illness	Criteria for return to the program
E. coli (O157:H7)	Health Care Provider and Public Health Authority clearance required
Fever ≥ 100°F (armpit or ear) accompanied by signs or symptoms of illness or behavior change (We will follow state licensing and health department requirements if fever is defined differently)	When fever is below 100°F (armpit or ear) without the use of fever-reducing medicines
Fifth Disease (Human Parvovirus) accompanied by fever or behavior change or the child has an underlying blood disorder, such as sickle cell disease, or compromised immune system; children with these conditions may shed large amounts of virus and may appear ill	When symptoms are no longer present
Hand-Foot-and-Mouth Disease (Coxsackievirus) accompanied by mouth ulcers or blisters and no control of drooling or fever or behavior change	When the child has stopped drooling and does not have exposed open sores
Head Lice/Nits or other infestation	When all signs of lice/nits or other infestations are absent for a period of 24 hours
Hepatitis A virus	Health Care Provider clearance required
Hepatitis B virus	Health Care Provider clearance required and skin lesions, if any, are dry or able to be completely covered by a bandage
Herpes Simplex accompanied by mouth ulcers or blisters and no control of drooling or fever or behavior change	When the child has stopped drooling and does not have exposed open sores
Human Immunodeficiency Virus (HIV/AIDS)	Health Care Provider clearance required and skin lesions, if any, are dry or able to be completely covered by a bandage
Impetigo	When 24 hours have passed since topical, oral, or other systemic antibiotics were started, if the sores can be kept clean and dry, and if they can be completely covered
Influenza/Flu (Including H1N1 and H5N1) accompanied with fever	Child's fever and signs of fever must be resolved for 24 hours without the use of fever-reducing medications
Lyme Disease (or other tick-borne diseases) accompanied by fever	When fever is no longer present
Measles	Health Care Provider clearance required
Meningitis (bacterial or viral)	Health Care Provider clearance required
Mononucleosis accompanied by fever and/or behavior change	When fever is no longer present
MRSA (Methicillin-Resistant Staphylococcus Aureus)	Health Care Provider clearance required
Mumps	Health Care Provider clearance required
Pertussis (whooping cough)	Health Care Provider clearance required
Pneumonia if accompanied by fever, severe coughing, rapid breathing, or behavior change	When symptoms are no longer present
Ringworm (Tinea)	After treatment has been started
Roseola (Human Herpesvirus 6) accompanied by fever	When fever is no longer present
Rubella	Health Care Provider clearance required
Salmonella	Health Care Provider clearance required
Scabies	After treatment has been completed
Shigella	Health Care Provider clearance required
Strep Throat or other streptococcal infection	24 hours after initial antibiotic treatment and when fever is no longer present
Tuberculosis	Health Care Provider clearance required
Vomiting more than two times in a 24-hour period or accompanied by fever, green or bloody vomit, no urine output in eight hours, recent history of head injury, or looks/acts very ill	When symptoms are no longer present

Contagious Diseases and Health Care Provider Clearance

We value your child's health and recognize that preventing the spread of infectious diseases is a very important part of quality child care. We actively strive to monitor the health and well-being of all children in our care. If a child has certain communicable diseases, it may be that individual state law, your state's child care licensing regulations, and/or our health and safety policies could require:

- Sending the child home
- Documented evaluation and treatment by the child's health care provider
- Notification of the families of other children in our program and staff members
- Notification of local health authorities (e.g. Health Department)

We will keep you informed of any instances of contagious diseases affecting children who may have had direct exposure at the program, and will immediately report such diseases to the local health authorities where required by law. Written health care provider clearance is required where noted in the table above; additionally, we may require provider clearance for other illnesses at our discretion.

From time to time, we'll also distribute educational literature about children's health issues.



Medical Records

The Centers for Disease Control (CDC) has released recommended guidelines for vaccinating young children. Champions and the American Academy of Pediatrics strongly support the program and urge you to follow its guidelines. We follow individual state child care licensing regulations regarding medical examinations and immunization records for your child. For detailed information regarding immunization regulations and recommendations, please visit the Centers for Disease Control website: www.cdc.gov.

Medical examinations and immunization records must be provided upon enrollment and kept current.

We cannot permit attendance unless immunization records on file meet individual state child care licensing regulations. If you wish to request a religious, personal, or medical exemption to our practice of securing necessary medical documents or immunization records, please contact your Site Director.

Medications

Medications will be administered in accordance with individual state child care licensing regulations and as described below. In the event the two regulations differ, the more stringent guidelines always apply.

Parent/Guardian Responsibilities

- We recommend that you administer medications prior to arriving or after leaving our program. To help with medication scheduling, you may consider asking your physician or health care provider for prescriptions with 12-hour dosages.
- To authorize us to give your child prescription or nonprescription medications — or to apply topical nonprescription medications — you must complete either a Medication Authorization Form or Topical Ointment Authorization Form (or other such forms as required by individual state child care licensing regulations). On the form, you must note the number of days we should give your child the medication, and how often he or she needs to receive it (the daily frequency).
- Please provide us with all printed information about the medication's possible side effects.
- Bring medication in its original container in a clear bag. Clearly label the container and bag with your child's first and last name.
- Prescription medication must include a prescription label with specific dispensing instructions and a current date.
- Do not store medication in diaper bags, lunch bags, backpacks, or any other personal belongings.
- We do not mix medication with food, formula, or juice, nor will we dispense any medication in a bottle or cup.
- Unused medications must be taken home every Friday or on the child's last day of attendance each week. With the exception of emergency medication and medication needed by school-age children who do not arrive with their parents or guardians on their first day of the week, our sites cannot store medications over the weekend.

Medication Authorization Forms

Prescription Medications

- In order for a staff member to administer prescription medications to your child in accordance with the prescription label, you must complete a Medication Authorization Form.
- A prescription in your child's name demonstrates physician authorization.

Nonprescription Medications

- In order for a staff member to administer nonprescription medications to your child in accordance with the manufacturer's directions on the label, you must complete a Medication Authorization Form.
- We require written instructions from a physician any time the manufacturer's instructions require physician-directed dosage — or whenever your instructions differ from the age and weight information on the label.
- If your child is under the age of two, we require written instructions from a physician before we can give your son or daughter over-the-counter medication.

Topical Nonprescription Medications

- In order for a staff member to administer topical nonprescription medications to your child in accordance with the manufacturer's directions on the label, you must complete a Topical Ointment Authorization Form.

- Depending on your state's child care licensing regulations, we may not require written physician approval for topical nonprescription medications (e.g., sunscreen, teething medication, or diaper ointment). If the law requires written physician approval, your Site Director will provide you with the appropriate paperwork.

Provision of Medical Care

We are not licensed to provide medical care, and our employees are not trained to provide medical care. Our employees do not provide invasive medical treatments (such as insulin injections), nor do they determine the dosage of medication.



SAFETY AND SECURITY

Security

Keeping your child safe and secure is our first priority. We strictly follow established procedures for your child's arrival and departure. All children must be signed in and out on our paper-based roster and/or computer system, and other attendance procedures must be followed in accordance with individual state child care licensing regulations.

When you first enroll, you'll complete an Enrollment Agreement that includes Primary and Emergency Contact and Release sections. These sections authorize specific individuals to pick up your child. You are responsible for maintaining accurate, complete, and current information.

Written authorization must be on file at the site prior to your child's release to anyone. For the safety and security of your child, telephone requests are not encouraged. If a telephone authorization must be utilized, you'll be asked the security questions outlined on your Enrollment Agreement.

Please inform anyone listed on your Enrollment Agreement that they'll be asked to verify their identity. Staff members will ask for government-issued photo ID for anyone who is not positively known to them. We know you'll feel more secure and confident when we're aware of who may and may not pick up your child.

We will not release a child to any Emergency Contact younger than 18 years of age unless the individual is the legal parent/guardian. If individual state child care licensing regulations are more restrictive, the more restrictive procedures will apply. Please check with your Site Director for specific requirements at your site.

Lastly, out of respect for other children and families, please do not post photos or videos that contain images of children other than your own on the Internet.



Keeping your child
safe and secure is
our first priority.

Confidentiality and Children's Records

All information contained in your child's records, including your personal information, is confidential. Anyone who is not directly involved in the care of your child or affiliated with child care licensing, protective services, or other government agencies will not have access to the records without your written authorization or court order.

As a parent or guardian, you can request access to your child's records. We are happy to provide access at reasonable times to records kept on-site, including the Enrollment Agreement, Incident/Accident Reports, Family Communication sheets, or progress notes.

For information about the process needed to access other documents that may be included in your child's records, please contact your Site Director.

As a primary parent or legal guardian, you have the right to add and update information, comments, data, or other relevant materials to your child's records.

If you withdraw your child from the program, we will maintain your child's records for the minimum period of time referenced in your individual state child care licensing regulations. If you want a copy of your child's records on-site, an administrative fee may be charged to offset copying and delivery charges.

Mandated Reporting Requirements

It's our mission to ensure all children in our programs are safe and well cared for — not only while they are at our program, but at all times. The law requires everyone who works directly with children to report suspicions or evidence of child neglect or abuse to individual state child care licensing agencies or law enforcement agencies.

Those who fail to report according to individual state child care licensing regulations can be held accountable under the law. The law prohibits interference with an individual's attempt to report child abuse or neglect. If you're interested in the mandatory reporting requirements of your state, please ask your Site Director for more information.

Arrival and Departure

We want to make sure your child begins and ends his or her day with us on a happy, positive note. Every morning and afternoon, we require you to sign in and out with your full legal name using our paper-based roster and/or via our computer system.

Custody and Visitation

Some families have legal custodial orders that address whether an individual is permitted to pick up or visit a child. If custody orders relating to your child exist, a copy must be provided to Management for inclusion in your child's file. This information is confidential and solely for the safety and well-being of your child. Families must update Management when custody orders change or expire. Please note that employees cannot be responsible for supervising

parenting time (visitation), and, as a result, visitation for non-custodial parents is not permitted while a child is at a Champions. If an individual has court-ordered legal custody, employees must release the child to that legal custodian regardless of visitation schedules. Please discuss questions about custody arrangements with your Site Director.

Late Pick-Up

Your child looks forward to your arrival at the end of the day. Please make every effort to pick your son or daughter up on time. If you know you can't arrive on schedule, please arrange to have your child picked up by another adult who has been authorized to do so on your Enrollment Agreement. If a late pick-up is unavoidable and you're unable to reach your designated emergency contact, please notify us immediately.

If your child is not picked up after the normal closing time and you have not contacted the site:

- We will attempt to contact you or the person(s) authorized to pick up your child.
- If we can't reach you or another authorized person within 30 minutes after closing, the Site Director or person in charge will determine whether and when Child Protective Services or the appropriate authorities should be contacted based on individual state child care licensing regulations.
- If appropriate authorities are contacted, a note in a sealed envelope will be posted on the door with specific information regarding your child's whereabouts, including the name and phone number of the agency or person to contact.

In the event of a late pick-up, please note that the Site Director or person in charge can never transport your child from the program under any circumstances. Also, an additional fee for late pick-up will apply to children picked up after closing time. For more information on this topic, you may consult your Enrollment Agreement.

Emergency Situations and Evacuation Plans

To maintain a safe environment, we make every attempt to be prepared for potential emergency situations. We regularly schedule and practice emergency evacuations as required by individual state child care licensing regulations. In addition, an emergency plan and list of procedures are posted in each classroom. Please be aware of the procedures and evacuation location in the event of an emergency evacuation.

If an actual emergency requires evacuation, we'll notify you as soon as the children have been relocated to a safe area. If you need information regarding emergency or disaster issues for your site and are unable to reach the site directly, please contact your Area Manager or our Customer Care Department at 1-888-525-2780 between 6 a.m. and 6 p.m. (PST), Monday through Friday. In certain locations, you may be asked to purchase or provide individual disaster supplies.

Child Accidents

We take every precaution to make sure your child is safe, and that you receive communication regarding accidents or injuries. This includes a comprehensive safety-awareness program.



In spite of all our efforts, accidents do happen. If your child is injured on-site, you'll receive an Incident/Accident Report at pick-up time. If your child needs treatment by a health care professional, we'll make every effort to contact you and/or the health care professional you have identified on your Enrollment Agreement. If we can't reach you, we'll contact one of the individuals you've listed on the Enrollment Agreement.

In the event of an emergency, we'll make sure your child receives any necessary emergency treatment until we can reach you.

Transportation

Champions does not transport children under four years of age. We have developed a detailed safety program that is followed in the event Champions transports children to and from school and on field trips:

Safety Procedures: Attendance records and child emergency information are kept in the vehicle. Attendance is taken at each destination and again upon return to the site. Children are never left unattended on or near the vehicle. An adult escorts children to and from the vehicle. All children on the vehicle must wear their own individual seatbelts. Drivers practice defensive driving techniques at all times.

Vehicle Specification: Vehicles are specially designed to accommodate children, have seatbelts for every child, a first-aid kit, flares, and a fire extinguisher. In locations where Champions vehicles are used, all vehicles are purchased new to our specifications. Personal vehicles are never used to transport children in the program.

Drivers: When utilizing Champions staff as drivers, we screen all candidates and hire only experienced drivers with good driving records. We train and test our drivers. We receive and review motor vehicle reports on each of our drivers on an annual basis.

Vehicle Inspection: All Champions vehicles are regularly inspected. An inspection report is filed by the driver and corrective action is taken as needed. A monthly vehicle report is completed and maintained on file for each vehicle and is audited quarterly by a company representative.

Field Trip Policy

We enjoy giving children the opportunity to learn about the community by providing exciting field trips. You will be notified in advance of all scheduled trips. Responsible adult supervision is provided for these excursions. Your permission for your child to participate is part of your Enrollment Agreement, but you must also authorize each field trip to have your child participate. An additional fee or lunch from home may be required.

Weapons and Violence

Family members, children, and guests are strictly prohibited from possessing firearms or other weapons on our site and at events sponsored by us. An exception may be made for sworn law-enforcement officers if required by law. If children are found to be in possession of weapons, management will confiscate the weapon and notify proper authorities.

When a particular child's or parent's behavior threatens the safety of others, or if a child or parent becomes abusive toward other children, parents, or staff in the program, we may disenroll the child immediately.

Drug-Free Environment

We are committed to fostering and maintaining a healthy and safe environment for everyone. Staff, family members, and guests are prohibited from smoking on our sites and its grounds. At no time shall anyone ever use, consume, sell, manufacture, or be under the influence of any alcohol or illegal drugs on our site.



OPERATIONAL PROCEDURES

Registration and Enrollment

We create and operate our programs with quality and long-term stability in mind. And we welcome the chance to give your child the same high-quality care we've offered families for more than 40 years — while offering you exceptional value today. That's why we have a variety of procedures in place to help make your registration and continued enrollment with us as smooth as possible.

To enroll and annually re-enroll your child, you must complete the Enrollment Agreement and other local and state-specific forms provided by your Site Director. You must complete and sign all forms and have the Site Director's signature on your Enrollment Agreement before your child may attend.

Throughout your child's enrollment, **please be sure to update all emergency information as needed**, including your address, home and work telephone numbers, cell phone numbers, email address, any changes in your child's medical information, and changes of individuals authorized to pick up your child.

Registration: A nonrefundable registration fee is due at the time of enrollment and is charged every fall to cover administrative costs. If a child is withdrawn from the program and subsequently re-enrolls, a new registration fee is due at that time.

Payment



Weekly tuition is due in advance, by Friday of each week, for the following week. The tuition due date can also be found on the outstanding balance screen of your on-line account.

A late payment fee of \$10 will be added to accounts not paid by the end of the week services are rendered. Families that face difficulties in paying tuition are encouraged to contact their principal, PTA, or school community partners for payment assistance. Families that have failed to pay for four weeks of service will be dis-enrolled.

More than one household may be paying on some tuition accounts. For billing purposes, we must designate a primary sponsor responsible for payment. The primary sponsor has the ability to designate or grant access to additional sponsors who can make payments on the account. In the event that an account is in arrears or shared payment of an account is in dispute, the primary sponsor will be responsible for full payment of the account, including late fees.

Forms of Payment and Non-Sufficient Funds

Champions welcomes the use of a Credit Card, Debit Card, Personal Checking, Personal Savings, or Business Checking account number to initiate on-line payments.

Due to the constraints of the Automated Clearing House (ACH) payment network, our payment processor cannot confirm the validity of your account information at the time you initiate the payments, as is available in the credit and debit card networks.

Recurring Payments

Account payments may be made by establishing an auto-payment account in your on-line account. The amount of any recurring payment will be your total outstanding balance at the time the invoice(s) are due, which will include tuition, fees, and other charges. As a result, the amounts and frequency of your recurring payments may vary.

In the event an ACH payment is returned, the Online Account Management system will follow the steps as outlined here:

1. The Payment Account will be placed on hold so you will not be able to initiate any new payments using this account information until the existing payment is resolved.
2. If the payment has been returned due to insufficient or uncollected funds, we will utilize the Electronic Returned Check functionality in the ACH payment network to attempt to collect the funds electronically. Rules allow Champions to attempt to debit your account for the payment total two additional times. In addition, Champions will debit your account for the insufficient funds fee maximum allowed by your State.
3. If attempts to collect the payment electronically fail, the following two procedures will take place:
 - a. The payment account will be prohibited from initiating new payments until an alternative payment account has been used to satisfy the returned payment amount. In the event you do not possess an alternative account number, you are advised to acquire a Pre-Paid Debit card with the Visa or MasterCard logo from any retailer such as your local grocery or discount store.
 - b. The payment amount will be reversed on your Online Account Management statement. You will have a new balance with an overdue amount and possible late payment fee. It will be necessary to pay this overdue balance immediately to avoid disenrollment for your child(ren).

4. Once the payment amount has been satisfied, the original payment account used to initiate the returned payment will be allowed to initiate new payments for future charges.

In the event a Credit or Debit card payment is returned, the Online Account Management system will follow the steps as outlined here:

1. The Payment Account will be placed on hold so you will not be able to initiate any new payments using this account information until the existing payment is resolved.
 - a. The payment amount will be reversed on your Online Account Management statement. You will have a new balance with an overdue amount and possible late payment fee. It will be necessary to pay this overdue balance immediately to avoid auto-disenrollment procedures for your child(ren).

Subsidy Payment

You may select on your electronic enrollment form that you have already qualified or believe you qualify for subsidy assistance from your local services agency. To make sure we properly invoice the amount you would be responsible to pay Champions, we will need a copy of the award or authorization letter to charge the correct amount to your account. Until that award or authorization letter is received, you will be responsible for all tuition and fees charged to you.

Once a copy of this has been received by us, we can adjust your account to reflect the amount you would be responsible to pay based on the benefits stated in that letter. In order to process this request, you will need to scan and email the letter to championssubsidy@kc-education.com.



As your benefits change or expire, an updated award or authorization letter will need to be sent to us to avoid the full tuition fee being charged to your account. Please arrange to meet with your agency representative prior to your benefit's expiration date to avoid full charges to your account.

Some agencies may require that you are responsible to pay any and all tuition, fees, or other charges not paid by the agency. This is often referred to as a charge-back. Following payment to us by your agency, these charges will appear on your invoice, if applicable. Registration fees, field trip fees, and some other non-tuition fees may not be approved by your agency.

Babysitting

We discourage staff members from providing private child care or babysitting services on their own time. If a staff member does provide babysitting services, the staff member is acting in his or her individual capacity. If you'd like a member of our staff to provide babysitting services, both you and the staff member must sign a specific release form prior to any services rendered. We will not be responsible for the performance of babysitting services by members of our staff, including transportation of your child(ren).



Holidays and School Closures

Champions will be closed on the following days:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

Please check with your Site Director for information regarding additional school and program closure days or on the Online Account Management (OAM) site calendar page.

Natural Disasters and Emergency Closures

In the event of a natural disaster, our staff will follow the natural disaster plan developed by the school. Periodically, we schedule and carry out emergency drills to prepare the children to react properly to any given situation. Your Site Director will have additional information on your site's emergency closure procedures. This will include the location where the children will be taken in the unlikely event the school must be evacuated.

Inclement Weather Policy

During inclement weather conditions, it may be necessary to delay and/or close schools and child-care sites entirely. In the event of a late opening, every attempt will be made to open the site at the scheduled operating time. Due to inclement weather, opening the site may be delayed. After arriving safely, staff will provide services until the school session begins, even if the school is delayed.

In the event of an early dismissal, children attending the program will remain at the program under the care and supervision of the staff. Parents will be contacted by phone, and services will continue until parents arrive to pick up their children.

Programs will not be available in the event of a school closure.

Nondiscrimination

Champions does not discriminate on the basis of a person's religion, color, race, gender, sexual orientation, age, national origin, disability, marital status, protected veteran status, or any other factors protected by law.

We provide care for children and families with various backgrounds and beliefs. We do not teach religious doctrine at our sites, but we have designed our learning programs to teach love, care, and respect for others, regardless of religious affiliation.

Solicitation

We prohibit any distribution of literature or products at any of our sites. Please note that this includes literature or products commonly used to raise money for public school-related activities or non-profit groups.

Research Activities

From time to time we receive requests from university programs or child care researchers to observe our classrooms. In such activities that suggest documentation or release of specific child information, we won't say "yes" without first obtaining permission from parents and guardians of the children in the involved classroom(s).

Occasionally, we gather information through parent satisfaction surveys. These surveys will be conducted by Champions or a certified outside agency under contract with us. They can be done in a variety of ways: phone, mail, or email. Your participation is voluntary — but appreciated.

Absences, Sick Days, and Vacations

If your child will be absent on a particular day, please notify the site by 9 a.m.

Management should also be notified in advance if your child will be out for multiple days due to illness, vacation, or other family activities.

Disenrolling Your Child

You may disenroll your child at any time online through OAM. However, two week's notice is required. Please include the reason for disenrolling. Families who withdraw and later re-enroll will be charged a reenrollment fee in accordance with the site's current tuition and fee schedule. If you are moving or changing jobs and you will be transferring to another Champions program, please let us know and we will forward your child's records to the new site. No registration fee will be charged for transfers to a different site. Champions reserves the right to disenroll any child who presents a risk to the health or safety of other children or staff, or any child whose needs cannot be met in our program. Occasionally disenrollment occurs when a family's or child's needs cannot be met. Refusal or inability to follow Champions policies on the part of the family or child may also result in disenrollment. We strive to foster and maintain a safe, nurturing environment for all children and a professional environment for staff and families alike. Loud or abusive language or inappropriate conduct on the part of a parent, custodian, or visitor will not be tolerated and may be grounds for disenrollment. We encourage families to resolve issues with us amicably, professionally, and privately.

It's important every child thrives here — socially, emotionally, physically, and intellectually. **Together, we can do amazing things** to prepare your child for what lies ahead!

FAMILY COMMUNICATION AND INVOLVEMENT

Family Involvement

Parents and guardians are always welcome at the site. We encourage you to visit and join in our activities. Your participation and involvement are important to us as we work as partners to provide the best care and education possible for your child. Anyone authorized to pick up your child will be let in and escorted by staff following ID confirmation.

Communication

As your child's most important influence, you are a full partner in our program. Open and frequent communication between you, your child's teacher, and your Site Director will strengthen this partnership and help your child have a positive early-learning experience.

We promote close communication through:

- An open-door policy that encourages you to visit your child anytime, to observe class time, and to participate in special outings and events
- Family/teacher communication to share ideas and discuss your child's progress
- Conversation and frequent written updates highlighting your child's development
- Recommendations for home-based learning activities that support your child's learning and enjoyment of the program
- Newsletters published by your site about news and events
- Posted program plans describing the planned activities for the classroom

We hope you have time to talk with us when you drop off or pick up your child. We also invite you to schedule an individual conference whenever necessary. Please schedule longer discussions with teachers in advance so another staff member can be available for classroom supervision.

Our program encourages communication between you and our staff on all issues related to your child and his or her classroom activities. Please remember, however, that staff members are expected to keep information about all other children and their families confidential.

Satisfaction and Resolution

We are fully committed to your child's well-being and your satisfaction with our programs. Experience has taught us that open communication is the key to maintaining a positive relationship. We continually look to your input on how we can improve our programs. We want to be sure we are meeting the needs of your child — and that you are confident in the care and education we give your child.

- Please share your ideas, suggestions, or concerns with a staff member. Staff members will make every effort to be available to discuss topics regarding your child or classroom schedules and activities.
- If you have concerns that cannot be resolved or answered by a staff member, please speak with your Site Director.
- When you have a concern that has not been resolved or answered by staff members, communicating to your Site Director gives us an opportunity to improve our programs; more importantly, it allows us to better meet your needs.

Your participation and involvement are important to us as we work as partners to provide the best care and education possible for your child.

- If your Site Director does not resolve your concerns to your satisfaction, contact the local Area Manager (contact information is available at the site) or our Customer Care Department (please see below).
- The Customer Care Department is available to assist in answering any questions and provide you with support to reach a resolution to your concerns. We can help make sure your concerns are effectively communicated and addressed. If you have questions about our policies or feedback you feel would improve our programs or services, please let us know.

Our Customer Care specialists can be reached at 1-800-246-2154 between 6 a.m. and 5 p.m. (PST), Monday through Friday.

We communicate with families about their children on a regular basis. In addition, we conduct regular surveys to help us improve and refine our programs and services and to ensure we are responsive to the changing needs of our families. While these surveys are very useful for communicating concerns and comments, they are not intended to replace ongoing and open communication with the Site Director and teachers. We're always available to talk about your concerns. In rare instances, an issue may

arise that cannot be resolved to mutual satisfaction. We reserve the right to ask you to seek other child care arrangements.

Champions on the Internet

Did you know you could communicate with us digitally? Nothing can replace a one-to-one chat with your Site Director, but you can also connect with us online with questions or concerns.

- **Email:** Currently enrolled families can reach us at discoverchampions.com.
- **Live Chat:** We're available weekdays, 6 a.m. to 5 p.m.(PST).

Refer a Friend

We appreciate it when you tell family and friends about Champions and invite them to visit. When family and friends enroll, it's even more fun for your child; it also helps strengthen the sense of community in our programs. Ask your Site Director about the benefits of our Refer-A-Friend program.



ACKNOWLEDGMENT OF RECEIPT OF FAMILY HANDBOOK

Please read this handbook carefully and refer any questions you may have to your Site Director.

After you have read this handbook, please complete this acknowledgment and return it to your Site Director on or before your child's first day.

*I have read and fully understand the guidelines and procedures set forth in the Family Handbook.
I have a copy of this handbook for my personal reference.*

Primary Parent or Guardian Full Name (Please Print) _____

Child Name(s) _____

Primary Parent/Guardian Signature _____

Date _____

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CHAMPIONS[®]
BEFORE- AND AFTER-SCHOOL