



Dear Kiwi's Families,

We have been hard at work over the past few days discussing the ways that Kiwi's will be meeting the guidelines for our safe re-open date of June 1st. First of all, we would like to thank you for all the messages of support that our staff and center have received over the past few weeks. The families we serve mean so much to us and the relationships that we share is something that we value deeply. We are living in a moment that seems to be filled with unknowns and uncertainty and for both kids and grown-ups, this can be more than a little challenging. Please know that our staff is dedicated to help you know and feel certain that your child is being tended to by people who care for them, value them and hold their safety and well-being in the highest regard. We say it all the time, but the trust you place in our center and staff mean the world to us and we will be working hard to give you peace of mind when your child comes to Kiwi's.

Below you find our updated policies that allow us to operate in compliance with the public health orders during this time. This is new territory for our staff as well, so we ask for your understanding as we work through these new procedures and thank you in advance for your patience.

Pandemic Policies and Procedures Addendum

This addendum will be in effect as of June 1, 2020 and will remain in effect as long as Covid-19 remains a public health concern. All parents/legal guardians must read and sign this addendum in order for their children to attend the center during this time. Parents who choose not to abide by these policies may be denied reservations and membership may be revoked. These policies are in place to help us do what we can to protect our children, families, staff and community.

Reservations and Charges

Until the center is opened on June 1, 2020, clients are asked not to call the center to make reservations. Since staff is not at the center during all regular business hours, voicemail is not being checked regularly. Reservations that are left on the voicemail will not be honored.

In order to make a reservation prior to June 1, 2020, clients must email the center to request days and times for their children. Families that made reservations prior to the center's closing, will have those reservations confirmed first, then new reservations will be added on a first emailed – first reserved basis.

Once the center has re-opened, the normal process of phone reservations will resume.

In order to maintain the new smaller group sizes, Kiwi's is looking at different options to be able to serve as many families as we can safely, during this time. We ask that parents be mindful of these small sizes when making, changing and cancelling their child's reservation. Please note the following policies that will be in effect during the Health Advisory:

- **Reservation times** – all clients will be charged for the entire length of their reservation, even if a child is dropped off late or picked up early. Since we are turning away other children so that the reserved children may have a guaranteed spot, all reservations as scheduled, plus any additional time will be charged in full.

- **Reservation Changes** – Clients may call up until the day before the day of their reservation in order to make changes or cancel their reservation. Changes made the day of the reservation will require payment for the full reservation. The only exception to the rule is in case of illness. If a child wakes up ill the day of their reservation, parents may call and cancel that reservation without incurring a charge.
- **No Call/ No Show for Reservations** – Clients who make a reservation and do not call and cancel the reservation or fail to show up for a reservation, will be charged for the full length of the reservation as it was scheduled. The client will be invoiced through email and must pay the balance before any future reservations can be made or honored. A client with an outstanding balance may not return until all of balance is paid and any future reservations will be cancelled.

Group Maximums

The new group maximums will be in effect and there may not be more than one group per room unless the room is divided by a physical barrier.

- Infants (8 weeks to 18 months): 4 infants with 1 teacher
- Toddlers (18 months – 3rd birthday): 6 toddlers with 1 teacher
- Juniors (3 years and up): 9 juniors with 1 teacher

Drop Off Procedure

At each center, there will now be parking spaces in front of the center, numbered 1-5. Parents are asked to please park in those numbered spaces to allow a smooth drop off process that maintains physical distancing. When you arrive, please attempt to park at the next available numbered spot. For example, if spot 1 is filled, please park in spot 2. If spot 3 is filled, please park in spot 4. Once the person in the numbered spot ahead of you, has re-entered their car and pulled out, you know that the lobby is empty and it is your turn to enter the center. To illustrate this example, there is a car in spot 4 and spot 5. You pull into spot 1. Once the client in 4 has left, the client in spot 5 goes in. Once the client in spot 5 has pulled out, it is your turn as the person in spot 1 to go into the center. This will help us maintain physical distance and people will not be waiting outside in a line as well as serving as a cue for when it is your turn. We ask that no more than one family be in the lobby at a time. Adults entering the center for drop off are asked to wear face coverings, if they are safely able to do so.

- **Care Sheets** – for the parents of Infants and Toddlers, a PDF of the infant and toddler sheet is attached to this email. We ask that you fill them out at home so that you can avoid touching surfaces in the lobby as well as keeping the drop off process as efficient as possible. If you do not have access to a printer, please ask a front person and they will be happy to provide you with a stack of printed care sheets for you to take home.
- **Daily Health Screening Sheets** – all children will need to have a Daily Health Screening Sheet filled out at every visit, for the time being. The screening sheet is now part of the infant and toddler care sheet, and for Juniors, the Health Screening Sheet is attached to this email. Before entering, parents will need to fill out the screening sheet, then your child(ren)'s temperature will be taken and recorded in the lobby and parents will sign the form. The center will keep these forms on file.
- **Drop off** – Parents will need to remain in the lobby as we are not permitting outside adults to enter the center while children are present during this time. When you check in and your child's daily health screening has been filled out, the front person will help your child say goodbye to you in the lobby and the front person will escort your child into their room.
 - **Upon arrival, all children will be required to remove their shoes. If parents wish for children to keep their shoes on in the classroom, parents must provide the center with a pair of indoor only shoes. (Please ensure name is on indoor shoes).**
 - **Once in the classroom all children will be given assistance in washing their hands with soap and water.**

Pick Up Procedure

Please follow the parking lot procedure outlined above in order to determine your turn to enter the lobby. Adults entering the center for pick up are asked to wear face coverings, if they are safely able to do so. We are utilizing a contactless payment option for clients to put money on their account or to pay for your daily services. You may pre-pay at anytime by utilizing our Venmo account. There will be multiple QR codes posted in the lobby that you may scan and use Venmo to pay. If you are prepaying for services, you may add money to your account any time. If you would like to pay for your charge at pick up, the front person will let you know the amount of the charge and you may show them your Venmo confirmation at that time. All accounts paid by Venmo will be reconciled by 7:00pm each day and any outstanding balances must be paid **before** your child's next visit. No families with outstanding balances will be able to utilize the center.

Clients may still choose to pay by credit card, cash or check as well.

A staff member will help your child gather their belongs, wash their hands and escort them out to the front to meet you. Parents are required to stay in the lobby and may not go back to the classrooms at this time as an infection control measure.

Handwashing

Children will be washing hands frequently, with assistance, throughout the day. Children must wash hands at the following times:

- Upon arrival for the day
- After toileting/diaper change
- After contact with bodily fluids
- After returning inside after outdoor play
- Before eating or assisting with food preparation
- After water activities
- When visibly soiled
- Prior to departure

Staff

Our staff is working hard to keep the children and fellow staff, healthy and our center clean and safe. Outlined below is some of the actions our center and staff are taking to promote a safe and healthy environment:

- Masks – Staff will wear a cloth face covering or mask, unless it is unsafe for them to do so or it permits them from doing their job effectively.
- Front staff - will wear masks when checking families in and out, handling payment and working in the front
- Smocks – Staff working in our infant and toddler rooms will have shirts to cover their clothes that can be easily changed should they become soiled while caring for children (spit up, runny noses, ect.)
- Aprons – staff all have their own personal aprons which will not be shared and are instructed to wash them daily
- Pens and Markers – Staff have their own labeled pens and markers, to prevent items which are frequently touched being shared
- Follow rigorous and frequent handwashing protocols
- Wearing gloves when preparing food or feeding children

Illness Policy

All staff and children will have their temperature taken upon arrival at the center and temperatures will be recorded each day. Please do not bring your child to the center if your child has experienced any of the following signs or symptoms of illness within the past 24 hours: temperature above 99 degrees Fahrenheit, diarrhea, severe coughing, difficult or rapid breathing, yellowish skin or eyes, redness or discharge of the eyes, sore throat, vomiting, unusually dark urine and/or gray or white stool; and stiff neck with elevated untreated infected skin patches or rashes, evidence of untreated lice, or other parasitic infestations. Kiwi's Clubhouse reserves the right to refuse admission to any child exhibiting the signs or symptoms of illness listed above. Should any of the above symptoms be observed while a child is at the center, parents will be notified and required to immediately pick up the child. The child will be given a cot or crib to rest on, separate from the rest of the children, until the time of pick up.

Please do not bring your child to the center if anyone in your immediate household has exhibited symptoms of COVID-19, or have been diagnosed with a confirmed case of COVID-19. Please notify the center if your child or someone in your home has a suspected or confirmed case.

In the event of a possible exposure to a communicable disease, parents will be emailed information about the disease as well as called to inform them of the possible exposure. Local Health Departments will also be notified.

Cleaning

Kiwi's Clubhouse's cleaning policy has always exceeded the minimums set forth by the State and we will continue to do so, with our staff cleaning and sanitizing throughout the day. In addition to our increased cleaning and sanitizing schedule, Kiwi's will now also clean:

- **Outdoor Play Area** – will be cleaned and high touch surfaces will be wiped down between every group of children
- **Restrooms** – will be cleaned and sanitized three times a day

Assumption of the Risk and Waiver of Liability Relating to Coronavirus/COVID-19

The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization. COVID-19 is extremely contagious and is believed to spread mainly from person-to-person contact. As a result, federal, state, and local governments and federal and state health agencies recommend social distancing and have, in many locations, prohibited the congregation of groups of people.

Kiwi's Clubhouse ("the center") has put in place preventative measures to reduce the spread of COVID-19; however, the center cannot guarantee that you or your child(ren) will not become infected with COVID-19. Further, attending the center could increase your risk and your child(ren)'s risk of contracting COVID-19.

By signing this agreement, I acknowledge the contagious nature of COVID-19 and voluntarily assume the risk that my child(ren) and I may be exposed to or infected by COVID-19 by attending the center and that such exposure or infection may result in personal injury, illness, permanent disability, and death. I understand that the risk of becoming exposed to or infected by COVID-19 at the center may result from the actions, omissions, or negligence of myself and others, including, but not limited to, center employees, volunteers, and program participants and their families. I voluntarily agree to assume all of the foregoing risks and accept sole responsibility for any injury to my child(ren) or myself (including, but not limited to, personal injury, disability, and death), illness, damage, loss, claim, liability, or expense, of any kind, that I or my child(ren) may experience or incur in connection with my child(ren)'s attendance at the center or participation in center programming ("Claims"). On my behalf, and on behalf of my children, I hereby release, covenant not to sue, discharge, and hold harmless the center, its employees, agents, and representatives, of and from the Claims, including all liabilities, claims, actions, damages, costs or expenses of any kind arising out of or relating thereto. I

understand and agree that this release includes any Claims based on the actions, omissions, or negligence of the center, its employees, agents, and representatives, whether a COVID-19 infection occurs before, during, or after participation in any center program.

I have read the Policy Addendum and Assumption of Risk Wavier and agree to and will abide by the policies as long as they are in place.

(Parent/Legal Guardian Signature)

(Date)

(Parent/Legal Guardian Name Printed)