



Parent Handbook

Policies and Procedures
Upper Arlington

Goals and Philosophy

Our mission is to provide every child that walks through our doors with a fun, creative and imaginative experience. We are dedicated to serving the families in our community and strive to support parents by offering a unique child care service with schedule flexibility and unsurpassed customer service.

Kiwi's Clubhouse is the industry leader in flexible, hourly care. Parents can choose to drop in, reserve time or create set schedules that meet their changing needs. Whether a few days each week or full-time care is needed, parents set the schedule and pay for the time they reserve.

- Schedules can change any time
- There is no charge for days that are cancelled due to illness or change in plans
- Flexible scheduling is ideal for parents who work spilt shifts, part time, from home or just need to run errands
- Gone are the days of scrambling for a sitter. Access to our service gives you back the ability to schedule care for the expected (appointments, meetings, school vacations) or the unexpected (snow days or babysitter cancelling)

Locations

Upper Arlington

2025 W. Henderson Rd, Suite 50
Upper Arlington, OH 43220
614.503.1400
upperarlington@kiwisclubhouse.com

Olentangy

340 Olentangy Crossing East
Lewis Center, OH 43035
614-396-8709
olentangy@kiwisclubhouse.com

Gahanna

973 East Johnstown Rd.
Gahanna, OH 43230
614.855.2655
gahanna@kiwisclubhouse.com

Hilliard

4655 Leap Road
Hilliard, OH 43026
614.557.7276
hilliard@kiwisclubhouse.com

Pickerington

680 Windmill Drive
Pickerington OH 43147
220.228.6609 (call)
614.380.9543 (text)
pickerington@kiwisclubhouse.com

Sunbury

110 North Miller Drive
Sunbury OH 43047
740.936.5056 (call)
740.803.9983 (text)
sunbury@kiwisclubhouse.com

Our tax IDs are available upon request.

Days and Hours of Operation

- **Monday through Friday 7:00am – 6:00pm**
- **After Closing Pick Up Fees** If you fail to pick up your child by closing there will be a \$5 late fee per minute/per child past closing in addition to the amount due, including time after closing, for the total time your child was at the center. Late fees must be paid in its entirety before another reservation or visit can occur.
- **Holiday Closures** The center will be closed for the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day (including the Friday and Saturday after Thanksgiving), Christmas Eve, Christmas Day. The center may observe other holidays and special

closure days. Please check the website for the yearly calendar which lists all holidays and special days.

- **Changes to Hours of Operations** – if there any changes to be made to daily hours of operation due to severe weather, loss of utilities or other unexpected events, all parents of children in attendance and scheduled to attend will be contacted immediately through email, text and/or phone call to update them on what is happening and how it will affect the operating hours. Announcements will also be posted on the center’s Facebook page/Instagram page. Kiwi’s Clubhouse Olentangy and Sunbury will be closed anytime there is a Level 3 Emergency for Delaware County. Upper Arlington, Hilliard and Gahanna will be closed in the event of a Level 3 Emergency for Franklin County. Kiwi’s Clubhouse Pickerington will close if a Level 3 Snow Emergency is announced for Fairfield County. Kiwi’s Clubhouse reserves the right to close early due to inclement weather regardless of current emergency level.
- **School Closures and Delays:** Local public school district closures or delays do not affect Kiwi’s Clubhouse operation schedules, including WeeSchool, PreSchool and PreK.

Pricing

Enrollment Fee: \$100.00 - due annually, twelve months from sign-up date

Provides parents access to our services and programs for one year. This is an annual fee that keeps a family’s account active. Please note, families may make one visit to the center without paying the enrollment fee. Any subsequent visit without fee payment will result in Non-Enrolled pricing.

**Please note: Prices are subject to an annual nominal increase for all programs and packages. Typically, this increase will take place in the fall.*

Flexible Hourly Care: Our classrooms provide hands-on activities that foster friendship skills and creativity; encouraging children to explore and imagine as they play.

\$13.00 per hour/ 1 child

\$22.00 per hour/ 2 siblings

\$6.00 per hour/ per additional sibling

- Reservations are recommended but not required and only scheduled on the hour and half hour.
- Drop-ins will be accepted based upon availability within the reservation schedule.
- No Call/No Show Policy – If you are more than 1 hour late without calling the center, the center reserves the right to cancel your reservation and release the spot to another client.

Non-Member/ Out of Town Pricing – Families who do not choose to pay the enrollment fee or have membership that has expired will be charged the Non-Member rate.

\$19.00 per hour/ 1 child

\$33.00 per hour/ 2 siblings

\$10.00 per hour/ per additional sibling

Pre-Paid Account: For a faster, more convenient checkout process, a client can place money on account. Care will be deducted from the money on account and daily balances can be printed at check out. (Money on account does not expire and is nonrefundable.)

Full Time Care: \$385.00/ week

Parents have the option of purchasing a full-time package on a weekly basis. Reservations are required for full time care and this package must be paid for on the first day of attendance.

Benefits of a Full Time Package

- Package covers all care between 7:00am-6:00pm Monday-Friday (reservation required)
- Parents can choose the weeks that work for them, no commitments or contracts
- If a child becomes ill and is unable to attend the days that have been purchased, the number of hours that have been attended will be calculated the hourly rate. Any number of hours, below 29 will be applied back on to the parent's account at the hourly rate. (If a child has attended the center more than 29 hours, no credit or roll over will be applied.)
- A second child of the same family receives a 10% discount of the weekly rate, during the same week.

*The center will accept full-time enrollment based upon guidelines set forth by the owner. Full – time availability is limited and clients may be placed on a waitlist based upon availability. Clients that schedule full time hours without being accepted as a full-time client will pay the hourly rate, regardless of how many hours are scheduled in a week.

Future Reservations for New Infant Members

Reserving a future full-time or standing infant reservation requires payment for the applicable membership fee as well as the first week of care. This payment will be applied to the first week of attendance and is non-refundable.

Payment

- Charges for services are due at the time you pick up your child.
- Charges will be calculated by half hour increments, starting and ending on the hour or half hour. All hour fractions will be rounded up to the next half hour.
- Full time charges and Program Tuition will be due at the beginning of the week or month.
- Accepted forms of payment are cash, check, Visa, Mastercard, American Express or Discover. There is a 3% surcharge added to all credit card transactions. There is no surcharge added to payments made by cash, check or debit card.
- **Returned Checks:** A \$35.00 fee will be charged for any returned checks.
- **Negative Account Balances:** All services must be pre-paid at drop-off or paid in full at time of pick-up. Families with accounts that have a negative balance for more than 24 hours will not be able to make new reservations and any existing/standing reservations will not be honored until the account is paid in full. Invoices will be sent to accounts that are negative and at that time all reservations will be held until payment is received. Invoices will not be sent as a regular form of payment.

Programs 2026-2027

Preschool: In addition to the fun, flexible hourly care that is available, Kiwi's also offers a traditional Preschool program. This play-based class provides a comprehensive language and literacy program as well as math and spatial skills in a nurturing creative environment. Please visit our website or speak to a front desk representative for more information.

- **Monday/ Wednesday/ Friday Class (4 & 5 year olds): \$355.00/ month**
- **Monday/ Wednesday/ Friday Class (3 & young 4 year olds): \$355.00/ month**

WeeSchool – Kiwi's Enrichment Program for 2 ½ year olds: WeeSchool is an innovative program that will inspire your toddler and help get them ready for Preschool! The Wee-School Curriculum focuses on your child's primary areas of development – communication, emotional and social skills and physical development, introducing them to a structured setting that will build a strong foundation for a lifetime love of learning.

- **Tuesday/ Thursday : \$245.00/ month**

Kiwi's offers a unique approach to keep kids involved during the summer. Long days can create restless kids and busy parents need a flexible solution. Vacations and special events can make it difficult to commit to lengthy programs, so Kiwi's has a flexible option. Kiwi's Academy is our unique program where parents can choose the weeks of summer camp that fit their plans. Each week explores a different theme through art, music, stories and games.

- **Summer Camp and WeeCamp meet Monday – Friday 9:00AM – 12:00PM**
- **Summer Camp ages 3-8 years old**
- **WeeCamp ages 2 ½ to 3 years old**
- **\$170.00 per week with a \$50.00 (non-refundable) deposit required at registration. Remaining balance due the Monday that Camp begins.**

Absent Day Policy: Parents will not be refunded for days absent in Educational Programs or Camps.

Private Event Rentals: Our centers are available for rental during non-operating hours. Please inquire for more information.

Enrollment Process

Getting Started

You can make a reservation prior to returning your enrollment paperwork. Please call the center that you are interested in visiting to set your time.

Your First Visit

When children stay for the first time, the following must be completed before the parent can leave the premise:

- *Child Enrollment Form for Early Care and Education Programs* – This document is required by DCY (which is the state agency that licenses childcare centers). All sections must be completed, all parents (or legal guardians) listed with mobile numbers, at least one emergency contact who lives within an hour's drive of the center and some health and allergy questions that pertain to the child.

Each child must have their own copy. This form must be filled out by parents or legal guardians as it is a legal document. Kiwi's Clubhouse cannot fill out any section of this form.

This form comes in the Registration Packet, is available on our website and at the center.

Release of Information: If a parent of a child who is currently a member of Kiwi's Clubhouse requests contact information, your contact information will only be released if you have given written permission. This permission is stated on Form DYC 01234 (*Child Enrollment Form for Early Care and Education Programs*).

Custody Agreements: *Names and contact information of both parents must be listed.* If there is a custody agreement between the parents of a child/ children, parents must provide the center with a copy of the official court documents.

- *Kiwi's Clubhouse Parent Orientation Form*
- *Immunization Records* – Parents must furnish the center with a copy of their child's immunizations record. Children who attend elementary school are exempt from the medical statement requirement. **This statement is due 30 days after their first visit and then update no more than every thirteen months thereafter**

***Immunization Policy:** Eligibility for enrollment will not be denied due to a child's immunization status.

Reservations

To guarantee a place for your child, Kiwi's Clubhouse recommends that parents schedule their child's reservation as far in advance as possible. Drop-offs without an appointment will be welcomed if space is available. Reservations can be made on the hour or the half hour. Changes in reservations can be made until the time the child is dropped off. If the need arises to extend your reservation, please call to verify availability.

There is a five-minute grace period for reservations. This means you may drop your child off five minutes before your reservation begins or pick up five minutes after your scheduled time without an additional charge as long as there is space in your child's classroom. If you drop off any earlier than five minutes or are more than five minutes late you will be charged for the full half hour. If you wish to cancel your reservation, please call and cancel a minimum of four hours prior to the scheduled time of your reservation. If you do not show for your scheduled reservation time, your reservation will be cancelled after one hour if you do not call to notify us of a reservation change.

What to bring for your first (and the many following) visit(s)

Infants (8 weeks to 18 months) – Parents will need to pack all of the food/ milk/ formula that will be needed during the visit. Bottles must be premixed/premade. (We also suggest adding 1 more snack or bottle than baby may need. We have found babies sometimes need a little something extra due to all the stimulation.) Parents are required to provide a clean bottle/ nipple for each feeding. Kiwi's cannot wash or reuse bottles during a child's visit. **All bottles/ cups must be labeled with the child's complete first and last name as well as the date of the visit (if breast milk is provided, the date of expression must be noted as well).**

Kiwi's also suggests providing at least one change of clothes in the child's bag, just in case. A sufficient amount of diapers must be provided for the child's visit. Should a diaper emergency arise, Kiwi's can provide one diaper free of charge, but any subsequent diapers will be billed to the parent's account at \$1 per diaper. The center provides wipes (we use the regular Costco or Sam's Club brand). A crib will be provided for each child under the age of 18 months and nap times will follow the schedule provided by parents on the infant care sheet.

Infant Care: *Please remember that our center is not licensed to heat or refrigerate food other than infant formula or breastmilk bottles.* Kiwi's Clubhouse will follow the parent's guidelines for feeding and sleep times. Only bottles and food provided by the child's parent will be fed. Parents are required to provide age-appropriate foods in sufficient amounts for their child's stay. If the amount of food is not sufficient for the visit, the child's meal will be supplemented with age-appropriate foods and parents will be charged a supplementation fee of \$2.50 per supplement. Please note that the center is not permitted by our license to feed infants under the age of 4 months old anything other than breastmilk or formula. If a parent wishes their child under 4 months old to be fed other food, a signed physician's note must be provided at the beginning of the child's visit. Each infant will have a crib in a designated sleeping area, where they can be seen and heard, during their stay. Infants will have the opportunity to explore their environment, including back and tummy time; stories, songs, music and language will all be part of their daily programming. Diapers will be changed every two hours starting from the time the child arrives at the center, unless a diaper is soiled or a more frequent changing schedule is requested by parents.

Breastfeeding Mothers: Upon request, a semi-private space will be provided for any breastfeeding mother who wishes to nurse her child at the center.

Infant Special instructions: Upon arrival, parents of infants will fill out an instruction care sheet for their child. This information will be given to the child's assigned teacher. At departure, the teacher will give the parent information on the child's visit including eating, sleeping, diaper changes and activities.

Toddlers (18 months until 3rd birthday) – *Please remember that our center is not licensed to heat or refrigerate food.* Parents are required to provide lunch for children whose visit will cover the entire two-hour span of 11:00-1:30. Once a child is old enough to join the Toddler group, Kiwi's will provide snacks at the designated times. If you wish for your child to have something particular for snack, you are welcome to pack it keeping mind our nut policy and the list of restricted choking hazards provided in this handbook. **All cups must be labeled with the child's complete first and last name as well as the date of the visit.** Meals from home should be packed in a lunchbox or other container that can be kept cool with an ice pack in the child's cubby. Our center is not licensed to heat or refrigerate food.

Kiwi's also suggests providing at least one change of clothes in the child's bag, just in case. If a child is potty training, please be sure to let a front desk representative know and pack a generous amount of clothes/ pull-ups. Every effort will be made to follow potty training schedules. For children in diapers, a sufficient amount of diapers must be provided for the child's visit. The center changes a child's diaper every two hours from the time the child arrives at the center unless a diaper is soiled or a more frequent changing schedule is requested by the parent. Should a diaper emergency arise, Kiwi's can provide one diaper free of charge, but any subsequent diapers will be billed to the parent's account at \$1 per diaper. The center provides wipes (we use the regular Costco or Sam's Club brand). Please be sure refer to the bottom of the next page for meal requirement and choking hazards. Toddlers will be provided with a cot and a resting place for naps at the parent's request.

Toddler Special instructions: Upon arrival, parents of toddlers will fill out an instruction care sheet for their child. This information will be given to the child's assigned teacher. At departure, the teacher will give the parent information on the child's visit including eating, sleeping, diaper changes and activities.

Juniors (3 years to 10 years) – *Please remember that our center is not licensed to heat or refrigerate food.* Parents are required to provide lunch for children whose visit will cover the entire two-hour span of 11:00-1:30. Once a child is old enough to join the Junior group, Kiwi's will provide snacks at the designated times. If you wish for your child to have something particular for snack, you are welcome to pack it keeping mind our nut policy. Meals from home should be packed in a lunchbox or other container that can be kept cool with an ice pack in the child's cubby.

Kiwi's also suggests providing at least one change of clothes in the child's bag, just in case. If a child is potty training, please be sure to let a front desk representative know and pack a generous amount of clothes/ pull-ups. Every effort will be made to follow potty training schedules. Being potty trained is not a requirement for being moved to the Junior group, so if a child is in diapers, a sufficient amount of diapers must be provided for the child's visit. Should a diaper emergency arise, Kiwi's can provide one diaper free of charge, but any subsequent diapers will be billed to the parent's account at \$1 per diaper. The center provides wipes (we use the regular Costco or Sam's Club brand). Juniors will be provided with a cot and a resting place for naps at the parent's request.

Meals and Snacks

Food and dietary policy: Kiwi's Clubhouse provides snacks for children at 10:00am, 2:00pm and 4:00pm daily, during all days of operations. At each snack time, food from two of the four main food groups will be offered. A current weekly snack menu is posted in the front lobby for parents to review.

Parents are required to provide a meal for their child if the child is in attendance between the hours of 11:00am - 1:30pm. All meals must meet the following criteria: one serving of dairy, one serving of protein, two servings of fruits and/or vegetables and one serving of grains. If your child is only in

attendance during part of those hours and has already eaten lunch, you may provide them with a snack instead. If a child's meal does not meet the above requirements above, supplemental food items will be offered to children to ensure they have food from all five of the main food groups. Parents will be charged for each supplemental item that their child chooses to eat, \$2.00 per item. If a child does not have a lunch and is in attendance during lunch time, or a child of any age is not provided with sufficient food, we are required to supplement a meal. A full supplemental meal charge (5 items) will be charged to the parent's account at the rate of \$10.00 per meal.

No child will go for more than four hours without being offered food.

In consideration of those with allergies, all items that contain, or may contain, peanuts or other nuts will not be permitted in the center. (Please read labels). Please note: ***Kiwi's Clubhouse is unable to warm up or refrigerate food. Please bring food that your child can eat cold or at room temperature. Also, please bring food in lunch box with an ice pack (if it needs to be kept cold). Please Note: When a child with an allergy is visiting the center, the front staff will provide that child with an allergy sticker that says what the allergy is. This sticker will be placed on the child's back or stomach for infants.***

Modified Diets/ Medical Foods: If a child requires medical foods (such as pediatric nutrition drinks or foods prescribed by a physician) or is on a modified diet that eliminates an entire food group, the parent/guardian of the child must fill out a **DCY 01236 Health Care Plan & Administration of Medication**. These forms are located at the front desk.

Infants: Parents of bottle-fed children will be responsible for providing all prepared and premixed bottles. All bottles or sippy cups must be labeled with the child's first and last name and the date. Kiwi's Clubhouse will provide a refrigerator for bottle and sippy cup storage. Teachers will feed infants (8 weeks to 18 months) according to the schedule indicated by the parent.

Choking Hazards: These guidelines have come to us from DCY (who is the agency that licenses our center). There are standards that we must follow regarding all food brought to or provided by the center.

For Older Infants and Toddlers (up to 24 months):

Food should be cut into one-quarter of an inch (1/4") or about the size of a pea.

For Older Toddlers (24 to 36 Months):

Food should be cut into cubes no larger than one-half inch (1/2").

Foods that need this preparation are:

Hot dogs/	Sausages	Strawberries	Apples/Pears	Grapes	Celery
Meat/Chicken	Beans	Cherries	Melons	Cheese	
Cherry/Grape	Tomatoes	Carrots-cook until soft then cut (raw carrots may not be served)			

Foods that cannot be served to Infants and Toddlers:

Hard candies (Skittles/M&M's)	Nuts	Marshmallows	Popcorn
Crusty breads	Seeds	Bagels	Dried Fruit
Gummy Candies	Fruit Snacks	Chips	Pretzels
			Gum or Gum Drops

For Juniors (3-5 years old)

Meat or Cheese should be cut into small pieces no larger than 1/2". The following foods should be cut in half lengthwise so that the shape is no longer round: Hot Dog, Grapes, Cherry Tomatoes, and Strawberries. Hard Candy over 1/2" diameter or gum cannot be served at the center.

Infant Sleep Policy

At Kiwi's we believe it is important to promote a safe sleep environment for your baby. Although there is no way to 100% prevent SIDS, Kiwi's follows all sleep recommendations from the American Academy of Pediatrics in order to maintain the lowest risk possible. All infants will be laid down on their backs to sleep. All infants under 12 months old will wear sleep sacks for warmth or if not yet able to roll over, a wearable swaddle blanket is permitted (these items may be brought from home or will be provided by the center). No loose blankets (for infants under 12 months), toys, bibs, pacifier animals or pacifier straps are allowed to be placed in cribs. All infants will be moved immediately to cribs when they fall asleep in a swing, bouncy chair, car seat or any location other than a crib (unless a sleep waiver signed by a physician is on file at the center). All infants will have a sleep log filled out for every nap in which they are checked on every fifteen minutes at minimum.

Sleeping at the center for other age groups: Due to the flexible nature of our scheduling, there is no scheduled nap time at the center. Many children in our Toddler group do lay down after lunch to rest or sleep on a cot. Should parents wish for their child to take a nap or rest during their visit, this request should be marked on the child's care sheet for toddlers, and be made known when checking their child in. The child will be provided a cot to sleep on in the same room as their group. The staff will do their best to help the child go to sleep, but as there are activities and other children in the group who are not sleeping and we cannot guarantee any child will sleep.

Items from Home: Please keep in mind that Kiwi's Clubhouse is not responsible for any item that may be lost, stolen or damaged while at the center. It is suggested that any item from home is labeled with the child's name. Kiwi's understands that sometimes a child may have a special toy or item from home that they find comforting or that they want to share with their friends. Children are welcome to bring toys from home, but the center reserves the right to remove any item that creates a safety hazard or problem from the classroom. Any item removed from the classroom will be kept in the office until the parents arrive. Electronics such as hand-held gaming device or phones will not be permitted to be used at the center. Electronics necessary during distance learning will be an exception. The center is not responsible for these items and headphones must be provided.

Attendance Policy

Arrival and Departure: Upon arrival, parents may choose to accompany their child and the front desk representative to the child's classroom and then the front representative will escort the parent back to the lobby. When picking up the child, the front desk representative will verify the parent by their photo ID.

Absence Policy: If there is a day when your child is scheduled to be at the center, including in our Educational Programs and Summer Camps, and they will not be in attendance, please call, text or email as soon as possible to let us know about the absence. If your child is more than 30 minutes late for a reservation, you will be contacted by the center to check if your child will be attending that day. Repeated no call/no shows will impact your ability to make reservations, including standing reservations and full-time reservations. You will be contacted by the Director after 3 no call/no shows to discuss future reservations. Parents will not be refunded for days absent in Educational Programs or Camps.

Release of a child: The front desk representative will release children to either parent or the emergency contact person listed on the Health Enrolment Form if the parent notifies the center prior to pick up. Parents may add additional people to this list by filing out an alternative pick up form. Staff will check ID's of anyone they do not recognize. If there is a custody agreement or any other special circumstances

regarding the release of a child, the director must be notified and the parent(s) of the child must provide the center with a copy of the official court documentation.

Arrival from other programs: Parents must inform the center of any child arriving by any other means of transportation that is not the parent/guardian of the child. If a child is scheduled to arrive by other means is late by more than 20 minutes, the parents of the child will be notified.

Custody Agreements: *Names and contact information of both parents must be provided.* If there is a custody agreement between the parents of a child/children limiting parental access or pick up/drop off, parents must provide the center with a copy of the official court documents.

Parental Access: Parents will have unlimited access to their child upon request and may evaluate the center at any time. A parent of a child enrolled at the center who is not the child's residential parent shall be permitted unlimited access to the center and be afforded the same rights as the residential parent, unless there is a court documentation limiting access and conditions of the non-residential parent.

Video Surveillance: By enrolling in the services of Kiwi's Clubhouse, you acknowledge that closed circuit video surveillance will be in use during all hours.

Supervision of Infants/Toddlers/Juniors: At no time will a child be left unattended. Staff will supervise children at all times, including naptime. School-age children will be supervised in the same manner as all other age groups and will not be left unattended or allowed to move about the center unsupervised.

Group Assignment: At the time of arrival, each child will be assigned to a teacher and escorted to the appropriate area. Teachers are responsible for supervising their assigned children at all times.

Staff/Child Ratios and Maximum Group Size

1:5 or 2:12 Infants (0 - 12 months)

1:6 Infants (12 months - 18 months)

1:7 Toddlers (18months - 36 months)

1:12 Juniors (Preschoolers through School Age (3 years - 10 years))

Maximum Group sizes are as follows

12 Infants

14 Toddlers

24 Juniors (3-10 years)

Cell Phones: Each parent must provide a cell phone number where they can be reached at all times.

Secured Play Area: Once children are checked into the facility, they will enter a secured play area. They will not be permitted to leave until their parent or other authorized adult arrives to pick them up. No unauthorized persons will be allowed in the secured play area.

Teachers and Staff: All teachers and staff (including substitute staff from other Kiwi's Clubhouse centers) will be pre-screened prior to their first day at the center, with a thorough background check, including a criminal record check with the Bureau of Criminal Investigation as well as the Federal Bureau of Investigation.)

All Teachers and staff (including substitutes) will:

- Have on file, on or before the employee's first day of employment, a written record of current immunization against tetanus, diphtheria and pertussis (Tdap) from a licensed physician, physician's assistant, advanced practice registered nurse, certified nurse midwife, certified nurse practitioner or licensed pharmacist as defined in Chapter 4731 of the Revised Code. The employee may be exempt from the immunization requirement for religious reasons with written documentation signed by the individual and for medical reasons with written documentation signed by a licensed physician.
- Have on file, on or before the employee's first day of employment, a completed Tuberculosis Screening and if referred for further screening, documentation of a negative TB test.
- Have completed the family child care staff orientation training as prescribed by DCY within thirty days of starting. Completion of the training is to be documented with verification from the OPR.
- All staff will be trained in CPR/First Aid within their first 90 days of joining the center. At all times there will be a staff member on premises certified in CPR, First Aid, Communicable Disease and Child Abuse Recognition and Prevention.

Transportation: Kiwi's Clubhouse does not provide any means of transportation to or from the center. Kiwi's Clubhouse does not participate in field trips or routine walking trips.

Emergency Transportation: All children enrolled at Kiwi's Clubhouse must have permission for emergency transportation, as indicated on the Child Enrollment and Health Information for Child Care.

Child Abuse Reporting: All staff members are mandated reporters of child abuse. If staff has suspicions that a child is being abused or neglected, they are required by law make a report to the local children's services agency. The safety of the children is always our first concern.

Clubhouse Connects – Our *EXCLUSIVE* Curriculum

Through our literature-based curriculum, Toddlers and Juniors experience stories in a way that will expand their world. Carefully selected books provide a foundation that will link social studies, reading, math, art, music and science; connecting their heads, their hands and their hearts.

Daily Program Schedule

The daily schedule helps build predictability into children's visits. This predictability helps children feel comfortable because they understand what to expect during their visit. Activities are offered as a choice and children can do an alternate activity if they choose. This schedule provides structure but also flexibility to change for special events and activities.

Junior Schedule

7:00-9:05 Free Play
 9:05-9:30 Educational Centers
 9:30-9:45 Story Time
 9:45-10:00 Science
 10:00-10:20 Snack
 10:20-10:35 Creative Movement/Music
 10:35-11:15 Clubhouse Connect
 11:15-11:45 Outdoor Play/Organized Games (weather permitting)
 11:45-12:10 Free Play
 12:10-12:30 Lunch
 12:30-12:55 Dramatic Play
 12:55-1:20 Story Time
 1:20-1:45 Educational Centers
 1:45-2:00 Science
 2:00-2:20 Snack
 2:20-2:35 Creative Movement/Music
 2:35-3:15 Clubhouse Connect
 3:15-4:00 Outdoor Play/Organized Games (weather permitting)
 4:00-4:30 Snack
 4:30-5:00 Free Play
 5:00-5:30 Centers
 5:30-6:00 Imaginative Play/Music

Toddler Schedule

7:00-9:05 Free play
 9:05-9:30 Educational Centers
 9:30-9:45 Story Time
 9:45-10:00 Science
 10:00-10:20 Snack
 10:20-10:50 Outdoor Play/Organized Games (weather permitting)
 10:50-11:05 Creative Movement/Music
 11:05-11:45 Clubhouse Connect
 11:45-12:10 Free Play
 12:10-12:30 Lunch
 12:30-12:55 Dramatic play
 12:55-1:15 Story Time
 1:15-1:45 Educational Centers
 1:45-2:00 Science
 2:00-2:20 Snack
 2:20-3:00 Outdoor Play/Organized Games (weather permitting)
 3:00-3:45 Clubhouse Connect
 3:45-4:00 Creative Movement/ Music
 4:00-4:30 Snack
 4:30-5:00 Free Play
 5:00-5:30 Centers
 5:30-6:00 Imaginative Play/Music

Infant Schedule: Kiwi's Clubhouse follows all directions given to us by a parent (This is a sample ONLY)

7:00-10:00 Individual Activities- exploration of materials
 10:00-10:30 Snack (individual feeding schedules provided by parents are followed)
 10:30-11:30 Nap (individual nap schedules provided by parents are followed)
 11:30-12:00 Gross motor activities
 12:00-12:30 Lunch (individual feeding schedules provided by parents are followed)
 12:30-2:00 Individual Activities- exploration of materials
 2:00-2:20 Snack (individual feeding schedules provided by parents are followed)
 2:30-3:30 Nap (individual nap schedules provided by parents are followed)
 3:30-6:00 Gross motor activities/music

Formal Assessment of Children Enrolled: Kiwi's Clubhouse provides an hourly, play-based program.

While each day does include a curriculum including math, science, social studies, language, literacy, art and music, it is the policy of Kiwi's Clubhouse that we do not conduct formal assessments of children enrolled and we do not report any child level data to DCY.

Transitioning to the Next Age Group: Parents will be notified when their child is ready to move up to the next classroom. Parents will be provided with a written transition plan. This plan will include the beginning and ending date of the transitioning period and include a transition schedule. The parent and the Director will sign the plan.

Guidance Policy

Kiwi's Clubhouse focuses on fun, friendship skills and exploring a child's place within a group. All children will be treated with "Kiwi's Kindness" which means love, caring and respect. Kiwi's strives to meet each child at their developmental level and through modeling and providing positive examples, fosters social skills and group awareness.

Staff will praise children for making great choices and providing positive redirection as needed. If deemed appropriate, a child over the age of 18 months may take a "break". When on a "break", a child will be given an activity at the table as well as time to reflect (no more than one minute per year of age). Once the break is over, the reason for the break will be discussed with the child and parents will be informed. Staff will not impose any punishments for failure to eat, sleep or toileting accidents. This discipline policy applies to all staff and parents while they are at the center.

If a child consistently struggles within the group setting, creating an environment that is unsafe for themselves, other children or staff; Kiwi's Clubhouse, in consultation with the child's parents, may develop and implement a behavior management plan which be printed and signed by the parent, consistent with the requirements of Rule 5101:2-12-19 OAC.

Inappropriate Language, Media and Behavior

Kiwi's Clubhouse will actively protect all children from inappropriate language, media and behavior. Staff will only use media that has been approved by the Director for content and age appropriateness. Media use is limited at the center. This includes inappropriate actions by the following but not limited to, non-staff adults, parents and other children.

Biting Policy: All parents will be given a copy of the center Biting Policy when their child turns 18 months old and begin to transition to the toddler age group. The biting policy will be included with the transition plan. Any parent may request a copy of the Biting Policy from the center at any time.

General Emergencies

Should an environmental emergency arise (fire or tornado), staff will follow the written emergency procedure that is posted throughout the center. All staff and children will be accounted for at that time. Kiwi's conducts monthly fire and tornado drills (March through September). Each center has a designated meeting place. Should the center need to be evacuated due to an emergency or other reasons, all children will be moved to a designated off-site location. Parents will be called and given the location to pick up their child.

Security Plan

The center maintains a secure entrance. Access to the center is limited to parents and guardians of children in care and authorized persons. In the unlikely event that a threat to the safety of the children occurs, the center will go into full lockdown and the children will be secured at a designated location. Staff will follow all directions given by authorities and parents will be contacted. An incident report will be provided.

Weapons Free Zone

In accordance with the Ohio Administrative Code, Kiwi's Clubhouse is designated as a weapons free zone, as is posted in our lobby. If a prohibited item is brought into the center by any person, the local authorities will be contacted and enrollment to Kiwi's Clubhouse will be revoked.

Ohio Administrative Code/5180:2 /Chapter 5180:2-12

(1) Weapons, firearms and ammunition materials shall not be on the premises. Weapons and firearms include air rifles, hunting slingshots and any other projectile weapon.

Accidents

The safety of the children at the center is always Kiwi's first concern. During all hours of operation, there will be at least one person on site with the health and safety trainings required by the State of Ohio.

In case of an injury or accident, staff will comfort the child and administer basic first aid. In the event of a more serious injury, management will evaluate and contact the child's parent. For an injury or illness that requires immediate attention, EMS will be called and parents contacted following the call to EMS. All children who are in attendance at Kiwi's Clubhouse are required to have permission for emergency transportation signed by their parent/ legal guardian on the Child Enrollment and Health Information Form. If transport is necessary, a staff member will accompany the child and bring their file to the hospital. Staff will not transport children. Any incident or injury that requires first aid or any bump/ blow to the head will have an incident report written by staff. The adult who is picking up a child who has an incident report will read the report and asked to sign it. A copy of the report will be offered. For any incident or injury that requires more than basic first aid or any event that jeopardizes the health or safety of a child, DCY will be contacted by the end of the same day and a copy of the incident will be sent to DCY within 24 hours of the incident or injury.

Emergency Transportation: All children enrolled at Kiwi's Clubhouse must have permission for emergency transportation, as indicated on the NYC 01234 (*Child Enrollment Form for Early Care and Education Programs*). Parents who do not give emergency transportation permission will not be allowed to proceed with enrollment for their child.

Management of Illnesses

Kiwi's Clubhouse strives to maintain a healthy and welcoming environment. 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. 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.

- Temperature of 99 degrees F or above (axillary) when in combination with any other sign or symptom of illness.
- Diarrhea (three or more abnormally, unexpectedly or unexplained loose stools within a

twenty-four-hour period).

- Severe coughing, causing the child to become red or blue in the face or to make a whooping sound.
- Difficult or rapid breathing.
- Yellowish skin or eyes.
- Redness of the eye or eyelid, thick and purulent (pus) eye discharge, matted eyelashes, burning, itching or eye pain.
- Untreated infected skin patches, unusual spots or rashes.
- Unusually dark urine and /or gray or white stool.
- Stiff neck with elevated temperature.
- Evidence of untreated lice, scabies, or other parasitic infestations.
- Sore throat or difficulty in swallowing.
- Vomiting more than one time or when accompanied by any other sign or symptom of illness

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. Children may not return to the center until they have been free of the above listed symptoms for at least 24 hours.

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. Information will be provided to parents of children who are at the center on that date.

Medications

Please Note: Kiwi's Clubhouse only administers life-saving medications such as Epi-Pen /Benadryl /Inhaler, as well as topical products and lotions (such as diaper cream and sunscreen). Any other medication needed during the child's visit must be administered by the parent.

Any medication brought to Kiwi's Clubhouse must meet the following requirements:

- Medication must always be in its original container.
- The DCY 01236 Health Care Plan & Administration of Medication form must be completed by parents/ legal guardians.
- All prescription medication must have either the prescription label attached or written instructions from a physician, advance practice nurse, or dentist which is found on the DCY 01236 Health Care Plan & Administration of Medication form
- All prescription labels must contain the following information:
 - Child's full name (first and last).
 - A date within the last 12 months.
 - The exact dosage to be given.
 - Means of administration (topical, oral, eye drops, etc.).
- All children who have health conditions which may require that medical procedures be performed at the center must have detailed written information completed and on file (DCY 01236 Health Care Plan & Administration of Medication form). This includes any children who have health conditions, such as asthma, allergies, diabetes, cystic fibrosis, etc. If the condition would require knowledge on procedures to be performed, or actions to be taken, even if it's to contact 911 and make the child comfortable, there needs to be a completed form on file.

- All medications or other necessary items needed for children with health conditions must be provided at every visit (if not left at the center) and kept up to date. If medication or other necessary items are not provided or are expired, the center reserves the right to refuse reservations or visits until the needed items are provided by the parents.
- If a child has an inhaler or Epi-pen, a DCY 01236 Health Care Plan & Administration of Medication form is required to be completed
- If medication left at the center expires, it will be immediately discarded.
- Topical products such as diaper cream, lotion or sunscreen may be applied at the request of parents. Parents must fill out the Administration of Topical Products form prior to the product being applied.
- School-aged children are not permitted to carry any of their own medications or ointments.

All emergency medications must be provided by the parent of the child. The center does not have or keep any emergency medications except those prescribed to children in attendance. There is not an Automated External Defibrillator (AED) on-site. Naloxone is not kept on-site.

Outdoor Play

Outdoor play will be included in our program on a daily basis. Outdoor play will be cancelled when temperature (wind chill and heat index factored in) drops below 25 degrees or reaches above 90 degrees (with other weather factors considered), rain, lightning, threatening weather or ozone warnings. Please dress your children appropriately according to the weather so they can be prepared to be outside. Children not dressed appropriately will be given other indoor activities. In the event that children cannot go outside due to weather, gross motor activities will be provided in the classroom. If you wish for your child to wear sunscreen, please apply it before coming to the center or upon arrival. The lobby desk has sunscreen for parents to apply.

Swimming/ Water Safety – Kiwi’s Clubhouse does not participate in swimming or other water activities such as wading pools for infants or toddlers or activities with a depth greater than 18 inches for children over the age of 3.

Parent Participation

Parent-Teacher Interaction: Kiwi’s Clubhouse provides an open-door communication policy. Please feel free to talk to any Teacher about your child’s care. If you have any problems or concerns with staff or your child’s care, please address them with the front representative or the Director. If the Director is not on-site, you will be contacted by the next business day so your concerns may be addressed and a meeting time set if so desired.

Participation: Parents are encouraged to discuss any questions or a concern regarding their child’s care and development with the center’s Director. Parents are encouraged to participate in occasional events. These events may include holiday celebrations, seasonal events, camp or classroom performances or Educational Program graduations. Participation may include helping with crafts or snacks, sharing in party activities and observing special classroom activities.

If an event requires parents to sign-up ahead of time, an email link to a Sign-Up Genius event link will be sent two weeks ahead of time. A sign will be posted in the lobby and at the classroom entrances for all events.

Problem Solving Assistance Procedure for Parents and Employees

Should a parent or staff member encounter a problem related to the child care center and need assistance, the first step would be to contact the Director by calling the center or stopping by the front desk. The Director will speak with the parent or staff member and set up a time at parent's convenience to meet, if needed. If the parent or employee needs further assistance, they will be contacted by the owner.

Staff Babysitting for Clients

Staff is not permitted to babysit for clients. Our centers spend a significant amount of time training and continuing the development of our staff. Due to this, if a client asks a staff member to leave their position, reduce their working hours at the center or call off from scheduled time at the center to babysit privately for them, Kiwi's Clubhouse reserves the right to immediately revoke the family's enrollment with no refunds for enrollment fees or care.

ADA Compliance

Kiwi's Clubhouse does not discriminate against persons with disabilities on the basis of disability. Children and parents with disabilities are provided with an equal opportunity to participate in the child care center's programs and services. The center will make an individualized assessment about whether it can meet the particular needs of the child. The center will work with and consult the parents or guardians of the child and any other professionals (such as educators or health care professionals) who work with the child in other contexts. Kiwi's Clubhouse will make reasonable accommodations to our policies and practices to allow children with disabilities to participate. Kiwi's Clubhouse follows all ADA Guidelines for administration of medication and care procedures for children with disabilities.

Social Media Policy

Upon enrollment, parents will be asked for written permission to take pictures of their children for use in advertising or social media. Our program recognizes that social media is a valuable way to share children's learning experiences and celebrate our classroom community. At the same time, protecting the privacy, safety, and dignity of every child is our highest priority.

- Only the pictures of children with written permission on file will be used in any social media or advertising.
- No names or other identifying information for children will be posted.
- Only authorized management may post on behalf of the company. Employees are not permitted to post pictures of children taken at the center with the exception of parents who are employees of the center taking pictures of their own children.

Our official social media pages may be used to share:

- Classroom activities and learning experiences
- Special events and celebrations
- Program announcements
- Educational resources for families

Disenrollment of a Child

Kiwi's Clubhouse strives to provide an appropriate, safe space for all children to share. If the center cannot meet the needs of a child in such a way that ensures their own safety as well as the safety of other children and staff, a child may be disenrolled. Parents will be contacted prior to any child's enrollment being revoked. This includes behavioral, developmental or health needs that place an undue burden on the staff or causes the center to fundamentally alter our program. Should a child be considered for expulsion/suspension from the center's educational programs or child care services for behavioral reasons, the Director will meet with the parents of the child to create a plan to work with the child. If the center needs to move forward with the disenrollment of the child, a report will be made to DCY.

If a family has a negative balance on their account for more than 30 days, the center reserves the right to revoke the family's enrollment. The unpaid balance in addition to a new enrollment fee must be paid before a child may be left for a visit.

Notification of Serious Risk

All centers are inspected on a regular basis by DCY children enrolled at the center when a serious risk is found during an inspection.

What does this mean?

All of our centers are inspected at the minimum, once a year. If during the inspection, there is a violation of a rule that is considered a serious risk, you will receive an email within 15 days of the inspection to inform you of this violation. We strive at all times to ensure the health and safety of all children, every moment that they are in our care. We feel that receiving an email with the title ***Serious Risk Non-Compliance Caretaker Notification*** without any explanation would be very concerning as a parent, which is why we wanted to inform you of this rule.

What will happen if the center is found in violation of a serious risk during an inspection?

First, the licensing specialist will provide assistance to the center to immediately address the situation. The Director will notify the owner and the situation will be rectified. Then, the Director will create a plan that will not only address the violation of the rule, but will also work to ensure that the rule is complied with at all times moving forward. Finally, this plan will be reviewed and approved of by DCY or will be sent back to be revised.

What will the parent notification email contain?

Should this happen at the center your child attends, you will receive an email within 15 days of the inspection date. This email will contain a summary of the rule that was found to be in noncompliance, a narrative summary of what happened, how the noncompliance was addressed at that moment, the plan to ensure compliance in the future and a link to where the full inspection report can be viewed.

If you have any questions about this notification, please reach out to one of our Directors, by email or by phone and they will be happy to answer any further questions that you might have. Also, please ensure that your most current email is on file and up to date with the center.

Center Parent Information

Note: A copy of this document is required to be given to the parent upon enrollment of their child in the licensed child care center.

The child care center is licensed to operate legally by the Ohio Department of Children and Youth (DCY). This license is posted in a noticeable place for review.

A toll-free phone number is listed on the license and may be used to report a suspected violation of the licensing law or administrative rules. The licensing rules governing child care are available for review online at <https://codes.ohio.gov/ohio-administrative-code/chapter-5180:2-12>.

Administrators and each employee of the center are required, under Section 2151.421 of the Ohio Revised Code, to report their suspicions of child abuse or child neglect to the local public children's services agency.

Any parent of a child enrolled in the center is permitted unlimited access to the center during all hours of operation for the purpose of contacting their children, evaluating the care provided by the center, or evaluating the premises. Upon entering the premises, the parent or guardian shall is to notify the Administrator of their presence.

Licensing records, including licensing inspection reports, complaint investigation reports, and evaluation forms from the building and fire departments, are available for review upon written request from DCY. Early care and education program information and inspections are also online using the Child Care Search Tool on the DCY website at <https://childrenandyouth.ohio.gov/for-families/early-care-education/child-care-search>.

It is unlawful for the center to discriminate in the enrollment of children upon the basis of race, color, religion, sex, national origin or disability in violation of the Americans with Disabilities Act of 1990, 104 Stat. 32, 42 U.S.C. 12101 et seq. To file a discrimination complaint, write or call Health and Human Services (HHS) or DCY. HHS and DCY are equal opportunity providers and employers.

Write or Call:

OCC/ACF/HHS

Southwest Region

1301 Young Street Suite 958

Dallas, TX 75202

214-767-3849

ODJFS

Bureau of Civil Rights

30 E. Broad St. 30th Floor

Columbus, OH 43215-3414

(614) 644-2703 (voice)

1-866-277-6353 (toll free) (

614) 752-6381 (fax)

1-866-221-6700 (TTY) or (614) 995-9961

bcr-fax@jfs.ohio.gov (e-fax)

Civil_Rights@jfs.ohio.gov (e-mail)

For more information about child care licensing requirements as well as how to apply for child care assistance, please visit <https://childrenandyouth.ohio.gov/for-families>. For more information on Medicaid health screenings and early intervention services for your child, please visit <https://medicaid.ohio.gov/families-and-individuals/citizen-programs-and-initiatives/healthchek/> and <https://ohioearlyintervention.org>.

For information on cash food assistance, please visit <https://jfs.ohio.gov/cash-food-assistance> (Updated 7.2026)

Parent Handbook Addendum for Title XX

Kiwi's Clubhouse, Upper Arlington is a limited provider of Publicly Funded Child Care (PFCC), also known as Title XX. Traditionally, we have been solely private pay. To check your family's eligibility and to apply for this program, visit <https://ssp.benefits.ohio.gov/apspssp/ssp.portal>. Please review the information below which highlights some of the benefits included and excluded if enrolled in this program.

- 1) We have a limited number of spots available and at times may have a list of waiting families that would like to join. Please do NOT link to our center prior to contacting the Director regarding availability at 614.503.1400 or UpperArlington@KiwisClubhouse.com.
- 2) Enrollment is allowed only for families already approved; not those awaiting approval. All enrollment forms must be completed and provided to the center prior to the child's first day at the center.
- 3) Families are required to log-in for each visit and enter their unique PIN. This attendance process is mandatory in order for the center to be reimbursed for your child's care from the State of Ohio. Failure to do so may result in a lapse of care for your child, up to and including revoking current and future reservations.
- 4) No Membership Fees. But all other fees apply, such as late pick-up, diaper, supplemental meal, etc.
- 5) Co-Pays must be paid at the beginning of each week.
 - a. Any additional charges for services are due at the time you pick up your child.
 - b. Negative balances are not allowed. Families with accounts that have a negative balance for more than 24 hours will not be able to make new reservations and any existing/standing reservations will not be honored until the account is paid in full.
 - c. Charges will be calculated by half-hour increments, starting and ending on the hour or half hour. All hour fractions will be rounded up to the next half hour.
- 6) Parents must contact the center each day that the child is not in need of a reservation/childcare.
- 7) Parents provide bottles, food, diapers and a change of clothes for each child. We do not heat or refrigerate food; we only refrigerate pre-made bottles and sippy cups.
- 8) NOT included in Title XX, but child may participate for additional fee as appropriate:
 - a. Rollover Hours
 - b. Discounts for Siblings in Full-Time or Hourly care
- 9) Accepted forms of payment are cash, check, Visa, Mastercard. There is a 3% surcharge added to all credit card transactions. There is no surcharge added to payments made by cash, check or debit card. A \$35.00 fee will be charged for any returned checks due to insufficient funds. For your convenience payments may be made online and a receipt is automatically emailed: <https://qr.page/g/2x8Gooc0FeH> or by scanning the QR code.



Signature

Date

Updated: 6/18/2026