



Clubhouse Kids  
Parent Handbook  
Frederick County, MD. Edition

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[www.ClubhouseKidsOnline.com](http://www.ClubhouseKidsOnline.com)

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All previous revisions/editions of the Clubhouse Kids Parent Handbook Frederick County, MD. Edition are obsolete.



## Welcome to Clubhouse Kids!

Dear Parents,

We are very pleased you have selected Clubhouse Kids as your child care provider. 😊  
Each school year and summer camp season we plan many exciting activities for the children, and as each season gets closer, we can't wait to get started!

We are proud to offer one of the best early educational programs in the area — from preschool care to pre-kindergarten, and through school-age!

Clubhouse Kids maintains a philosophy of professional excellence in the field of child care. Our staff members are carefully selected and expected to serve as positive role models to all children. We place an emphasis on the development of each child, and realize that in order to promote this, getting to know each child individually will be an important first step.

Therefore, we pledge to listen to, play with, and comfort your children, and to do our best to find the very thing that makes them special. Further, we promise to care for your children with love, patience and skill each day.

If at any time you have questions, concerns, ideas, or feedback, please contact the Director at your center or anyone at our main office.

We hope that this Parent Handbook is helpful to you, and that after reading through it, you come to know more about our program practices and procedures. There is very useful information inside that pertains to all parts of the Clubhouse Kids program.

Please don't forget to sign the signature page at the back of this handbook and return it to the Director at your center.

We wish you and your family a wonderful experience at Clubhouse Kids! Please feel free to visit anytime.

Gratefully,

*The Clubhouse Kids Team!* 😊

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## Philosophy Statement

The philosophy of Clubhouse Kids is based on building trusting relationships with each child, as well as partnering with each parent and the school community that we serve. We do this by providing responsive, individualized care for all children, preschool through school-age, and helping them grow into valuable young, and eventually young-adult, members of the community, while building quality, lasting relationships with the families that we serve.

We ensure the safety and well-being of each child and create environments that support and encourage learning through play and exploration.

We understand that children thrive and develop a stronger self-esteem when they receive quality child care from highly qualified professionals who know that children need to be nurtured and cared for on an individual basis.

We welcome children of all abilities, and pledge to maintain an inclusive environment for all. We will not discriminate based on disability, special needs, culture, or any other reason.

## Mission Statement

Our mission at Clubhouse Kids is to provide a fun, yet safe and supportive environment for every child when in our care, and to make that environment a unique learning experience each day. We strive to ensure a positive atmosphere where children, their families, and the school community can follow our company motto, which is to "Laugh, Learn and Grow with Us".

## About Clubhouse Kids

On January 31, 2022, Clubhouse Kids, LLC turned 10 years old! 😊 With each new year we will continue to grow, and to provide the best in child care service!

At these 5 Frederick, MD Clubhouse Kids child care centers, we provide high-quality child care services to area children, as well as our very popular school-age summer camp program for children ages 5-11 years old (through a child's summer after 6<sup>th</sup> grade):

- Clubhouse Kids @ Gas House Pike all-ages child care center (and our summer camp base)
- Clubhouse Kids @ Carroll Creek Montessori Public Charter School (school-age only)
- Clubhouse Kids @ Frederick Classical Charter School (school-age only)
- Clubhouse Kids @ Monocacy Valley Montessori Public Charter School (school-age only)
- Clubhouse Kids @ Sabillasville Environmental School - A Classical Charter (school-age only)

At our Gas House Pike center, child care services are offered to children of all-ages, including Before & After School Child Care with Clubhouse Kids bus service to and from school for area school-age children attending the following schools:

- Glade Elementary School
- North Frederick Elementary School
- Walkersville Elementary School
- Also, we are in-district for Spring Ridge Elementary School for the school bus to pick-up from Clubhouse Kids in the mornings, and drop-off to Clubhouse Kids in the afternoons.

At our four in-school-located centers, convenient on-site Before & After School Child Care services are provided to the children attending each host school.

Additionally, we offer an outstanding school-age summer camp program to children ages 5-years old through the summer after a child's 6<sup>th</sup> grade year. Each child must be at least 5 years old to attend. (This is a Maryland State Department of Education - Office of Child Care (MSDE-OCC) requirement). Our summer camp program is based out of our Clubhouse Kids @ Gas House Pike child care center.

Throughout each summer camp season, the children typically take field trips to the pool twice each week, as well as to other destinations each week such as Sky Zone, Chuck E. Cheese, bowling, laser tag, waterslide parks, and more!

On summer camp days when the children remain at the center, they may decide to take part in various theme day and spirit day events that occur throughout summer camp, or enjoy a great game of ping pong, air hockey, basketball hoops, or foosball with friends, or one of the many other games, toys, books, and activities at the center!

## Contact Information - How and Where to Reach Us

### Clubhouse Kids Account Holders:

It is Clubhouse Kids' policy to discuss information about an account only with the primary or secondary contact persons, or other authorized contact persons listed on the account (if applicable). If you would like additional contacts to have access to this information, please notify us in writing by submitting an email to [info@ClubhouseKidsOnline.com](mailto:info@ClubhouseKidsOnline.com).

### Call or fax Clubhouse Kids during normal business hours here:

Clubhouse Kids Main Office <u>Phone</u>	(301) 685-5100
Clubhouse Kids Main Office <u>Fax</u>	(301) 685-5120
Clubhouse Kids @ Gas House Pike All-Ages Child Care Center & Preschool	(301) 685-5100
Clubhouse Kids @ Carroll Creek Montessori Public Charter Sch. (CCMPCS)	(240) 578-9698, or (301) 685-5100
Clubhouse Kids @ Frederick Classical Charter School (FCCS)	(301) 624-4015, or (301) 685-5100
Clubhouse Kids @ Monocacy Valley Montessori Pub. Charter Sch. (MVMPCS)	(240) 831-1807, or (301) 685-5100
Clubhouse Kids @ Sabillasville Environmental School - A Classical Charter (SES)	(240) 236-6000, or (301) 685-5100

### Reach Clubhouse Kids on the Internet here:

On the World Wide Web at ...	<a href="http://www.ClubhouseKidsOnline.com">www.ClubhouseKidsOnline.com</a>
On our Facebook page, here ...	<a href="http://www.facebook.com/ClubhouseKidsLLC">www.facebook.com/ClubhouseKidsLLC</a>
On our Instagram page, here ...	<a href="http://www.instagram.com/ClubhouseKids">www.instagram.com/ClubhouseKids</a>

### Reach Clubhouse Kids via email here:

General Questions	<a href="mailto:info@ClubhouseKidsOnline.com">info@ClubhouseKidsOnline.com</a>
Submitting Registration Documents	<a href="mailto:info@ClubhouseKidsOnline.com">info@ClubhouseKidsOnline.com</a>
Account & Billing Questions	<a href="mailto:info@ClubhouseKidsOnline.com">info@ClubhouseKidsOnline.com</a>
Clubhouse Kids <u>Center Director</u> at any location	<a href="mailto:info@ClubhouseKidsOnline.com">info@ClubhouseKidsOnline.com</a>

As sometimes seems to be the nature of email, occasionally, and through no fault of the sender or recipient, email messages containing attachments sent to us may not arrive. To help prevent last-moment document requests and associated frustrations, a reply email message will always be sent as a confirmation message to the sender of messages with attached documents.

If you send an email message with attached documents to Clubhouse Kids, and you do not receive a confirmation reply message within one business day, your sent message may not have been received. Please call or send a follow-up email message to us (without attachments unless we request them) to verify that the original message was received.

Send regular mail to Clubhouse Kids at this address:

Clubhouse Kids  
P.O. Box 455  
Walkersville, MD 21793-0455

Visit a Clubhouse Kids child care center here:

Clubhouse Kids @ Gas House Pike  
8420 Gas House Pike, Suite P  
Frederick, MD 21701

Clubhouse Kids @ Carroll Creek Montessori Public Charter School  
7215 Corporate Court  
Frederick, MD 21703

Clubhouse Kids @ Frederick Classical Charter School  
8445 Spires Way, Unit CC  
Frederick, MD 21701

Clubhouse Kids @ Monocacy Valley Montessori Public Charter School  
217 Dill Avenue  
Frederick, MD 21701

Clubhouse Kids @ Sabillasville Environmental School - A Classical Charter  
16210 Sabillasville Road  
Sabillasville, MD 21780

Clubhouse Kids Bus Service Pick-Up & Drop-Off Schools:

Glade Elementary School (GES)  
North Frederick Elementary School (NFES)  
Walkersville Elementary School (WES)

In-District School:

Spring Ridge Elementary School: Our Gas House Pike child care center is located within Spring Ridge Elementary's district boundary which means a school bus should be available to transport students who attend the school to and from our Gas House Pike center.



## Child Care Center Hours

### Clubhouse Kids @ Gas House Pike (Main Center/GHP)

#### School Year Season:

All-Ages All-Day Care & Preschool	Mon-Fri	6:30am-6:30pm
School-Age Before School Care	Mon-Fri	6:30am-School Start Time
School-Age After School Care	Mon-Fri	School Dismissal Time-6:30pm

#### Summer Season:

All-Day Care (Little Ones, younger than School-Age)	Mon - Fri	6:30am-6:30pm
All-Day Summer Camp (School-Age)	Mon-Fri	6:30am-6:30pm ( <u>frequent field trips</u> )
* Camp hours = 9:00am-3:30pm; Extended care = 6:30am-9:00am and 3:30pm-6:30pm		

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### Clubhouse Kids @ Carroll Creek Montessori Public Charter School (CCM)

#### School Year Season:

Before School Care	Mon-Fri	6:30am-School Start Time (usually 8:50am)
After School Care	Mon-Thurs Fridays	School Dismissal (usually 3:30pm)-6:30pm School Dismissal (usually 2:30pm)-6:30pm

Summer Season: Closed. Attend our awesome Summer Camp at our Gas House Pike center!

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### Clubhouse Kids @ Frederick Classical Charter School (FCCS)

#### School Year Season:

Before School Care	Mon-Fri	6:30am-School Start Time (usually 8:30am)
After School Care	Mon-*Fri	School Dismissal (usually 3:15pm)-6:30pm
*Alternating Fridays (early dismissal) School Dismissal @ 1:15pm-6:30pm		

Summer Season: Closed. Attend our awesome Summer Camp at our Gas House Pike center!

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### Clubhouse Kids @ Monocacy Valley Montessori Public Charter School (MVM)

#### School Year Season:

Before School Care	Mon-Fri	6:30am-School Start Time (usually 8:50am)
After School Care	Mon-Thurs Fridays	School Dismissal (usually 3:30pm)-6:30pm School Dismissal (usually 2:30pm)-6:30pm

Summer Season: Closed. Attend our awesome Summer Camp at our Gas House Pike center!

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### Clubhouse Kids @ Sabillasville Environmental School - A Classical Charter (SES)

#### School Year Season:

Before School Care	Mon-Fri	6:30am-School Start Time (TBD)
After School Care	Mon-Thurs Fridays	School Dismissal (TBD)-6:30pm School Dismissal (TBD)-6:30pm

Summer Season: Closed. Attend our awesome Summer Camp at our Gas House Pike center!

## - Safety, Security, and More -

### Maryland Licensed Child Care

When you are choosing a child care program, the first step is to figure out if the program that you are considering has a valid child care license.

Child care licensing is a process where state and territory governments set minimum health and safety requirements that child care programs must meet to legally operate. These requirements help ensure your child is healthy and safe in a child care program.

Although child care licensing does not guarantee quality, it does set minimum health and safety requirements for child care programs. In addition, licensing requires that child care programs are monitored to ensure they continue to meet those requirements.

In Maryland, the Maryland State Department of Education - Office of Child Care's (MSDE-OCC's) Licensing Branch oversees all child care licensing activities. The Licensing Branch also works with elected officials, other government agencies, the caregiver community, child care advocates, and child care consumers to keep all children in care safe and healthy.

The Code of Maryland Regulations, often referred to as COMAR, is the official compilation of all administrative regulations issued by agencies of the state of Maryland. Regulations governing the MSDE, and MSDE-OCC fall under Title 13A.

Many policies and procedures outlined in this handbook are required by COMAR in order for Clubhouse Kids, or any Maryland-licensed child care program to remain licensed and able to provide child care in Maryland.

### Safety

Our primary concern is your child's safety and welfare. Children will always be supervised, and precautions will be taken to prevent accidents from happening. However, children are active, and accidents do occur.

In the event of a health emergency, or an accident that results in an injury, staff who are first aid & CPR certified will administer first aid to the child. The center Director will determine the severity of the circumstance and at their discretion may dial 911 Emergency Response, and/or may notify a parent, immediately if necessary, depending upon circumstances of the incident. If contacting a parent, the Director will use the contact information found on the parent-supplied MSDE-OCC Emergency Form 1214 (be sure to keep this information up to date).

If the child requires emergency services resulting in a trip to a hospital, and a parent has not yet arrived, a staff member will accompany the child and wait at the hospital until a parent arrives.

## Emergency Response Procedures

Clubhouse Kids strives to keep all children safe at all times. However, during the year there are many types of emergencies that could occur. We believe that your child's safety is very important and want you to know some of the many types of emergencies we are prepared for.

**Emergency Event #1:** An emergency event that may take place at a Clubhouse Kids site is an evacuation of the center/building.

There are two types of temperature/weather related emergency situations that could require us to leave the center. However, while a situation may require us to leave, it may not require us to leave immediately, as in an immediate evacuation.

In these scenarios, we may need to reach you to request that you make arrangements to have your child picked up very promptly.

These temperature/weather related emergency situations are:

- If the heat or air conditioning stops working during very cold or very hot weather, or a pipe bursts, etc. In such a scenario, we will call you and ask that you make arrangements to have your child picked up within two hours, before a late pick-up fee will be assessed.
- If the weather conditions in the Frederick area have become so extreme that the FCPS Administrative Offices close early, we will close early as well. In such a scenario, we will call you and ask that you make arrangements to have your child picked up within two hours, before a late pick-up fee will be assessed.

In the event that we need to remove the children and staff from the center, we will relocate them to their pre-determined evacuation site. The children will be transported by bus, by staff vehicles, or on foot, and will remain with the staff until they are picked up by a parent/guardian or taken back to the Clubhouse Kids site if deemed safe.

If we must evacuate the center premises immediately, we will inform you as soon as possible via phone, text, or email message of where we have transported your child. Children will be taken to our planned alternate site, and a note will be left on the door at the center, specifying where the children have been transported.

Upon enrollment with Clubhouse Kids, an Emergency Transportation permission slip, located in your School Year Registration & Enrollment Packet, must be signed and returned to your center. If needed, an additional copy, it may be downloaded from the "forms" page of our website.

**Emergency Event #2:** Another type of emergency that may take place at a Clubhouse Kids site is a building lockdown.

If a situation occurs within the vicinity of the center, such as police or fire department activity nearby, the center may be put into lockdown. This requires all exterior doors to be locked and to be monitored by Clubhouse Kids staff. In this type of situation, the children will continue with their daily activities, however; they will not be permitted outdoors.

**Emergency Event #3:** A third type of emergency that could occur at a Clubhouse Kids site is an armed individual in the building. This requires all children and staff to shelter in the room that they are occupying.

In the event of this type of emergency, the staff will lock all doors, cover all windows, turn off all lights, and move the children to a safe corner of the room or building, away from windows and doors.

During any such emergency situation, the center Director will keep in close contact with local officials and will alert all staff when the situation is over.

In these types of emergencies, parents will be notified by phone, email, and on our website. If you have any questions regarding our Emergency Response Plan, please consult your Director.

## **Medication Administration Policy**

When prescription or non-prescription medication is to be administered to a child while in our care, the parent must provide the center Director with a completed, doctor-signed and parent-signed, Medication Order Form (MSDE-OCC Form 1216).

**Please Note:** Expired medication will not be administered.

All medications must be hand-delivered to the center Director and be picked up by a parent or legal guardian on or before the last day your child attends our program. Medication left behind will be discarded. Clubhouse Kids is not responsible for replacement or replacement cost of discarded medication that was left behind after a child's last day in care.

**Prescription Medication:** Prescription medication must be in its original pharmacy or physician distributed container with the original pharmacy or physician label attached stating the child's name, medication name, dosage instructions, and expiration date.

The child may receive medication only according to the written instruction of the health practitioner or the instruction on the medication label.

**Please note:** At least 1 dose of the medication must be administered at home, prior to the child care center being able to administer the medication to the child while at the child care center.

**Non-Prescription Medication:** Non-prescription medication must be in its original retail container with the original retail label attached stating the medication name, dosage instructions, and expiration date on it.

A child may receive medication only according to the written instruction of the health practitioner or the instruction on the medication label.

As a child care industry "best practice", it is always best to have infants through school-age children take medication at home whenever possible, and not when in child care.

# Discipline Policy/Behavior Management Policy

## Overview

Clubhouse Kids' Discipline Policy (also referred to as a Behavior Management Policy) takes a positive approach to discipline. It is based on mutual respect and positive guidance.

We use several methods to help the children learn self-control and appropriate behavior. Those methods include offering choices to the children, as well as using redirection, reflection, and clear rules & expectations. We encourage the children to make good choices and help them to take responsibility for their own actions.

To accomplish this, every day, staff are intently engaged with the children, providing a nurturing environment to actively support the children's development, learning, and attainment of skills.

When it comes to guiding children's behavior, our staff use positive guidance techniques by providing opportunities for the children to make choices, use self-reflection, and redirection.

We provide opportunities for children to exhibit helpful behavior by developing and following rules that ensure the care and safety of themselves, others, the center materials, and the center's property. We look for teachable moments where we can talk to the children about how to show kindness towards one another and how they can learn to become a person of good character. This is done in a supportive environment with the overall goal of helping the children in our care to learn to be respectful, kind, and supportive of one another. We strive to help the children learn to work together as a team/community, and to accomplish set tasks and goals.

The conflict resolution and mediation techniques that we use are based on the CSEFEL (The Center of Social and Emotional Foundations for Early Learning) model, also known as SEFEL and as the SEL (Social and Emotional Learning) model.

We use the CSEFEL model as a guide to help children learn appropriate behavior and conflict resolution techniques that they can reflect on throughout their childhood and adult years.

Some of the approaches that we use to help change undesirable behavior are:

- Ignore negative, attention-seeking behaviors
- Offer alternatives to undesirable behaviors
- Redirect to a different behavior or activity
- Show appropriate ways of seeking positive attention
- Reinforce and provide encouragement to positive behaviors
- Offer rewards in an effective, positive way
- Develop routines, schedules, and constructive, age appropriate, planned activities
- Set clear, consistent rules that are suitable for the ages and needs of the children
- Offer limited choices, so as to not overwhelm
- Offer a "calm down corner" or take a break to allow a safe place away from activities to allow a child to calm down and take a moment

### **School-Age-Specific Discipline Points:**

One of the best ways that we have found to help school-age children understand that they have control over their behavior and environment is to get them involved in creating the classroom rules and expectations. Periodically we review classroom rules and discuss what they mean and determine if any should be changed or if new ones should be added.

Children and their parents must accept that the Clubhouse Kids School-Age Child Care Staff have definite, basic expectations for behavior that must be met. These expectations include:

- Children are to be respectful to other children and staff. Respect should be mutual.
- Children are to listen to, and follow, directions given by the staff.
- Children are to keep their hands and feet to themselves (no physical contact).

Should a child refuse to follow these rules, the following may take place:

- The Director or Teacher will communicate verbally with the parents.
- The Director or Teacher will document the behaviors on a behavior report and will review with parents.
- The Director or Teacher will develop a plan for behavior management.
- The Director or Teacher will review the plan with the parents and request suggestions and support.

Should satisfactory progress not be made, the following may take place:

- The child may be suspended from the program for 1 to 3 days.
- A conference with the parents may be required before the child may return.
- Parents will be advised that if the behavior in question occurs again, they must have someone pick up the child immediately.

If after a determined period of time, sufficient improvement in the child's behavior does not occur, then Clubhouse Kids has the right to dismiss the child from any Clubhouse Kids program.

If conflicts arise among the children, we will deal with each situation on an individual basis.

When children are upset about a situation that has occurred, they are taken aside to calm down and "talk it out" with a staff member. Once the staff member has had the opportunity to talk with each child involved in the conflict, the staff member will bring all parties together for a mediation session so that each side can be heard, and a peaceful resolution can be reached.

We feel it is important for the children to acknowledge their true feelings and be given the space and time that they need to work through the conflict and to work through how they are feeling.

If a specific course of action is necessary, then the staff person and student(s) will work together to decide on a fair course of action and discuss strategies to help prevent the issue from occurring again in the future.

### **Younger-than-School-Age-Specific Discipline Points:**

Discipline policies for younger-than-school-age children will be applied on a "common sense" case-by-case basis taking into consideration each child's age, maturity level, and ability to understand the desired policies.

However, the points above as explained for school-age children and the resulting steps to be taken for those who choose to not follow the requested behavior, will be applicable for younger than school-age children as well.

### **All Ages Specific Points:**

#### **Bullying**

Clubhouse Kids has a zero-tolerance policy regarding bullying. Our goal is to be proactive and to provide physical and emotional safety to all children. We realize the impact that bullying can have on a child both immediately and in the future, and we want to do what we can to eliminate these situations from occurring as much as possible.

We hold regular group discussions about bullying, hold in-center campaigns and activities that raise awareness about bullying behaviors, and provide resources for children and parents to review together to help bridge the gap between our center and home.

#### **Parent Responsibility**

Children may also be dismissed from the program if their parent/legal guardian, or their pick-up person displays angry, violent, disrespectful, or inappropriate behavior towards the Clubhouse Kids staff, other children, or other parents.

In addition, a child may be dismissed from the program if the child's parent/guardian declines to seek the additional help as recommended by Clubhouse Kids in order to help correct any extreme behavior exhibited by the child at the child care center.

#### **Dismissal From Clubhouse Kids**

Clubhouse Kids will follow the decision of any of its host-schools to suspend or expel a student. Dismissal from any Clubhouse Kids program results in ineligibility for all other/future Clubhouse Kids programs.

If it is determined that a child's presence poses a threat to the health & safety of others or requires a fundamental alteration of the Clubhouse Kids program, Clubhouse Kids has the right to dismiss the child from any Clubhouse Kids program.

If a child is dismissed from the program due to any reason, it is done in order to help ensure the safety and security of everyone involved.

#### **Summary**

If a child has an ongoing discipline concern (being addressed), a primary goal of ours is to work with the family in order to achieve the necessary behavior change, and to not dismiss any child

without just cause. The Director and staff will document and communicate each situation to a parent so that they are made aware of ongoing conflicts/behavior issues.

We place a great amount of effort on helping children work through their conflict/behavior by providing parents/guardians with outside resources where they can seek additional services.

Despite this, there are times when some behaviors may result in suspension and/or dismissal from our program, with up to a two-week period allowed for the parents to find alternate care. However, depending upon the severity of the situation, immediate suspension and/or expulsion from our program may sometimes be necessary.

Behaviors that may result in suspension and/or expulsion from our program are as follows:

- Bullying/teasing/intimidation/physically harming or verbally abusing another person
- Fighting/biting/hitting/kicking
- Theft
- Profanity or obscenity
- Endangering him/herself
- Leaving grounds without permission
- Intentional abuse of other's property
- Possessing or using any illegal substance
- Bringing dangerous items to the center (i.e.: guns, knives, other weapons, bullets, drugs, firecrackers, lighters, e-cigarettes, laser pointers, etc.)

Physical restraint of any child is not a part of our program, however, may be required in extremely limited circumstances (for example, due to an out-of-control child) to protect the child, other children, or staff.

If physical restraint is used, the parent/guardian will be notified immediately. In addition, the incident will be documented on an official Incident Form and reported as per Clubhouse Kids procedures.

We train our staff on our positive discipline techniques on several occasions, such as at the time of hiring, during our staff orientation, and through special workshops during the year.

The Clubhouse Kids Parent Handbook reflects the policies and procedures generally applicable at the time of publication, and such policies and procedures may be changed at any time as deemed necessary by Clubhouse Kids.

Our Discipline Policy is intended as a guideline for behavioral or disciplinary concerns. Nothing in the Discipline Policy/Behavior Management Policy contains any expressed or implied contractual rights.



## Non-Discrimination Policy

At Clubhouse Kids, we value all families, children, and staff as unique individuals, and we welcome the variety of experiences they bring to our company.

It is our policy to provide an environment that is free from unlawful discrimination of any type, including discrimination based on race, color, religion, sex, national origin, native language, age, disability, sexual orientation, gender identification, marital status, citizenship, veteran status, or any other characteristic protected by law. This policy governs all aspects of our operations.

If you feel that you have been discriminated against, please advise your Director or the Human Resources Director as soon as possible. Every complaint will be appropriately investigated.

## Americans with Disabilities Act

It is our policy to accept children in compliance with the Americans with Disabilities Act (ADA), its regulations, and any other applicable local, state or federal laws pertaining to the provision of services to individuals with disabilities. We review each child's needs and make reasonable accommodations for any child who can safely participate in a group care environment.

Please discuss your child's needs with the Center Director before you enroll. If you have additional information or documentation of your child's needs, just let us know. Having it helps us to provide the best possible care for your child. If you have any questions or concerns regarding the enrollment or care of your child with special needs, please contact your Center Director or the Disability Services Team at (301) 685-5100.

## Emergency Form (MSDE-OCC Form 1214)

In the event of an emergency, this form, provided by the Maryland State Department of Education - Office of Child Care (MSDE-OCC), provides us with necessary information needed to contact you, as well as to inform us of who is authorized to pick-up a child from our care. We only release a child to the persons listed on the Emergency Form.

Please keep the information on this form up to date, letting us know of any changes in address and/or phone numbers immediately. Children may not attend the program without a completed (and updated at least once annually) MSDE-OCC Emergency Form 1214 on file.

If your child ever has a need to be picked up by someone other than a person listed on the Emergency Form, please send a written note to the center stating who will be picking up your child, prior to the date of the pickup. Please prepare the person(s) being sent by having them bring their driver's license or other state-issued photo ID with them to show to the staff.

If a last-minute situation occurs, please call the center. Your child/children will NOT be released to anyone under any circumstances without prior authorization by a parent or guardian. If there is a problem involving the legal custody of your child, please provide the Director with written documentation that may apply.

## Privacy Policy

The following information discloses the privacy policy for Clubhouse Kids. This policy is updated periodically so please occasionally check for changes on the Privacy Policy page of our website at <http://www.ClubhouseKidsOnline.com/privacy.html> or in the current version of the Clubhouse Kids Parent Handbook. Updates to our privacy policy will be published there.

On our Privacy Policy, the following information will always be found:

- What personal information (if any) is gathered, stored, tracked or used
- With whom the information may be shared
- How you can advise us of inaccuracies in the information

### Information That We Gather and Track

At Clubhouse Kids, we respect your desire to protect your personal confidential information. This page tells you what sort of information we may ask you for, and in what situations.

We may request personal information when you register for a program, request information, answer a survey, enter a contest, and when you correspond with us or engage in other activities on or off our website.

For example:

- If you submit an online request, you will be asked for information needed to complete the request, such as your name, address, and phone number.
- If you request assistance/information by email or telephone, we will ask you for information needed to complete the request, such as your name and other information regarding the nature of the assistance/information that you require.

You are free to make all decisions regarding whether or not to proceed with any activity that requests personal information. However, please note that if you do not wish to provide the requested information, you may not be able to complete the request.

### How We Use This Information

We use personal information in the following ways:

- To help you quickly find services or program information important to you
- To allow you to obtain access to services, or otherwise engage in activities you select
- To assist us in creating better services that are relevant to you and services that meet your needs
- To provide you with Clubhouse Kids-specific offers that may be of interest to you
- To provide you with information about services, newsletters, and research on future program ideas or improvements

Clubhouse Kids retains the services of outside vendors to provide services for us. They may be used to enrich our existing programs, provide administrative support, or handle account processing. Our vendors are required to keep the personal information of customers secure and strictly confidential, and to use personal information only on behalf of Clubhouse Kids. We may

disclose your personal information if legally required to do so by government agencies or law enforcement bodies.

## Internet Cookies

Clubhouse Kids, or our Parent Portal managing vendor, may use cookies from time to time on the ClubhouseKidsOnline.com website or on the Parent Portal website. A cookie is a unique text file that a website can send to your browser software which can enable the website to tailor information presented based on your browsing preferences.

Clubhouse Kids may use cookies, for instance, to remember you when you login to the 'Parent Portal' area of our website. If you do not want Clubhouse Kids or our Parent Portal managing vendor to deploy cookies in your browser, you can set your browser to reject cookies or to notify you when a website tries to put a cookie in your browser software. Rejecting cookies may affect your ability to use some of the services on our website. Clubhouse Kids may also use cookies to track your visit to our website. While our web servers may log your IP address, you are anonymous; the info obtained does not identify you.

## Opt-Out

If you do not wish to continue receiving emailed information from Clubhouse Kids, you can opt-out by sending an email to us at [info@ClubhouseKidsOnline.com](mailto:info@ClubhouseKidsOnline.com) using the email address you want removed and typing 'unsubscribe' in the subject line. We will then remove you from our mailing list.

## Privacy Policy of Other Companies

The Clubhouse Kids website may contain links to websites of companies with whom we may have a relationship. Clubhouse Kids is not responsible for the privacy practices of these companies/websites or our business partners. We encourage you to read their privacy statements, as they may differ from ours.

## Contact Information

Contact information can be found on the "Contact Us" page of our website, or we can be contacted by telephone at (301) 685-5100, or by email at [info@ClubhouseKidsOnline.com](mailto:info@ClubhouseKidsOnline.com).

## Child Abuse

All staff members are required to report suspected cases of child abuse or neglect to the Police or the Department of Social Services.

## Communication Policy

Under the direction and guidance of the center Director, Clubhouse Kids staff actively work to maintain open lines of communication with each parent on a daily basis.

Staff members communicate with parents daily about activities that a child enjoyed taking part in during the day, or skills that a child accomplished during the day. Our staff will also communicate any behavior concerns that a child may have exhibited during the day, including, if applicable, concerns regarding a child's overall social & emotional development.

In addition, our staff seek the advice of parents regarding child care center activity planning. This is extremely helpful if a child has a health need or disability, is an English Language Learner (ELL), or has an Individualized Education Program (IEP) in place. Our staff know that it is important for the staff and parents to work together to ensure that all of the children have the opportunity to be successful according to their ability.

The Clubhouse Kids staff view our parents as an extension of the Clubhouse Kids team. When a family enrolls their child/children into our program, we begin an important journey together. Our center Directors and staff work together with the parents to build strong partnerships that in turn, further support the families and the communities in which we serve.

## White Milk Requirement

It is a COMAR regulation that white fluid milk must be offered/served with every meal a child eats at a child care center. (A "meal" does not include school-age children's after-school snack).

We must ensure that all parents/guardians provide liquid white milk for their child to drink during meal time(s) that take place while at Clubhouse Kids. If your child cannot have regular fluid milk, the parent must provide an acceptable liquid white milk substitute, such as oat milk.

Please note, we cannot have cashew milk or almond milk brought to the center, as these are nut products and Clubhouse Kids preschool classrooms are nut-free classrooms. If your child's health care provider has stated that your child cannot have fluid milk or a fluid milk alternative, please see the center Director to get the appropriate MSDE-OCC forms for the child's doctor to complete by stating that your child cannot drink liquid milk due to health or other reasons.

All milk must be brought into the center in a leak-proof cup with a solid lid or a lid with a retractable straw that completely closes/seals shut, such that the cup lid is tightly fitted, ensuring that nothing spills out.

Remember, if your child eats their breakfast with us, they will need a cup already filled with white fluid milk for breakfast, and an additional cup already filled with white fluid milk for lunch. Instead of a cup filled with milk you can also provide milk purchased in a juice-box type of container. This type of milk can be found in the juice box aisle of the grocery store.

If you provide cups filled with white milk, please label your child's cups with masking tape and your child's full name written with a dark permanent marker on the masking tape, and then place your child's filled cups inside a sealed Ziploc-style bag with your child's name on the bag as well.

Our staff will refrigerate the milk upon your child's arrival at the classroom, and will verify with you that your child's name is on each cup or box of milk.

# - Child Care Program -

## Your Child's First Day

Getting comfortable with a new environment can be challenging for any child. Some children 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 with us — and work with you to help ensure a smooth adjustment.

Quickly enough, your child will feel comfortable here, and attending the center will become a joyful part of your child's routine. We've been doing this daily for over 10 years now — long enough to know what to expect, and how best to handle anything that comes up. 😊

## Early Preschool and Preschool Care

Preschool is a tremendous time for growing children. It's a time when they are filled with energy and curiosity about everything around them, a time when they are developing their sense of independence, and a time that will truly shape the type of learner, and type of person they will become.

Our number one priority for our preschool program is to help your child feel confident and prepared for kindergarten, while at the same time give you complete confidence in every aspect of your child's Clubhouse Kids experience.

As with our infant program and our toddler program, our preschool program is based on what leading research points to as the best practices for early learning, growth, and continued development to best prepare children for that approaching step into kindergarten.

Our two-year-olds preschool classroom is a very active classroom environment, focusing on engaging bodies, hands, minds, and imaginations with abundant opportunities to move, explore, and discover new experiences, all helping to create a foundation for later learning.

Children are engaged in activities surrounding:

- Music & Movement - develop gross-motor skills through climbing, jumping and dancing
- Language & Literacy Center - a comfortable area filled with plenty of books, puppets, and writing materials
- Art & Science Center - an area with a variety of art supplies, and sensory materials
- Pretend Center - an interactive area where children work and play together with home-like materials, such as play-food, play-carpenter's tools, baby dolls, dress-up clothes, and housekeeping items
- Block & Math Center - children learn to work with their hands using blocks, cars, trucks, puzzles, and more

- **Safe Space** - a safe, quiet place in the classroom where children can go to relax and spend alone time, as needed.

#### Curriculum & Milestones

The four developmental areas of focus at this point are:

- **Social & Emotional** - The ability to interact with others and their increasing awareness of themselves and their emotions; understanding of their relationships with others, such as family, friends, community members
- **Language/Communication** - The ability to communicate effectively using sounds, expressions, body language, and finally, oral and written language; ability to understand and respond to the communication of others
- **Cognitive Development** - The ability to think critically and creatively, understand their world, and solve problems
- **Physical Development** - The ability to coordinate and control large and small muscle movements; increasing awareness of health and safety concepts.

Upon reaching three-years-old, each child's confidence level sets the stage for everything they do this year, and the next. Building on that self-esteem is critical to their success.

Our three-year-olds preschool classroom is designed as a learning community, where your child not only builds confidence and other skills vital to success in kindergarten, but also gains a strong respect for others.

#### Curriculum & Milestones

The four developmental areas of focus at this point remain:

- **Social & Emotional** - The ability to interact with others and their increasing awareness of themselves and their emotions; understanding of their relationships with others, such as family, friends, community members
- **Language/Communication** - The ability to communicate effectively using sounds, expressions, body language, and finally, oral and written language; ability to understand and respond to the communication of others
- **Cognitive Development** - The ability to think critically and creatively, understand their world, and solve problems
- **Physical Development** - The ability to coordinate and control large and small muscle movements; increasing awareness of health and safety concepts.

Throughout the Clubhouse Kids preschool years, your child will begin the process of transitioning into an independent learner, building on the previous skills learned, and preparing for the remaining skills to come.

## Pre-Kindergarten Care

Pre-K is the most important year of preparation for kindergarten and beyond. During this very important year, we follow the award-winning Creative Curriculum for Preschool, and provide a carefully balanced daily schedule of play time and instruction focusing on the seven domains of learning. This curriculum utilizes individualized instruction to aid all types of learners.

Our comprehensive lesson plans provide creative and fun activities to stimulate the young minds of our Preschool and PreK children. Each unit teaches an array of essential skills to help your child develop socially, emotionally, cognitively, and academically. Through the guidance of our expert teachers, your child will participate in daily lessons based on exploration and play-based learning.

Additionally, in our classrooms we celebrate culture and diversity as well as social, emotional, cognitive and academic development. Throughout their time in Pre-K, your child's teacher will lead your child through many activities, touching on music styles, cultural awareness activities, and more. Children will learn to work individually, as well as when part of a team, while practicing problem solving techniques, coping skills, and appropriate ways to express emotions.

STEAM (science, technology, engineering, arts, and mathematics) is an important part of any child's learning and is included in lesson plans for every age group at Clubhouse Kids. Each day your Pre-K-er will have the opportunity to sit with a small group of 3-4 children to work with the teacher on math, science, and/or language arts and art activities. During all lessons, children are encouraged to listen and also engage in conversation.

Throughout the year, we will continuously observe and assess your child's development. This helps our teachers to determine what your child's strengths are and where they may need help for improvement. Observation checklists are completed periodically, for later follow up and monitoring of your child's progress.

Twice a year, we invite parents to meet with their child's teachers to review and discuss progress made, and also provides parents an opportunity to discuss their child's progress and preview upcoming lessons and areas of learning as they continue on their path towards kindergarten.

## School-Age Care

We built our reputation on our school-age Before & After School Care! When Clubhouse Kids first opened, we only cared for school-age children in our in-school-located child care centers, and our children & families LOVED OUR PROGRAM! We specialize at operating awesome school-age care & summer camp FUN!

If you are looking for a safe, clean, and welcoming place for your child for before and after school care, Clubhouse Kids can fill that need. We offer fantastic before and after school care programs for children attending kindergarten through 5th or 8<sup>th</sup> grade, depending on the center.

Providing an enhancement to the school experience, your child will have the opportunity to apply and broaden his or her knowledge in a fun and supportive environment.

As early as 6:30am in the morning and as late at 6:30pm in the evening, you'll be greeted by familiar and friendly staff members. Our centers are bright and friendly any time of day! Your child will spend the early morning hours chatting with their friends while enjoying card games or table-top board games before they go to school.

We provide transportation to and from many local schools at no additional cost as well. After the completion of a Before School Care session we will transport your school-ager in a Clubhouse Kids bus or van to their school and drop them off, ensuring a safe arrival for their school day. In the afternoon, we will pick your school-ager up from school and transport them back to our center for their After School Care session.

Please check our Contact & Locations page for a listing of which schools have in-school located Clubhouse Kids centers, and which schools are currently provided with Clubhouse Kids bus service between the school and one of our centers.

When at Clubhouse Kids in the afternoons, school-agers will enjoy an afternoon of fun, friendship, and teamwork. Upon arriving at after care, activities will range from snack time, outside-play time, to homework/quiet time, to clubs, to open choice time, and more.

During open choice time the children have access to air hockey tables, our basketball hoops-shooting area, our outdoor fenced-in play area, and on occasion, our several giant inflatables (think of Pump It Up; very limited use during the COVID-19 pandemic).

Our before & after school programs are designed to encourage creativity, exploration, and imagination. This is where our great clubs come into play! Our school-age clubs re-start approximately every 3-4 weeks (generally beginning 1 month after the start of each school year and operate throughout the school year). There are many clubs to choose from, ranging from Clay Club to Lego Club, to Science Club, to Math Club, and more. Each upcoming club is always voted-on by the kids, so they make the decisions and choose clubs that they will enjoy!

At Clubhouse Kids Schools, we provide plenty of stimulating indoor and outdoor activities. Your child will have the opportunity to apply and broaden his or her knowledge in a fun and supportive environment with a robust selection of before and after school programs.

We credit our success to our exceptional teachers and our curriculum, which is unique to Clubhouse Kids and focuses on the whole child. Our before and after school programs provide an environment with various opportunities and activities for every child.



## A Sample Day at Clubhouse Kids

\* The following schedules are shown to give examples of approximate schedules of daily activities for each age group. Times and activities may vary from the schedule appearing below.

### Infants & Toddlers:

\* This is simply a general guide. Each infant's schedule is based on their age and individual care needs. Diaper checks occur at least every hour; more frequent depending on individual needs as needed.

#### All-Day Care:

6:30am Welcome/Good Morning, Open Play and Exploration  
8:00am Dance/Movement to Songs/Tummy Time/Meal Time/Snack Time/Feeding  
10:00am Morning Walk in the Stroller  
10:30am Dance/Movement to Songs/Tummy Time/Meal Time/Snack Time/Feeding  
11:30am Lunch Time  
12:30am Nap Time  
2:30am Afternoon Walk in the Strollers/Outside Time/Large Motor Skills in gymnasium #1  
3:00pm  
3:30pm Dance/Movement to Songs/Tummy Time/Learning Time  
6:30pm See you tomorrow, Have a great night!

**Infant & Toddler Care has been discontinued as of July 2023. In July 2024 we will consider reinstating our infant/toddler care program.**

### 2-year old's:

\* Teacher directed learning takes place between 9:00am-12:45pm & 3:30pm-4:30pm

#### All-Day Care:

6:30am Welcome/Good Morning; Open Choice Time, Social Time, Relax Time, (in mixed use room)  
8:00am Breakfast Snack or Open Play (if no breakfast snack), (in 2's room)  
9:00am Dance/Movement to Songs (to improve Large Motor Skills) (various Alphabet and Numbers/Counting Songs), Check/Change Diapers upon arrival  
9:30am AM Circle Time, Story Time, One-On-One Teacher-led Learning  
10:30am Center Time, Math, Science, Sensory, Language and Literacy, Outside Time  
11:30am Come Inside, Check/Change Diapers or Break for Potty Training & Handwashing  
11:45pm Lunch Time  
12:15pm Clean Up from Lunch, (Wash Hands, Check Diapers, Potty if Potty Training)  
12:45pm Nap Time/Rest Time  
2:45pm Wake Up, Staff Disinfect & Store Cots, Check/Change Diapers, Potty if Potty Training  
3:00pm Snack Time  
3:30pm PM Circle Time and Small Group Learning Activities  
4:15pm Outside Time, Check/Change Diapers, Potty if Potty Training  
5:00pm Center Time, Table Top Activities  
6:30pm See you tomorrow, Have a great night!

\* The following schedules are shown to give examples of approximate schedules of daily activities for each age group. Times and activities may vary from the schedule appearing below.

### **3's, 4's, and Non-Kindergarten 5's:**

\* Teacher directed learning takes place between 9:00am-12:45pm & 3:30pm-4:30pm

#### **All-Day Care:**

6:30am	Welcome/Good Morning; Open Choice Time, Social Time, Relax Time, (in mixed use room)
8:00am	Breakfast Snack or Open Play if no breakfast snack (in 3's room)
9:00am	Indoor Playground Play Time
9:30am	AM Circle Time, Story Time, One-On-One Teacher Led Learning
10:30am	Center Time, Math, Science, Sensory, Language and Literacy
11:30am	Outside Time
12:00pm	Lunch Time (Wash hands before eating)
12:40pm	Clean Up from Lunch (Potty Breaks and Handwashing)
12:45pm	Nap Time/Rest Time
2:45pm	Wake Up, Staff Disinfect & Store Cots, Potty Break
3:00pm	Outside Time
3:30pm	Snack Time and Small Group Learning Activities
4:15pm	Indoor Playground Time
4:45pm	Story Time/Music and Movement/Designated Activities
5:30pm	Table Top Activities
6:30pm	See you tomorrow, Have a great night!

### **School-Age School Year Before & After School Children:**

#### **Before School:**

6:30am	Welcome/Good Morning
6:35am	Open Choice Time, Social Time, Relax Time, Silent Reading, Small Group & Individual Time, or Continue to Work on Homework
7:00am	Breakfast Snack & Open Choice Time as Above (Breakfast ends at 7:30am)
7:30am	Clubs, Social Time, Arts & Crafts, STEM/STEAM, Prop Box Play, Table-Top Activities such as Drawing/Coloring, Board Games
8:15am	Group Meeting/Chat Time
8:50am	Dismissal for school - Have a great day!

#### **After School:**

3:00pm	Welcome/ Attendance
3:05pm	Group Meeting/Chat Time, Snack Time, Open Choice Activities,
3:40pm	Indoor or Outside Play Time, Social Time, Arts & Crafts, Board Games, Table-Top Activities, Drawing/Coloring, Domain of Learning Activities
4:10pm	Quiet Activities or Homework Time or an earlier start to Clubs and more!
5:00pm	Clubs, Social Time, Arts & Crafts, STEM/STEAM, Group Games
6:30pm	See you tomorrow, Have a great night!

## School-Age Summer Camp:

### All-Day Care:

6:30am	Welcome/Good Morning
6:35am	Open Choice Time, Social Time, Relax Time, Silent Reading, Small Group & Individual Time
7:00am	Breakfast Time & Open Choice Time as Above (Breakfast ends at 7:30am)
7:30am	Social Time, Arts & Crafts, STEM/STEAM, Prop Box Play, Table-Top Activities such as Drawing/Coloring, Board Games
9:00am	Group Meeting/Chat Time, <b><u>Preparation for the day's field trip or special events at the center</u></b>
3:00pm	Return from the day's field trip or clean-up from the day's special events
3:05pm	Group Meeting/Chat Time, Open Choice Activities,
3:30pm	Snack Time, Indoor or Outside Play Time, Arts & Crafts, Board Games, Table-Top Activities, Social Time, Domain of Learning Activities
4:10pm	Quiet Activities, Drawing/Coloring, Silent Reading
5:00pm	Social Time, Arts & Crafts, STEM/STEAM, Group Games
6:30pm	See you tomorrow, Have a great night!

## Selection of Child Care Center Materials

Clubhouse Kids chooses materials that are developmentally appropriate for children of various ages, abilities, and cultures. These materials are always accessible at the center and are specifically selected due to each item's ability to promote learning for all.

We believe that it is especially important for the children to be able to provide input into which materials, activities, clubs, and field trips are offered at the center. When it is time to purchase new supplies and materials, and time to plan upcoming center activities, our staff invite the children's input, ensuring the staff's awareness of which activities are enjoyed most.

Clubhouse Kids places an emphasis on inclusionary practices that support children of various abilities. In addition to getting input and advice from our children regarding the selection of materials and supplies, we also ask the parents for assistance. This is of utmost importance if a child has a health need or disability, is an English Language Learner (ELL), or has an accommodation such as an Individualized Education Program (IEP) or a 504 in place.

All child care center items such as our reading materials, science kits, games, prop box kits, and manipulatives are stored and displayed in specific areas each day, and are rotated regularly between daily-use items, and long-term storage depending on which items are current favorites among the children.

Our daily-use reading materials are stored in baskets and displayed daily in our Reading Center/Book Area. Our most-enjoyed items are neatly stored in small drawer-sized clear plastic Tupperware storage bins and/or on/in a cubby shelving unit. These items are easily accessible by the children each day. Other items are kept in longer-term storage, in chest-type storage bins and are periodically rotated into daily-use areas.

## Parent Area

Each Clubhouse Kids child care center has a designated "Parent Area" that consists of a Parent Board, a Parent Mailbox system, a Suggestion Box, Sign-In and Sign-Out Sheets, and additional community resources such as various flyers, pamphlets, and other informative, relevant reading materials.

Please be sure to set aside a few minutes each day to check your Parent Mailbox, as well as the Parent Board and Parent Table Area. The Parent Mailbox system is an alphabetically organized and labeled (by child last name) file folder system contained in a file box. At various times throughout the year, it may contain field trip permission slips, center notices, incident reports (boo-boo reports), newsletters, etc.

In the Parent Area, you will find a list of center staff members, a calendar of important dates, current newsletters, copies of other center-related notices, and printouts of our Discipline Policy and Inclement Weather Policy.

## Special Needs and Cultural Diversity

Clubhouse Kids works with families at each center to provide quality opportunities to the children entrusted to our care regardless of a child's special needs or cultural differences.

Our program is built around an inclusionary environment with our staffing schedules set to exceed the Maryland State Department of Education - Office of Child Care (MSDE-OCC) minimum requirement of staff-to-child ratios in each age group at our centers.

If you believe that your child has any special needs or requirements, including dietary issues, allergies, physical limitations, or emotional/cognitive issues that could affect his/her/their participation in our program in any way, parents are required to contact us during the application process, so we may discuss accommodations that would help your child to succeed in our program. We will reasonably accommodate all special needs.

If your child has an Individualized Education Program (IEP) or a 504 plan in place, you may choose to share that information with us as it would help enable us to ensure a positive environment for both the child and parent.

Similarly, please let us know if you, or anyone who will visit our program on your child's behalf, requires any special accommodations. In those cases, we will provide a reasonable accommodation. Our goal is to provide children and parents/guardians an equal opportunity to participate in our programs.

Our centers have toys, books, and materials available that reflect cultural diversity, ranging from books in other languages, to multicultural activities.

## At Clubhouse Kids, "STEM"+ the Arts = "STEAM"

What is STEM? It's an acronym for Science, Technology, Engineering, and Mathematics.

What is STEAM? It's STEM + ARTS... Science, Technology, Engineering, Arts, and Mathematics.

While at Clubhouse Kids, children have access to several Clubhouse Kids activities and areas that are geared towards the five principles of STEAM such as:

**Science:** our Science & Nature area at each center is complete with science kits, reference books, science related posters & charts, and investigative materials that encourage children to explore science and nature.

**Technology:** whenever applicable (frequently), the Clubhouse Kids staff will incorporate technology into the setup and/or operation of the various clubs & activities at each center.

**Engineering:** our engineering activities include thought-provoking hands-on activities through the use of Legos, robotics, Kinetic energy, and more!

**Arts:** arts & crafts as well as music & dance are major activities at Clubhouse Kids that occur regularly either through Clubhouse Kids Clubs, or through daily individual activities. We provide a balance of arts-related materials that are readily available to the children.

**Mathematics:** math is always fun whether participating in math activities in our Math Center, using flash cards, or math-quizzing each other with another child or staff person at the center.

During Open Choice time and for school-age children who complete their homework early, Clubhouse Kids staff will encourage the children to use the activities revolving around STEAM.

## Kindergarten Staggered Start

Please contact your child's school directly to determine if that school participates in "staggered start" for kindergarteners. Not all schools participate.

In schools that do participate in a staggered start for kindergarteners, at the beginning of the school year, FCPS requires each kindergartener to attend only 2-days of school during the first week of school. Each child's first day attending kindergarten will be on either a Monday, Tuesday, Wednesday, or Thursday, and will be in a limited class size to help their teacher get to know them, and to help the children feel more comfortable in their new class.

Each child's second day attending kindergarten during the first week of school will be on Friday of that week and will be attended by all kindergarteners in the class.

During this "staggered start" week of school, child care for kindergarteners on the days when they are not attending school will not be available at Clubhouse Kids in-school centers, however, care on these days may be available at our Gas House Pike center. (Please ask for information.)

## Dropping Off and Picking Up Your Child

All Clubhouse Kids children must be escorted into the center in the mornings, and out of the center in the afternoons, being signed in and out each day.

We realize that this is not always convenient, especially in the morning on the way to work, but please understand that this is a Maryland State Department of Education - Office of Child Care (MSDE-OCC) licensing requirement that we must follow. (This is a great time to check the Parent Center and Parent Mailbox for notices & information).

**Failure to sign in and out daily will result in dismissal from the program.**

## Personal Belongings

We prefer children to leave their belongings/toys at home, because bringing them to the center typically results in causing a disruption and hurt feelings when more kids want to use the item, than sharing will permit.

Children are responsible for all personal belongings they bring to the center. Clubhouse Kids is not responsible for any lost, stolen or damaged items.

If your child damages any property that does not belong to him/her (i.e., school property, Clubhouse Kids property, or other children's property), you (parent/guardian) will be responsible for any costs needed to repair or replace the property.

If your child brings money to the center for special trips or clubs, please place it in an envelope or Ziploc baggie, labeled with the child's name, and hand it to the center Director.

At our in-school centers, we follow the school's rules and policies regarding all personal belongings. Thank you for your cooperation.

## Outdoor Play

Weather permitting, Clubhouse Kids children of all ages enjoy an active outdoor program throughout the year.

The children will go outside every day unless conditions are dangerous (i.e., heavy rain, thunderstorms, low temperatures well below freezing, something causing the play area to temporarily be unsafe, etc.). Please have your child dress appropriately for the weather.

It is also a good idea to label all your child's clothing and belongings with their name.

## Breakfast and Afternoon Snack

Clubhouse Kids does not provide breakfast, lunch, or snack items for the children. Parents are welcomed to pack a breakfast snack and/or an afternoon snack for their child daily. Children who remain at the center all day must bring a packed lunch daily, as well as an afternoon snack if desired.

All snacks and lunches should be items that are ready-to-eat at a moment's notice, not requiring refrigeration or re-heating whenever possible.

Staff members are available to help children with their snack if needed. All staff members are required to wash their hands prior to handling food, and to wear latex-free gloves while handling food.

Food allergies are addressed on an individual basis, but all snacks and lunches are requested to be nut-free. All staff are informed of, and trained for, all allergies that exist at their center.

School-age children planning to have a breakfast snack should arrive by 7:15am to enjoy their snack at the center. Younger than school-age children planning to have a breakfast snack should arrive by 8:15am to enjoy their snack at the center.

## School-Age Children: Homework Time/Quiet Time

(applies during school year to children attending homework-participating schools only)

Homework Time/Quiet Time is a mandatory quiet time held Monday-Thursday each week, and all school-age children are expected to participate whether they have homework or not. If a child does not have homework, they can study, read a book, draw, or take part in one of several other quiet activities that are available until Homework/Quiet Time ends.

During this time, we strive to offer:

- A setting that is conducive to studying. We do the best we can with the space that is allotted. In most cases, noise is reduced to a minimum and students are spread out to avoid chatter.
- Supplies needed for children to complete their homework. If there is something specific that you find we do not have, please let us know and we will do our best to get it.
- Assistance and guidance from Clubhouse Kids staff to ensure kids are working on their homework and that they understand what they are working on.
- Choices that are quiet and educational for kids who do not have homework, or for those who finish early.

Please note that our staff's assistance cannot take the place of the parent when it comes to checking a child's homework for accuracy/correctness.

## Little Ones: Nap Time

Infant naps occur according to each infant's individual care plan and needs, until approximately 18-months of age (on a case-by-case basis) when each child moves into our scheduled Nap Time.

Our scheduled Nap Time is a mandatory designated nap/quiet time for all children ages 18-months to Pre-Kindergarten age, held Monday through Friday each week from approximately 12:30pm to 3:00pm.

Parents will be required to supply a fitted sheet and blanket each Monday morning for their child to use throughout the week. On Friday each week, each child's sheet and blanket will be sent home to be laundered or swapped-out for clean linens brought in by the parent on the following Monday.

**Research has shown** that adequate sleep is essential for a child's learning and development, and that a lack of sleep negatively affects all areas of functioning including learning, development, behavior, mood, and physical health & well-being.

**Many parents underestimate their child's need for sleep.** Naps are often necessary to help a young child reach their daily sleep requirements. It isn't until age 4 or 5 that children begin consolidating all of their sleep at night. Until then, a nap during the day helps to reach the following daily sleep needs:

- Most 2-year-olds require about 13 hours of sleep per day
- Most 3-year-olds require about 12.5 hours of sleep per day
- Most 4-year-olds require about 12 hours of sleep per day
- Most 5-year-olds require about 11 hours of sleep per day

At Clubhouse Kids we agree with these findings and support the need for children to have a nap or rest period each day while in our care.

Nap time will consist of each child laying down on an assigned cot during the entire nap time. Our staff will encourage rest, relaxation, and nap time by turning off the room lights, leaving only one ceiling light on in the room (it is not completely dark).

There is a mandatory 1 hour of nap/rest time where children will be free from all distractions so that their minds can learn to be calm and bring on rest.

However, if after 1 hour of attempting a nap, a child has not been able to fall asleep, the teacher will provide independent quiet-time activities for the child to do while they remain on their cot for the remainder of the nap time period.



## School-Age Children: Field Trips

Clubhouse Kids "Little Ones" do not take field trips. Only school-age children take field trips. Current Maryland law requires all children under 8-years old to sit in a booster seat on all trips.

Depending upon the distance of the destination from the Clubhouse Kids center, the children may walk or be transported by either Clubhouse Kids-owned buses or 15-passenger vans, school buses contracted with an outside agency, or other NHTSA approved vehicles for transporting children. When planning our trips, we try to fulfill the interests of all our students.

We welcome parents to join us on our field trips. For parents who would like to join us on a field trip, we have created a few guidelines to help make our field trips a great success:

- Please be prepared to provide admission, food, and transportation for yourself (transportation is due to the uncertainty of available space on our buses/vans), etc.
- It is not the responsibility of parents attending field trips to discipline other Clubhouse Kids children. While we appreciate an extra set of eyes, please inform a Clubhouse Kids staff member of any behavior problem that you may observe.
- If you should have any questions or concerns regarding a facility/place visited, please relay the concern or question directly to a Clubhouse Kids staff member. Clubhouse Kids will then take the necessary steps to address/rectify the situation.
- Please be prepared to follow the same rules that we ask of your children and our staff.
- Siblings not enrolled in the Clubhouse Kids program may not attend the trip with Clubhouse Kids (enrolled siblings may only attend trips on their enrolled days-of-the-week, or may attend while using drop-in care for the trip if applicable).
- Please remember that a parent cannot take a child or group of children out of direct contact with a Clubhouse Kids staff person for any reason.

### School Year:

We may take field trips on any available day throughout the school year, but will mainly take them during Winter Break and/or Spring Break.

During the school year, field trip costs are additional to tuition costs. We will strive to keep the amounts reasonable and will give you sufficient notice for budgeting purposes. You may pay by check or with a credit card. All field trip fees are non-refundable. No exceptions.

### Summer Camp:

Field trips are an integral part of Clubhouse Kids Summer Camp, and as such, all field trip costs are included in each camper's weekly tuition.

During Clubhouse Kids summer camp, the children take field trips on approximately 3 days each week to destinations that typically include area swimming pools, movie theaters, amusement parks, restaurants, activity facilities such as Sky Zone, bowling, laser tag, and more.

Children enrolled in our summer camp program must be able to communicate clearly, follow directions without hesitation or defiance in following directions. Children must be able to handle (with ease) carrying their bags, lunches, and other belongings without difficulty, and they must be able to undress and dress themselves out of a (wet) swimsuit without assistance.

## Personal Electronic Devices (cell phones, smart watches, iPods, etc.)

Children younger than school age are not permitted to bring personal electronic devices to Clubhouse Kids.

A "personal electronic device" is defined as a piece of electronic equipment such as a laptop computer, a tablet (computer), an electronic music playing device (iPod, etc.), a smart watch, a cellular phone, etc. They are usually small enough to fit in a pants pocket, have an LCD or LED screen, and are frequently able to run apps/programs designed to assist the user in interacting with a website on the Internet.

MSDE-OCC regulations have specific guidelines that we must adhere to regarding the use of personal electronic devices. In short, a child in a Maryland licensed child care setting may not exceed 30 minutes of electronic device time per week, except for occasional scheduled special events. This policy is intended to eliminate distraction and disruption during program hours, as well as to protect the privacy of all program participants.

In light of the recent virtual schooling that occurred during the COVID-19 pandemic, MSDE-OCC may revise this policy. However, until then, we are required to follow the current policy.

Except during scheduled special events, Clubhouse Kids prohibits the use of all personal cell phones by children during Clubhouse Kids hours of operation.

Children who bring personal cell phones to Clubhouse Kids are expected to keep such items turned off and concealed in their backpacks. Disciplinary action, consistent with the Clubhouse Kids Discipline Policy, will be administered in cases where children do not meet this expectation.

While in Clubhouse Kids care, children may be allowed to bring their cell phones, mp3 players, iPods, iPads or tablets to the center to play appropriate games during our scheduled electronic time as determined by Clubhouse Kids staff (typically on all-day care no-school days).

Children are not allowed to use their device to engage in internet searches, access social media, access YouTube, or create audio or video recordings of others, or of happenings at the center.

While at the center, personal electronic devices may not be used to make phone calls or video calls, or to send text messages to anyone. If a child needs to call or text a parent, they must consult a Clubhouse Kids staff member and allow the staff member to determine whether a call or text needs to be placed, or if the need can wait until pick-up time.

Parents may contact their children for emergencies during our hours of operation by calling the Clubhouse Kids center phone number as listed on page 7 of this handbook, or by contacting the center Director by cell phone.

If a child uses their personal electronic device in an inappropriate manner or does not adhere to this policy, then their personal electronic device privilege will be revoked.

Clubhouse Kids is not responsible for damaged, lost, borrowed, or stolen items, including personal electronic devices. Any child who brings a personal item to the center does so at their own risk.

## Child Illness

We are required to follow the guidelines outlined in the "Communicable Diseases Summary", set forth by the Maryland Department of Health and Mental Hygiene (DHMH). This is "A Guide for School Health Services Personnel, Child Care Providers and Youth Camps" regarding child illness.

Common signs of illness in a child include fever (further defined below), sore throat, Pink Eye, rash, runny nose or green discharge from the nose, diarrhea, vomiting, etc. A child showing signs of illness should not be sent to Clubhouse Kids for care. If we notice that a child is becoming ill or develops a rash on their body while at Clubhouse Kids, we will contact the parents at once.

We also follow the DHMH definition of a child's fever as the following body temperatures (or above), considered to be equivalent to each other, but obtained from different body sites:

- an axillary-determined (armpit-obtained) temperature higher than 99.5 F
- an orally-determined (mouth-obtained) temperature higher than 100.0 F
- a tympanically-determined (in-the-ear-obtained) temperature higher than 100.5 F
- a temporally-determined (forehead-obtained) temperature higher than 101.0 F

If a child is sent home from school or Clubhouse Kids due to any of these symptoms or illness, the child must remain symptom free for a complete 24-hour period WITHOUT the help of medication before returning to Clubhouse Kids. This 24-hour period should begin at the time the child is sent home, or at the time the symptoms last appeared, whichever is last/latest.

Parents should notify the center Director at once if their child has been diagnosed as having a contagious disease/illness. The Director will notify parents of children where possible contact causing infection or illness transfer may have occurred.

For extremely contagious illnesses such as Pink Eye, Strep throat, Hand Foot & Mouth, and rashes, the child must remain out of the center until a physician has approved a return to child care, and has provided a written doctor's note stating such, as well as stating a diagnosis of the illness being treated. The physician may have begun administration of medication and required the child to remain out of care for an appropriate time frame depending on the diagnosed illness.

MSDE-OCC requires that we not re-admit a child after an absence of 3-days or more due to illness, without first receiving a doctor-signed Clubhouse Kids "Return to Care Form".

If a child is sent home from school or from Clubhouse Kids due to head lice, the child cannot return to Clubhouse Kids until the center Director or school nurse has checked the child and deemed the child nit-free. Clubhouse Kids has a "No Nit" policy, as do most public and private schools. Please check your child's school for their policies & procedures regarding head lice.

If your child is on any medication, whether a short-term or long-term medication, please make sure the Director is aware. Medicine often causes behavioral changes in children. Likewise, if your child has any allergies, please make sure that the Director is informed of the condition.

For children attending care at an in-school-located Clubhouse Kids child care center, in any case where the host-school policy and Clubhouse Kids policy differ, the Clubhouse Kids policy will trump the host-school policy for children in Clubhouse Kids care.

## Child's Absence from the Center

### Little Ones, School-Age School Year, and Summer Camp:

If your child is absent for any reason, please call the center beforehand to advise the Director or leave a message on the center voicemail. You are still expected to pay a normal tuition to hold your child's space in the program.

If your child is absent for more than 3 days due to illness, you must provide a note from your doctor stating that he/she is not contagious and is healthy enough to return to the program.

Please refer to the "Child Illness" section on page 35 for additional information.

## School-Age School Year Bus-Riding Students at our Gas House Pike Center

During school year, Clubhouse Kids transports students who attend various area Elementary Schools between their school and the Clubhouse Kids @ Gas House Pike child care center daily. Current Maryland law requires all children under 8-years old to sit in a booster seat on all trips.

**"Before Care" students** who ride the Clubhouse Kids morning bus to their school, **MUST arrive:**

- **by 7:30am** (on normal-start-time school days) to ride the Clubhouse Kids bus to North Frederick Elementary School,
- **by 8:15am** (on normal-start-time school days) to ride the Clubhouse Kids bus to either Walkersville Elementary School or Glade Elementary School.

**"After Care" students** who ride the Clubhouse Kids bus to our Gas House Pike center will arrive:

- from North Frederick Elementary School, at approximately 3:05pm most days,
- from Glade Elem. School, and Walkersville Elem. School at approx. 3:55pm most days.

**PLEASE**, if your child is absent from school, in addition to contacting the school to let them know of the absence, **please contact Clubhouse Kids at [info@ClubhouseKidsOnline.com](mailto:info@ClubhouseKidsOnline.com) or at (301) 685-5100 to advise us that your child will not ride the Clubhouse Kids bus that day.**

Even if your child rides our bus in both AM's and PM's and was absent from Clubhouse Kids in the morning, unless told otherwise by a parent, we will assume that the child was transported to school by a parent or other means that morning, or went to school late after a doc appointment, and will ride our bus and attend Clubhouse Kids after school.

If we are not advised that a child won't ride the Clubhouse Kids bus on their normal attendance day, then at PM pick up we must wait while school staff search for the child, before they realize and confirm that the child was absent, then notify us, and we leave to head back to the center.

When this type of situation occurs, it is very frustrating for the school staff, and causes an unnecessary wait for the children already on the Clubhouse Kids bus.

## Little Ones Age-Up Policy

At Clubhouse Kids, children are most often grouped in classrooms by age (or by potty training status when applicable). The classroom that a child is assigned to also determines the tuition rate applicable to the child for their enrolled attendance plan. For example, a 4-year-old child who is still assigned to the 3-year-olds classroom because the child is not quite ready to move up, will continue to be billed at the 3-year-old tuition rate until moving to the next classroom.

Except in rare scenarios, or when still potty training, children will usually be moved to the next age classroom (after reaching the age for the room aging-up to) on one of the following dates:

- the 1<sup>st</sup> day (for students) of a FCPS school year.
- the 1<sup>st</sup> Monday in December each year.
- the 1<sup>st</sup> Monday in March each year, and
- the 1<sup>st</sup> day of a CHK school-age summer camp season (typically early June).

**However**, any child who is not yet potty trained will remain in the two's classroom, at the two's tuition rate, until successfully potty trained.

Prior to agreeing to age-up to the next classroom, the child and parent will visit the new classroom and talk with the Teacher. Any questions and/or concerns will be discussed. Then, the center Director and the child's current Teacher will complete a Transition Form. This form will summarize the child's likes, dislikes, current daily routine and more, to assist with the coming transition. They will also discuss the coming steps with the parent, gaining insight regarding the child's goals and the parent's goals as the move to the next classroom proceeds.

We understand that this can be an exciting time, as well as an anxious time for a child and parent. Please feel rest assured that we are here for you and look to help make the transition to the next classroom a happy experience.

## Potty Training

Potty training will only take place with children assigned to our early preschool classroom. This is the classroom where 2-year-olds and 3-year-olds who are not yet potty trained are assigned, and it will have the means and the necessary staff available to assist children who are in a ready-to-potty-train mindset.

A child who is ready to potty train is a child who has developed their motor skills, and matured to the point that they are able to physically:

- pull-up & pull-down their pants, underwear, or pull-up, unassisted (with staff supervision)
- get onto the toilet correctly and safely, unassisted (with staff supervision)
- access the toilet tissue, unassisted (with staff supervision)
- wipe themselves with ease and precision, unassisted (with staff supervision)

If a child shows that they are ready to begin potty training, we will discuss it with the parent, and will look to begin potty training the child as soon as possible.

**Remember, consistency at home and at the center is the key to potty training success!**

## - Tuition, Discounts, Fees, and Payments -

### Tuition & Attendance Overview (including missed care refund policy)

Tuition rates for recurring-attendance enrollment plans can be found in the applicable enrollment packet posted on the Clubhouse Kids website. Drop-in care rates are available at the center. Invoices for weekly payments are emailed to account holders weekly on Mondays, and tuition payments are due 2 days later on Wednesday each week. Each Wednesday-payment pays for a child's spot in their enrolled plan for each upcoming Monday through Friday. It is the responsibility of the primary account holder to direct the invoice to the party responsible for the timely payment of the amount due.

When you enroll your child in Clubhouse Kids, you are leasing a space in our program. It is your child's space for as long as you continue to pay for it, even if your child is not in attendance. (A number of child illness days, vacation days, etc. have been pre-calculated and built into tuitions.)

Attendance days missed at Clubhouse Kids due to illness, vacation, evacuations, quarantines (including by Health Department recommendation or mandate, such as during the COVID-19 pandemic), closings, delayed openings, early dismissals, inclement weather, or for any reason will NOT be discounted, credited, refunded, etc. whether they were scheduled or not. The weekly tuition payment amount remains the same, regardless of a child's attendance or lack thereof.

In the event of child illness or center closures/quarantines lasting longer than 2 full weeks, we will review each situation on a case-by-case basis. **Please remember:** a primary goal of ours in these types of situations is to maintain uninterrupted pay for staff in order to help guarantee maintaining a professional, career-oriented group of staff members at our centers.

Please note: When enrolled in a part-time care plan (i.e.: not 5-days per week), the selected recurring attendance days-of-the-week of the enrolled plan are not "swappable" and remain fixed. For example: If a child is enrolled in a Monday/Wednesday/Friday attendance plan, and the child does not need care on the Friday of a week, but does need care on the Thursday of that week, the Friday care will go as unused, and the Thursday care will be billed as drop-in care.

Any remaining balance on a Clubhouse Kids account after the withdrawal of all children on the account, will be due and payable immediately. If not paid-in-full within 7-days of the date of the withdraw request, the account will become subject to all Clubhouse Kids late payment and collections policies and will be referred to a collections agency if necessary.

### Payment Methods

Payments may be paid via check, money order, cashier's check, e-check, Visa®, MasterCard®, Discover®, or American Express® credit card.

**Cash payments are not accepted. Post-dated checks are not accepted. No exceptions.**

If sending a payment to Clubhouse Kids through regular mail, please send to:

Clubhouse Kids | P.O. Box 455 | Walkersville, MD 21793-0455

## Subsidized Families

We accept Department of Social Services (DSS) vouchers for child care. Parents must reach out to Frederick County DSS directly at (301) 600-4555. Parents are responsible for the difference between the tuition amount due and what vouchers will pay. Anyone using vouchers must receive authorization from our Accounts Receivable Department prior to enrolling in care.

*\*Please Note:* If using vouchers, they allow each child up to 60 absences per year compared to the child's attendance plan, after which they will no longer provide voucher coverage, making you responsible for full tuition.

## Special Payment Arrangements

Special payment arrangements, such as split payments, subsidy payments/vouchers, etc. may be authorized in advance with the Main Office and must be renewed each summer and school year prior to your child's first day in the program. Arrangements made for previous school years may not always be honored for the following school years. Contact the Main Office for more info.

## Drop-In Care Overview (not available during school-age summer camp)

Drop-in care is offered for those unexpected times when child care may be needed on days or times that are not a part of a child's enrolled attendance plan.

**UNLIKE RECURRING ATTENDANCE ENROLLMENT PLANS, SPACE IN THE CENTER FOR DROP-IN ATTENDANCE IS NOT GUARANTEED TO BE AVAILABLE ON ANY GIVEN DAY.**

**In order to help keep drop-in care use fair for all families, please contact the center Director at least 24-hours prior to (whenever possible), but no more than 7 days prior to, the date/time of any and every needed drop-in care occurrence.** This advance notice is very helpful for staffing the center appropriately, planning events, and the overall safety of the child/children using drop-in care (so we know to expect them and are aware that a school-age child at our in-school center is "missing" if they do not arrive after school dismissal).

Due to ratio limitations set by the Maryland State Dept. of Education (MSDE), space in the center for the drop-in date & time requested may not be available. Therefore, it is important to obtain prior approval from the center Director before making firm plans to use drop-in care.

On occasion, we have had to tell a family requesting drop-in care, that there is no space available on the date & time requested. We feel awful when this occurs, but if it occurs, it is due to the high attendance of children at the center compared to our MSDE maximum allowed capacity. Please remember that it is **always a possibility** with drop-in care.

Drop-in care fees are due and payable at the time of service. If not paid at the time of service, payment arrangements must be made with the Clubhouse Kids office within 24-hours of when the care was used, or suspension may result. Accounts with children enrolled only in drop-in care must provide a credit card or bank account to be used for billing as needed.

Clubhouse Kids accounts in "delinquent" status, cannot use drop-in care until paid up to date.

## Enrollment Plan Overview

We offer recurring-attendance enrollment plans and drop-in care. When compared, enrollment plans are less expensive than drop-in care, and should be selected when possible. Once enrolled in an enrollment plan, the enrolled child will have specific days-of-the-week and specific AM/PM times (chosen at enrollment) when he/she will have a guaranteed spot in care for use each week.

Please remember that enrolled days-of-the-week and AM/PM times (ex.: Mondays, Tuesdays, etc.) are not swappable. See "Tuition & Attendance Overview" on page 38 for additional info.

Also, please remember that **TWO WEEKS' WRITTEN NOTICE** is required prior to changing or withdrawing from any plan. If a withdrawal or a plan change is requested, billing for the currently enrolled plan will continue through the 2-week notice period, before taking effect. The minimum length of time allowed to be enrolled in any enrollment plan is 2-weeks, before being able to change plans or withdraw from the enrolled plan.

## Registration Fee

**Little Ones:** Each child is required to pay a non-refundable Registration Fee when registering in a Clubhouse Kids program/season. If already enrolled in a program/season, the fee will be due when transitioning to a new program/season (i.e.: moving from season 2021-2022 to 2022-2023).

**School-Age School Year:** Each child is required to pay a non-refundable Registration Fee upon registering in a new school year season.

**School-Age Summer Camp:** Each child is required to pay a non-refundable Registration Fee upon registering in a summer camp season.

## Enrollment Deposit

An Enrollment Deposit of \$250 per 6-week-old through non-kindergarten 5-year-old child, and \$200 per school-age child is required upon enrollment (not including school-age summer camp).

An Enrollment Deposit is not a fee. Similar to the collection of first/last month's rent when renting a home, it is an amount held by Clubhouse Kids and applied back to the account upon a child's eventual two weeks' notice of withdrawal, regardless of when that occurs.

The held deposit may or may not fully cover any final payment due upon withdrawal. If it does not fully cover the amount due, the account holder will be responsible for any amount remaining due on the account including billing through the 2-weeks' notice period. However, if the deposit amount exceeds the balance due, the account holder shall receive a refund of the difference. Interest will not be due or paid to account holders because of an Enrollment Deposit.

An Enrollment Deposit can only be applied to the specific account where the child appears and cannot be applied towards a balance due unless a corresponding 2-weeks' notice of withdrawal (in writing) has been received by Clubhouse Kids. The full Enrollment Deposit for any child who discontinues attending care and paying tuition without giving notice, is forfeit to Clubhouse Kids.



## Tuition Discounts

School year & summer camp discounts differ and do not apply to drop-in care. Each season, discount #2, #3, and any unpublished discount must be requested to be reinstated. Discounts #1, #2, #3, and #6 cannot be stacked. Discounts cannot be backdated or made retroactive.

### Little Ones (all year) & School-Age (school year):

1. **"Sliding Scale" Sibling Discount** (during school year only; does not apply to drop-in care):  
A 10% discount for the 1<sup>st</sup> add'l sibling's (child #2's) enrolled recurring-attendance plan.\*  
A 15% disc. for the 2<sup>nd</sup> add'l sibling & after's (child #3+) enrolled recurring-attendance plan.\*  
\* Of the siblings, the highest priced enrolled plan is child #1 and will pay regular price. The 2nd highest priced enrolled plan is child #2, the 3rd highest priced is child #3, and so on.
2. **Military Discount** (during school year only; does not apply to drop-in care):  
A 10% military discount on enrollment plan tuition is offered to active-duty, reserves, or retired military parents/guardians of enrolled children. Other details apply.
3. **Self-Improvement Discount** (during school year only; does not apply to drop-in care):  
A 10% discount on enrollment plan tuition is offered per college semester to college-enrolled parents/guardians of enrolled children (minimum 9 enrolled credit hours per semester). Must be an accredited 2-year or 4-year college with its "brick & mortar" main headquarters located in any of the following MD counties: Frederick County, Montgomery County, Prince Georges County, Howard County; or in Washington, D.C. Other details apply.
4. **Clubhouse Kids I-Spy Game Discount:**  
See page 44 for information.
5. **Referral Discount** (during school year and summer camp):  
A 25% discount on 1-week of currently enrolled plan tuition is offered (max discount = \$100 per referral) to families who refer a family who is brand-new to Clubhouse Kids. New family must remain enrolled in a regular attendance plan for 6 consecutive weeks from initial enrollment date. Other details apply.

### School-Age (summer camp):

6. **Sibling Discount** (summer only):  
A \$10.00 per week discount is given for the 1<sup>st</sup> additional sibling (child #2) enrolled in the same weeks of camp as the first sibling.  
A \$20.00 per week discount is given for the 2<sup>nd</sup> additional sibling and after (child #3 and after) enrolled in the same weeks of camp as the first, second, and after siblings.

## Returned Check Policy ("Bounced Check")

A \$30 fee will be charged for checks or EFT transactions returned as unpaid by the bank (usually this would be due to non-sufficient funds in the account the check/EFT is drawn-on).

After two (2) returned checks or declined EFTs occur on a Clubhouse Kids account, future payments must be paid by money order, cashier's check, or credit card.

## Tuition Payment Schedule

The Clubhouse Kids tuition payment schedule is comprised of a consistently recurring sequence of events, action dates, and due dates that repeat weekly, throughout each year, and continue each following year until a child is withdrawn from all Clubhouse Kids programs.

The Clubhouse Kids Tuition Payment Schedule will occur as follows:

1. On about each Monday (or late Monday evening into early Tuesday morning) an invoice will be sent via email to the primary account holder's email address as indicated in their Clubhouse Kids account, and it will indicate the payment amount due for the account on the upcoming Wednesday occurring 2-days later.
2. The indicated payment due will cover the cost of the enrolled attendance plan for any child listed on the account, for the upcoming week, Monday through Friday, plus any other fees posted to the account, and/or any previous not-yet-paid balance already posted to the account;
3. The invoiced payment specified above, will be due by the scheduled and indicated Wednesday due date;
4. If the payment due is not paid in full by 11:59pm on the indicated Wednesday, the payment will become late/overdue, and the account status will become "Delinquent";
5. If the overdue payment has not been paid in full by 11:59pm on the Friday night occurring 2-days after the Wednesday due date, a Late Payment Fee will be applied to the account;
6. If the overdue payment and Late Payment Fee have not been paid in full by 11:59pm on Sunday, 4-days after the Wednesday due date, the account will become suspended, and the children listed on the account will not be able to attend ANY Clubhouse Kids program until the amount due (including the Late Payment Fee) has been paid in full;
7. This billing sequence will recur/continue week-after-week while any child/children listed on the account are enrolled in care at Clubhouse Kids..

## School-Age Summer Camp Tuition & Payment Information

School-Age Summer Camp is available on a weekly enrollment basis. Upon enrollment, a \$35 non-refundable "camp week deposit" is required per child, per camp week enrolled. This deposit is applied towards the total tuition due for each camp week enrolled, leaving the remaining balance due according to the summer camp tuition payment schedule.

After the initial camp week deposits, remaining balances are billed weekly through summer, according to the scheduled tuition payment schedule.

Camp week balances are spread out and due weekly on Wednesdays throughout summer. If any payment that was due on a Wednesday has not paid by 11:59pm on the Friday occurring two days later, a \$30 Late Payment Fee will be applied to the account. If the overdue payment plus Late Payment Fee remains unpaid by the next night (Sunday) at 11:59pm, the account becomes suspended and the child/children on the account may not attend camp until that camp week's remaining balance, and any related Late Payment Fees have been paid.

If a child is withdrawn from a camp week, the camp week deposit is forfeit and is not refunded. If the withdrawal is requested in writing by the specific "cutoff for withdraw or swap" date & time specified for the week being withdrawn, the remaining balance for the camp week will not be due. If not, the remaining balance for the camp week being withdrawn will be due according to schedule, regardless of the child's attendance or lack of attendance during that week.

Each summer camp "camper" must purchase at least one Clubhouse Kids t-shirt which must be worn on all Clubhouse Kids field trips (additional t-shirts are available for purchase). These brightly colored t-shirts are an additional safety precaution that we take in order to easily identify our children when on field trips. Once a shirt has been purchased or ordered at the parent's or account holder's request, the shirt is not returnable for refund or credit.

If a child is at camp on a scheduled field trip day and does not have their Clubhouse Kids t-shirt with them, a new t-shirt will be supplied to the child, and the cost for the t-shirt will be charged to the family's Clubhouse Kids account.

### Summer Camp 2023 Tuition Payment Schedule:

<u>Camp Week #'s and Dates</u>	<u>Cutoff Date &amp; Time for Withdraw or Week Swap</u>	<u>Payment Due Date</u>	<u>Late Payment Fee Date</u>
Week #1 (06/05-06/09)	5:00pm on Sun., 05/21/2023	Wed., 05/31/2023	Sat., 06/03/2023
Week #2 (06/12-06/16)	5:00pm on Sun., 05/28/2023	Wed., 06/07/2023	Sat., 06/10/2023
Week #3 (06/20-06/23)	5:00pm on Sun., 06/04/2023	Wed., 06/14/2023	Sat., 06/17/2023
Week #4 (06/26-06/30)	5:00pm on Sun., 06/11/2023	Wed., 06/21/2023	Sat., 06/24/2023
Week #5 (07/03-07/07)	5:00pm on Sun., 06/18/2023	Wed., 06/28/2023	Sat., 07/01/2023
Week #6 (07/10-07/14)	5:00pm on Sun., 06/25/2023	Wed., 07/05/2023	Sat., 07/08/2023
Week #7 (07/17-07/21)	5:00pm on Sun., 07/02/2023	Wed., 07/12/2023	Sat., 07/15/2023
Week #8 (07/24-07/28)	5:00pm on Sun., 07/09/2023	Wed., 07/19/2023	Sat., 07/22/2023
Week #9 (07/31-08/04)	5:00pm on Sun., 07/16/2023	Wed., 07/26/2023	Sat., 07/29/2023
Week #10 (08/07-08/11)	5:00pm on Sun., 07/23/2023	Wed., 08/02/2023	Sat., 08/05/2023
Week #11 (08/14-8/18)	5:00pm on Sun., 07/30/2023	Wed., 08/09/2023	Sat., 08/12/2023

## Clubhouse Kids "I-Spy Game"

The Clubhouse Kids "I-Spy Game" is a fun and easy way to give our families an opportunity to **WIN a \$50.00 credit towards their Clubhouse Kids account balance.** It's like finding unexpected cash in your wallet!

### How it Works

Each month, a Clubhouse Kids staff person will spot, on a vehicle in the greater Frederick, MD area, with a round Clubhouse Kids magnet or sticker placed on the back of it. The staff person will snap a picture of the rear (while you are expect while in a parking lot or stopped at an intersection) which will include the license plate.

Upon viewing the snapped picture, a Clubhouse Kids staff person at the Clubhouse Kids office, we will blur the license plate to an unreadable state. We will post the picture on our Facebook page. If within 3 days, the Clubhouse Kids account holder is in writing to us that it's their vehicle and provides the license plate number, a \$50.00 credit to be applied to their Clubhouse Kids account! It's that easy!

### To Participate, Follow ALL instructions below!

- 1) Purchase a Clubhouse Kids magnet or sticker for the back of each of your vehicles.
- 2) Place one Clubhouse Kids magnet or sticker on the back of each vehicle. When placing magnets or stickers on your vehicles, place them in an easily seen, vertical part of the rear window, trunk, or bumper of the vehicle, but if applying a magnet, it must be a magnetic area.
- 3) Install Facebook and/or Instagram on your computer & cell phone, create an account for each, and log in to each.
- 4) Visit Clubhouse Kids on Facebook at [www.Facebook.com/ClubhouseKidsLLC/](http://www.Facebook.com/ClubhouseKidsLLC/) and **click the button to "Like" the Clubhouse Kids Facebook page.** Visit Clubhouse Kids on Instagram at "[www.instagram.com/ClubhouseKids](http://www.instagram.com/ClubhouseKids)" **and click to follow us on Instagram.** This will ensure that you receive notifications and/or emails whenever Clubhouse Kids posts on their page.
- 5) Live your life normally, travelling the roads in and around Frederick, MD as per usual.
- 6) Pay attention to all Clubhouse Kids posts on Facebook & Instagram! Periodically, we post pics of the children at each center having fun doing center activities. We post pictures of I-Spy game vehicles monthly, but on random days each month, so be sure to pay attention.
- 7) If you see your vehicle's picture posted, you have 3 days to tell us it's yours & confirm the license plate number. That's it! **Do it, and you're a Clubhouse Kids I-Spy Game winner!**

### The Fine Print

Participants have 72-hours-sharp (3-days-sharp) to contact us in writing (email is the best method) to advise us if their vehicle is the "spied" vehicle posted on our Facebook page or Instagram page, making them a "winner". If we are not contacted by the I-Spy participant/vehicle owner in writing within 3 days-sharp, notified that it's their vehicle, and provided with the vehicle license plate info., then that winning opportunity expires, and we will move on to another vehicle in the next calendar month. Confirmed winners shall receive a \$50.00 credit applied to their Clubhouse Kids account that can be used towards school year or summer camp tuition any time in the next 6 months. If not used within 6 months, the credit will expire and go unused. Winning credits cannot be sold, given, exchanged for cash/refund, or transferred in any way to another party for use with Clubhouse Kids. Each winning credit is valid only for use by the original winner on their Clubhouse Kids account. A person and/or vehicle can win an I-Spy Game credit a maximum of once every 6 months, and a Clubhouse Kids account can have a winning credit applied to it a maximum of once every 6 months. Families/accounts are not eligible to participate while in suspended status. Clubhouse Kids is not responsible for damage caused by magnets/stickers placed on vehicles. Winning credits cannot be applied retroactively to a balance that has already been paid.

## School-Age: \$0 Addt'l Fee - Coverage for ½-Days & No-School Days

If your child needs to attend Clubhouse Kids on days or during hours not covered by their plan, contact the center Director to secure space if available. You may need to either change attendance plans to a plan that covers the days and/or times needed, or you may need to use drop-in care for those days/times. Drop-in care fees are due & payable at the time of service.

AM drop-in care availability for PM-plan children, and PM drop-in care for AM-plan children is not guaranteed available on school ½-days and no-school school days (but is usually available). A sign-up sheet for families needing this care will be posted at the center before each such day.

Child drop-off occurring before the child's in-plan start time (sharp) will accrue a day-type-appropriate Drop-In Fee. Child pick-up occurring after the child's in-plan end time (sharp) will accrue a Late Pick-Up Fee or be billed a day-type-appropriate Drop-In Fee (whichever is less).

### **Scenario #1 - If there is No School on your child's in-plan day, and we are open,**

<b><u>If your child's plan is:</u></b>	<b><u>Your child's coverage &amp; non-coverage hours are:</u></b>
Before and After School Care	AM Opening Time <u>until</u> PM Closing Time = <b>COVERED</b>
Before School Care <u>Only</u>	AM Opening Time <u>until</u> 3:00pm-sharp = <b>COVERED</b> ; 3:00pm-sharp <u>until</u> PM Closing Time = <b>No in-plan coverage</b>
After School Care <u>Only</u>	AM Opening Time <u>until</u> 9:00am-sharp = <b>No in-plan coverage</b> ; 9:00am-sharp <u>until</u> PM Closing Time = <b>COVERED</b>

### **Scenario #2 - If there is a Delayed Opening on your child's in-plan day, and we are open,**

<b><u>If your child's plan is:</u></b>	<b><u>Your child's coverage &amp; non-coverage hours are:</u></b>
Before and After School Care	AM Open Time <u>until</u> School-Delayed Open Time = <b>COVERED</b> ; End of School Day <u>until</u> PM Closing Time = <b>COVERED</b>
Before School Care <u>Only</u>	AM Open Time <u>until</u> School-Delayed Open Time = <b>COVERED</b> ; End of School Day 'til PM Closing Time = <b>No in-plan coverage</b>
After School Care <u>Only</u>	AM Opening Time <u>until</u> 9:00am sharp = <b>No in-plan coverage</b> ; 9:00am-sharp <u>until</u> School Delayed Open Time = <b>COVERED</b> ; End of School Day <u>until</u> PM Closing Time = <b>COVERED</b>

### **Scenario #3 - If there is an Early Dismissal on your child's in-plan day, and we are open,**

<b><u>If your child's plan is:</u></b>	<b><u>Your child's coverage &amp; non-coverage hours are:</u></b>
Before and After School Care	AM Opening Time <u>until</u> School Opening Time = <b>COVERED</b> ; School Early Dismissal Time <u>until</u> PM Close Time = <b>COVERED</b>
Before School Care <u>Only</u>	AM Opening Time <u>until</u> 3:00pm-sharp = <b>COVERED</b> ; School Early Dismissal Time <u>until</u> 3:00pm-sharp = <b>COVERED</b> ; 3:00pm-sharp <u>until</u> PM Closing Time = <b>No in-plan coverage</b>
After School Care <u>Only</u>	AM Open Time 'til School Open Time = <b>No in-plan coverage</b> ; School Early Dismissal Time <u>until</u> PM Close Time = <b>COVERED</b>

## Automatic Payments

A family may choose to enroll their account in "Automatic Payments". When an account is enrolled in this feature, their account balance (which will have enrollment plan tuition and associated fees posted to it regularly) will automatically be charged to their preferred payment method on each Wednesday, according to the Clubhouse Kids payment schedule.

Whenever Automatic Payments attempts to process a payment on the account, an email receipt is sent to the account holder advising that either a successful payment was processed, or a declined or failed payment process occurred.

When using drop-in care in addition to a part-time recurring attendance enrollment plan, if enrolled in Automatic Payments, the drop-in care fees may be charged to your Automatic Payments payment method as drop-in care occurs, or weekly along with enrolled plan tuition. Drop-in care fees are due and payable at the time of service and will be processed for payment at our main office typically within 1-3 days from the date of the drop-in care use.

**When enrolled in Drop-in Care only, and not in any recurring attendance plan**, credit card or bank account information for the payment of fees as they become due, is required.

**Please Note:** Once Automatic Payment information is entered into our billing & attendance software, Clubhouse Kids staff do not have access to the account holder's credit card or bank account information other than the last 4-digits of the account number and the expiration date.

To set up Automatic Payments on your account, either log into your Clubhouse Kids account through the "Parent Login" link at the top of our website at [www.ClubhouseKidsOnline.com](http://www.ClubhouseKidsOnline.com) and click to enroll in Automatic Payments, or complete a Clubhouse Kids Payment Preferences Form (available on our website), specify Automatic Payments as your preference, provide the payment information in the appropriate areas on the form, and turn the form in to your center Director.

During summer camp, Automatic Payments applies to account balances automatically charged to your specified credit card or bank account according to our scheduled school year enrollment plan payment schedule.

## Receipts and Year-End Tax Statements

Payment receipts are automatically sent as PDF attachments to the primary account holder's email address when a payment is posted to an account. You may log into your account through the "Parent Login" button at the top of our website at [www.ClubhouseKidsOnline.com](http://www.ClubhouseKidsOnline.com) to print out payment receipts at your convenience.

**By February 1<sup>st</sup> each year**, for income tax purposes, a statement summary of payments made to your Clubhouse Kids account during the previous calendar year (a year-end tax statement) is automatically sent as a PDF attachment to the primary account holder's email address and is also available for download from your account in the Parent Portal. Our tax ID# is 45-4374145.

## "Spot-Holding" Policies

### Enrolling-Child Spot-Holding

Frequently, parents will prepare weeks, even months, in advance before placing their infant - preschool-age child in child care, and if they find a spot available at their preferred child care center, they will request that the facility hold the spot until they are ready to begin care.

However, the child care company may be hesitant to hold the spot, concerned that the parents may have a future change of plans, and instead not enroll the child in their care (which could have caused the company to turn away other families who were ready to use that spot and pay tuition right away). In such a scenario, having turned away families who would have enrolled in that "held" spot, the child care company would have lost significant income by holding the spot.

At Clubhouse Kids, we will hold an infant-through-preschooler spot for free (\$0 weekly tuition cost for the spot-hold) for up to 4 weeks. A normal Registration Fee and an Enrollment Deposit will be required upon registration, just as with any enrolling child.

However, if a spot-hold over 4 weeks is needed:

- the above will apply for the first 4-weeks of spot-hold, from the attendance start date;
- for weeks 5-and-beyond from the attendance start date, a payment of 25% of the 5-day full-time tuition rate for the applicable age group would need to be paid weekly.

### In other words:

For example, for an enrolling 3-year-old to start care 0-4 weeks from today:

- a Registration Fee would be required
- an Enrollment Deposit would be required
- \$0 extra tuition payment would be required except for the normal tuition required to cover the actual attendance dates in care, once they are about to begin.

However, for example, for an enrolling 3-year-old to start care 6 weeks from today:

- a Registration Fee would be required
- an Enrollment Deposit would be required
- a tuition payment of 25% of the amount charged for 1-week of care for a 3-year-old in a 5-day full-time plan would be due weekly during spot-hold weeks 5 & 6 (when counting backwards from the attendance start date) to cover the spot-hold during weeks 5 & 6.
- If additional weeks are added, an additional 25% payment, as described above, would be required for each added week of spot-hold.

Spot-hold payments are non-refundable, and are not applied towards tuition once attendance begins. If attendance does not begin at the end of a successful spot hold, **DUE TO ANY REASON**, the enrollment deposit and all amounts paid are forfeit. There will be no refunds.

Qualifying Conditions: To take advantage of our Enrolling-Child Spot-Hold Policy, 1) if the requesting family already has a Clubhouse Kids account, it must be in good standing, 2) a Clubhouse Kids Spot-Hold Form must be completed and submitted to Clubhouse Kids, 3) a non-refundable \$75 Registration Fee must be paid, 4) an Enrollment Deposit for the spot-hold child must be paid, and 5) If more than a 4-week spot-hold is requested, applicable spot-hold tuition as outlined above will be due.

### **FCPS & MCPS Teacher Parent: Summer "Spot-Holding"**

Many FCPS and MCPS Teachers do not work during summer and do not need child care for their children. However, they may want their infant-through-preschool-age child's spot held through summer because they plan to resume child care services once the next school year begins.

If a FCPS or MCPS Teacher has their infant-through-preschool-age child enrolled in our care and requests their spot held through summer, guaranteeing a spot available for them in the fall, and they meet the Qualifying Conditions below, then the child's weekly tuition due for the spot-hold through summer will be 50% of the 5-day full-time rate, with the spot held (in groups of Mon-Fri only) through **no later than either**: a) the day before the 1<sup>st</sup> day of the next school year for students in the FCPS or MCPS district where the MSDE Teacher parent works, or b) a max. of 10-weeks held, whichever is sooner. Offered to up to 2 children per account per season.

The spot-hold child/children will receive zero built-in attendance days for this spot-hold tuition, however, if the need for care arises for the child during a summer spot-hold, the spot-hold child may attend care at **75% off** the normal (age appropriate) drop-in care rate (in addition to the continuing weekly spot-hold tuition), with advance notice and with available space at the center.

Qualifying Conditions: To take advantage of our FCPS & MCPS Teacher Spot-Holding Policy, 1) if the family already has a Clubhouse Kids account, it must be in good standing, 2) the spot-hold child must have been enrolled in a 5-days per week recurring attendance enrollment plan for at least the final 6-weeks of the outgoing school year, 3) a Clubhouse Kids Spot-Hold Form must be completed and submitted to Clubhouse Kids, 4) a non-refundable \$75 Registration Fee for the upcoming school year season must be paid, and 5) an Enrollment Deposit must be paid (if not paid previously) (even if a CCS voucher-receiving family).

### **Vacation "Spot-Holding"**

Families who set plans to be out of town, causing their child to not be in attendance at the child care center for at least 5 consecutive days, may request their child's spot in care to be held while they pay a reduced tuition amount for 1-week of non-attendance.

For qualifying families, we will hold the "vacationing" child's spot and reduce the child's tuition to 50% of their regular rate for a maximum of 1-week while the child is not in attendance.

This offer is NOT available: 1) from December 18<sup>th</sup> through January 8<sup>th</sup> each year, 2) during the 1-week before or the 1-week after Easter, 3) to school-age children during the first 1-week or the final 1-week of a FCPS or MCPS school year, 4) to school-age summer camp children during summer camp, 5) during any center closure due to pandemic, inclement weather, or any other unplanned emergency center closure, even if coincidentally during your pre-planned vacation.

Qualifying Conditions: To take advantage of our Vacation Spot-Holding Policy, 1) the family's Clubhouse Kids account must be in good standing, 2) the spot-hold child must have been enrolled in a 5-days per week non-part-day enrollment plan (with no unpublished CHK discount in effect) for the 6-weeks immediately prior to the requested vacation spot-holding dates, 3) a Clubhouse Kids Spot-Hold Form must be completed and submitted to Clubhouse Kids, 4) an Enrollment Deposit for the child must be paid (if not paid previously) (even if a CCS voucher-receiving family). Available once per family per year.



### "Spot-Holding" Summary

Tuition paid to hold spots is non-refundable, and cannot be credited towards future attendance, or credited, refunded, sold, given, exchanged for credit/cash/refund, or transferred in any way to another party for use with another Clubhouse Kids account. No Exceptions.

One of either a Teacher Spot-Hold or Vacation Spot-Hold may be used per child per FCPS School Year & following Summer. (For example: approximately June 6, 2022 - June 5, 2023)

Once begun, withdrawal from a spot-hold is not permitted. If care does not begin or resume on the planned start or resume date, any enrollment deposit, tuition, and fees paid are forfeit.

Upon Clubhouse Kids receiving written two-weeks' notice of withdrawal of a child from their enrolled plan, if currently in a spot-hold and the requested withdrawal date is within the spot-hold period, a withdrawal date of 2-weeks from the planned start or resume date will become the effective withdrawal date. The associated Enrollment Deposit will be applied to the account creating either a final amount due, or a credit balance to be refunded to the parent.

Remember, when tuition is paid to an account, it is paying to lease a spot in our child care program. That spot is guaranteed available for the enrolled child's use according to the times & days-of-the-week they are enrolled in, regardless of their attendance or lack of attendance.

Also remember, an Enrollment Deposit is not a fee. Similar to the collection of first & last month's rent when renting a home, it is an amount held by Clubhouse Kids and applied back to the account upon a child's eventual two-weeks' notice of withdrawal, regardless of when that occurs.

And also remember, if spot-hold tuition payments do not begin once required, or discontinue being paid during a spot-hold, the held spot will no longer be held and will immediately be offered to another family. Additionally, all deposits, tuitions, and fees paid will be forfeit.

### Late Payment Fee

#### Little Ones, School-Age School Year, and Summer Camp:

Failure to pay a tuition payment that had been due on a Wednesday, by 11:59pm on Friday night of that week (two days after the Wednesday), will result in a \$30 Late Payment Fee charged to the account and an account status of "delinquent". If the payment and Late Payment Fee remain unpaid at 11:59pm on that Sunday night, the child/children on the account will become suspended (effective the next day on Monday) and will not be allowed to attend Clubhouse Kids care.

Having trouble making timely payments? A Clubhouse Kids "Payment Plan" (not available during school-age summer camp) may be available if requested:

- 1) after your first full weekly payment of a child care season has been paid; and,
- 2) when the account is not in "suspended" status. Contact the Main Office for more information.

During summer camp, after the initial camp week deposits are paid at enrollment, remaining camp week balances are billed weekly according to the regular payment schedule. A child may not attend a summer camp week until that camp week's remaining balance, and any related fees, have been paid.

## Account Suspension Due to Non-Payment

### Little Ones and School-Age School Year:

Failure to pay a tuition payment that was due on a Wednesday, before 11:59pm on the following Sunday, will result in account suspension effective Monday immediately after the Sunday, and children on the account will not be allowed to attend the Clubhouse Kids program.

In such a scenario, at Clubhouse Kids discretion, and depending partially on whether a waitlist currently exists for the applicable classroom/age group at the center or not:

- We may immediately withdraw the child/children from their enrolled plan, and offer their spot(s) to another family, at which time billing for the enrolled plan(s) will discontinue; or,
- We may continue to hold the child's/children's spot(s) in their enrolled plan for up to two-weeks past the 11:59pm Sunday date/time when the suspension occurred, during which time billing for the enrolled plan(s) will continue. After this up-to-two-weeks (maximum) period has elapsed, if the overdue payment plus Late Payment Fee remains unpaid, the child/children will be withdrawn from their enrolled plan(s), billing for their enrolled plan(s) will discontinue, the account will be sent to collections, and the child's/children's spots in the program will be offered to another family.

If an account becomes suspended for any reason, the full account balance due must be paid-in-full prior to consideration of removing the suspension status.

**Children on any Clubhouse Kids account which is sent to collections for any reason will become ineligible for all current and future Clubhouse Kids programs/care/camp.**

## Refund Policy Following Withdrawal from Care

In the event of a refund due to an account holder (for example, a refund of overpayment after withdrawing from an enrollment plan), a refund check will be processed and either sent to the account holder's address on file or made available to the account holder at the Clubhouse Kids center where their child attended care. Upon retrieving this check from the center, the account holder may be required to sign a form to indicate that they have received the check.

If the account holder has relocated (moved out of town) and is unable to retrieve the refund check in-person from the child care center, the refund check will be sent via United States Postal Service mail to an address specified by the account holder. Clubhouse Kids is not responsible for lost, stolen, or missing checks once they have been mailed.

In the event that a refund check becomes lost, stolen, or missing, causing a replacement check to be requested, a \$45 replacement check fee will be assessed to the Clubhouse Kids account and that amount deducted from the refund amount due.

Please understand that in this scenario, at our expense, we will need to contact our bank to place a "stop payment" on the missing check, then process a replacement check, and deliver that new check to the account holder. Refund checks are processed on about the 20<sup>th</sup> of each month.

**See "Tuition & Attendance Overview" on page 38 for additional refund policy information.**

## Late Pick-Up Policy

We love your children! But staff have other commitments and need to leave promptly at closing.

At Clubhouse Kids, we define a "late pick-up" as the pick-up of a child from our child care center after our scheduled closing time-sharp (or after their enrolled-plan end time if, for example, the child is a Little One enrolled in a part-day attendance plan).

In the event of the center closing early due to inclement weather or an emergency event, the center closing time becomes a maximum of 2-hours from the time that a Clubhouse Kids staff member notified the parent or authorized emergency contact person of the early closing time.

A late pick-up fee of **\$1.00 per minute past closing time** (or past enrolled-plan end time if, for example, the child is a Little One enrolled in a part-day attendance plan), per family will be due and payable via cash or check at the time of the late pick-up. No Exceptions.

Late pick-up fees are due and payable directly to the Clubhouse Kids staff members on-duty at the time of occurrence (not to the Clubhouse Kids company) in the form of cash or check only. If a Late Pick-up Fee is not paid at the time of the late pick-up, your child/children may attend Clubhouse Kids for one more already scheduled day within one week, until the Late Pick-up Fee must be paid, or suspension will result. Upon suspension, attendance is not allowed.

Recurrent late pick-ups or failure to pay late pick-up fees may result in discharge from the program.

In the event of a child not picked up by 5-minutes past the center closing time, and no phone call received from a parent regarding a late pick-up, a contact person on the child's emergency form will be notified. If all efforts to have a child picked up fail, staff must call Child Protective Services (CPS) to place the child into their agency's care.

- ➔ After 2 late pick-ups within the same school year season or summer camp season, a reminder message will be sent regarding our late pick-up policy and asking for improved effort for on-time pick-ups.
- ➔ If another late pick-up occurs within the next:
  - a) 3 months, if in school year season; or,
  - b) 3 weeks, if in summer camp season,a 1-day suspension will result.
- ➔ If another late pick-up occurs, a parent meeting will be scheduled to discuss discharge from the Clubhouse Kids program.

If a late pick-up occurs with a Little One (a younger-than-school-age child) who is enrolled in a part-day attendance plan, the account will be billed our Late Pick-up Fee for the first 10 minutes, after which, a day/time appropriate drop-in fee will be charged to the account.

On the other hand, if a part-day-enrolled Little One arrives for care before their scheduled earliest arrival time, a day/time appropriate drop-in fee will be applied to the account.

Please Note: Drop-in fees are due immediately at pick-up or before the child's next attendance.

# - When is Clubhouse Kids Open, & When Closed -

## Clubhouse Kids' Open/Closed Status on FCPS 2023-2024 Holidays

### School Year 2023-2024, and Summer 2024:

\* This Clubhouse Kids School Year 2023-2024 and Summer 2024 schedule is subject to change due to changes made by Frederick County Public Schools (FCPS). If zero days are used for snow/emergency closings, the last day of school for students will be June 5<sup>th</sup> (= 180 instruction days). If 5 days are used, June 12<sup>th</sup> will be the last day of school for students. If more than 5 snow days are used, additional days will be made up as determined by FCPS.

Wed, Aug. 23	..... First day of school for students	..... Clubhouse Kids is scheduled to be open
Mon, Sept. 4	..... <u>School closed</u> - Labor Day	..... Clubhouse Kids is scheduled to be closed
Fri, Sept. 22	..... Fair Day! <u>3.5hr early dismissal</u>	..... Clubhouse Kids is scheduled to be open
Mon, Sep. 25	..... <u>School closed</u> - Yom Kippur	..... Clubhouse Kids is scheduled to be open
Wed, Oct. 11	..... Elem/Mid schools on <u>4hr delayed opening</u>	..... Clubhouse Kids is scheduled to be open
Thu, Oct. 12	..... Elem/Mid schools on <u>4hr delayed opening</u>	..... Clubhouse Kids is scheduled to be open
Fri, Oct. 13	..... Elem/Mid schools on <u>3.5hr early dismissal</u>	..... Clubhouse Kids is scheduled to be open
Fri, Oct. 20	..... <u>School closed</u> - Teacher Pro Day	..... Clubhouse Kids is scheduled to be open
Fri, Oct. 27	..... <u>School closed</u> - Teacher Work Day	..... Clubhouse Kids is scheduled to be open
Wed, Nov. 22	..... <u>School closed</u> - Thanksgiving Break	..... CHK @ GasHouse open; In-Sch Centrs closed
Thu, Nov. 23	..... <u>School closed</u> - Thanksgiving Break	..... Clubhouse Kids is scheduled to be closed
Fri, Nov. 24	..... <u>School closed</u> - Thanksgiving Break	..... Clubhouse Kids is scheduled to be closed
Fri, Dec. 1	..... School on <u>2-hr early dismissal</u>	..... Clubhouse Kids is scheduled to be open
Mon, Dec. 25	..... <u>School closed</u> - Winter Break	..... Clubhouse Kids is scheduled to be closed
Tue, Dec. 26	..... <u>School closed</u> - Winter Break	..... Clubhouse Kids is scheduled to be closed
Wed, Dec. 27	..... <u>School closed</u> - Winter Break	..... CHK @ GasHouse open; In-Sch Centrs closed
Thu, Dec. 28	..... <u>School closed</u> - Winter Break	..... CHK @ GasHouse open; In-Sch Centrs closed
Fri, Dec. 29	..... <u>School closed</u> - Winter Break	..... CHK @ GasHouse open; In-Sch Centrs closed
Mon, Jan. 1	..... <u>School closed</u> - New Year's Day	..... Clubhouse Kids is scheduled to be closed
Mon, Jan. 15	..... <u>School closed</u> - MLK Jr. 's Birthday	..... Clubhouse Kids is scheduled to be closed
Tues, Jan. 16	..... <u>School closed</u> - Teacher Work Day	..... CHK @ GasHouse open; In-Sch Centrs closed
Wed, Jan. 17	..... <u>School closed</u> - Teacher Pro Day	..... CHK @ GasHouse open; In-Sch Centrs closed
Fri, Feb. 16	..... School on <u>2-hr early dismissal</u>	..... Clubhouse Kids is scheduled to be open
Mon, Feb. 19	..... <u>School closed</u> - President's Day	..... Clubhouse Kids is scheduled to be closed
Fri, Mar. 22	..... <u>School closed</u> - Teacher Work Day	..... Clubhouse Kids is scheduled to be open
Fri, Mar. 29	..... <u>School closed</u> - Spring Break (Good Fri)	..... CHK @ GasHouse open; In-Sch Centrs closed
Mon, Apr. 1	..... <u>School closed</u> - Spring Break (East Mon)	..... Clubhouse Kids is scheduled to be closed
Tue, Apr. 2	..... <u>School closed</u> - Spring Break	..... CHK @ GasHouse open; In-Sch Centrs closed
Wed, Apr. 3	..... <u>School closed</u> - Spring Break	..... CHK @ GasHouse open; In-Sch Centrs closed
Thu, Apr. 4	..... <u>School closed</u> - Spring Break	..... CHK @ GasHouse open; In-Sch Centrs closed
Fri, Apr. 5	..... <u>School closed</u> - Spring Break	..... CHK @ GasHouse open; In-Sch Centrs closed
Thu, May 2	..... School on <u>2-hr early dismissal</u>	..... Clubhouse Kids is scheduled to be open
Tue, May 14	..... <u>School closed</u> - Primary Elect. Day	..... CHK @ GasHouse open; In-Sch Centrs closed
Mon, May 27	..... <u>School closed</u> - Memorial Day	..... Clubhouse Kids is scheduled to be closed
Thu, June 5*	..... Students last sch. day & <u>2hr early dismiss</u> - <u>if 0 snow make-up days</u>	..... CHK to be open
Thu, June 12*	..... Students last sch. day & <u>2hr early dismiss</u> - <u>if 5 snow make-up days</u>	..... CHK to be open
Wed, June 19	..... <u>School closed</u> - Juneteenth Day	..... Clubhouse Kids is scheduled to be closed
Thu, July 4	..... <u>School closed</u> - Independence Day	..... Clubhouse Kids is scheduled to be closed

## Inclement Weather Policy

If the snow or ice has piled up, or maybe flood-level rain is falling, or is threatening to fall...

By 6:00am (often earlier), we will post our opening status on the front page of our website at [www.ClubhouseKidsOnline.com](http://www.ClubhouseKidsOnline.com), and on our Facebook page (parents, please verify our opening status prior to traveling to the center). However, these guidelines will apply:

FCPS uses a color-coded Emergency/Weather-Related Status Code Chart to quickly identify if FCPS schools and FCPS Administrative Offices will be open, closed, or delayed for the day.

**If FCPS reports Code Yellow or Code Red, Clubhouse Kids will be closed for the day.**

**However, please review these example scenarios to have an idea of what to expect:**

**Scenario #1: Unscheduled - FCPS Schools and "Administrative Offices" are closed for the day:**

If by 6:00am, FCPS reports that schools will be closed for the day and FCPS Administrative Offices will be closed for the day, then Clubhouse Kids will also be closed for the day.

**Scenario #2: Unscheduled - FCPS Schools delayed or closed; "Administrative Offices" delayed:**

If by 6:00am, FCPS reports either that schools will be delayed or closed for the day, but FCPS Administrative Offices will open on-time, or will open late, Clubhouse Kids will most likely open on-time, or open late, just as FCPS Administrative Offices are doing.

**Scenario #3: Unscheduled - FCPS Schools Closing Early; "Administrative Offices" Stay Open:**

If FCPS reports that schools will close early, but FCPS Administrative Offices will remain open, all Clubhouse Kids all-ages centers will remain open, and we will open for school-age After Care at school early dismissal time and will plan to remain open until our normal evening closing time.

**Scenario #4: Unscheduled - FCPS "Administrative Offices" early dismissal:**

If FCPS reports that FCPS Administrative Offices will close early due to inclement weather, Clubhouse Kids will close early also. In that event, Clubhouse Kids staff will call the parents of all children in attendance to notify them of the early closing, and to request that they pick-up their child within a 1 to 2-hour time period. If a parent cannot arrive within the given time frame, Clubhouse Kids staff will request the parent to make arrangements for one of their alternate contacts to pick-up their child. If an alternate contact person is not available, then a Clubhouse Kids staff member will plan to stay on-site until the parent arrives.

**Scenario #5: Unscheduled - FCPS Student 2-Hour Delay with RE-EVALUATION at 7am or 8am:**

If FCPS reports that students will have a 2-hour delayed opening and that that decision will be RE-EVALUATED at 7:00am or 8:00am, then Clubhouse Kids will most likely remain closed until the RE-EVALUATION decision is reported, and will determine our opening status at that time.

**Please remember:** The decision to open or not, or close early or not, is determined by several factors such as the weather forecast, the severity of the road conditions, sidewalks, and school parking lot. Your child's safety, and our staff's safety is paramount in this decision.

**We reserve the right to stray from the above examples, and close early/open late at our discretion.**

\*When signing-in your child for care, if a weather-related school-closing is a suspected possibility, please leave a phone number where you can be reached with relative ease.

## - Program/Attendance Changes -

### Changes to Attendance/Enrollment Plan Changes

#### **Little Ones and School-Age School Year:**

One free enrollment plan change per child per school year season may be made at no additional fee (for this policy, the total number of enrollment plan changes are counted beginning the 1<sup>st</sup> day of attendance in the enrolled plan through the last day enrolled in the same plan). Each subsequent enrollment plan change per child (not including aging-up to a new classroom) during the same school year season will incur a \$20 Enrollment Plan Change Fee and will be applied to the child's Clubhouse Kids account.

To request an enrollment plan change, please complete a Program Change/Withdrawal Form (available on our website) which will allow you to specify the number of days or times that your child will need care.

**Two-weeks' written notice is required** before any decrease to plan coverage of an enrollment plan can become effective. This 2-weeks' written notice must include the specific date that the change to the new plan is to take effect (must be a minimum of 2-weeks from the date of notice), be completed/submitted either by completing and submitting a Program Change/Withdrawal Form, or by logging in to your Clubhouse Kids account through the "Parent Login" button located at the top of our website at [www.ClubhouseKidsOnline.com](http://www.ClubhouseKidsOnline.com). Once submitted by logging into your account, our office staff will be notified of the change request and will approve or deny the request, applying the required 2-weeks' notice if applicable, and the Enrollment Plan Change Fee (as described above) if applicable.

The 2-weeks' written notice period must elapse before any decrease in plan coverage can become effective. During this 2-week period, the currently enrolled plan will remain in effect with appropriate billing and attendance days occurring according to the previously specified enrollment choices, regardless of the enrolled child's/children's attendance or not.

A Clubhouse Kids account must be paid up-to-date and current before any Enrollment Plan Change request can be approved.

#### **School-Age Summer Camp:**

Enrolled summer camp weeks may be swapped for other camp weeks through each camp week's Withdraw/Swap Cutoff Date as noted on page 55 of this handbook, as well as in the summer camp enrollment documentation.

After this date, swapping camp weeks, and withdrawing from enrolled camp weeks is not permitted and requests for such will not be processed.

Please understand that staff schedules will have been set, and field trip deposits will have been paid, all based on the number of Clubhouse Kids campers enrolled and expected. Those fees and deposits that Clubhouse Kids will have paid will not be refundable to us.

## Withdrawal from School Year Care or Summer Camp

### Little Ones and School-Age School Year:

If it becomes necessary for you to withdraw your child from the program for any reason, we require 2-weeks written notice period by either:

- 1) completing a Program Change/Withdrawal Form (available on our website) and turning it in at the center, or scanning & emailing it to us;
- 2) by sending an email to us at [info@ClubhouseKidsOnline.com](mailto:info@ClubhouseKidsOnline.com) containing:
  - a. the child's/children's name(s),
  - b. the enrollment plan to be withdrawn from,
  - c. the date that is to be the last date of attendance in the current plan, and,
  - d. if applicable, the new plan to be enrolled in, and the start date in that plan (dates specified in "c." and "d." must be a minimum of 2-weeks from the date of notice).

During the 2-week period, the currently enrolled plan will remain in effect with appropriate billing and attendance days occurring according to the previously specified enrollment choices. Failure to provide the required notice within the specified time period will result in one half month's tuition due. If no notice is given, you will be responsible for the half month tuition fee.

In the event of a remaining balance due on a Clubhouse Kids account after the withdrawal of all children on the account from recurring attendance enrollment plans, any remaining balance due on the account will be due and payable immediately. If not paid-in-full within 7-days of the date that the withdraw request was submitted to Clubhouse Kids, the account will become subject to all Clubhouse Kids late payment and collections policies and will be referred to a collections agency if necessary.

### School-Age Summer Camp:

Enrolled summer camp weeks may be withdrawn for a refund of tuition fees paid (except the non-refundable camp week deposits and non-refundable registration fee) through each camp week Cutoff Date for Withdraw or Week Swap as noted on page 55 of this handbook.

After this date, swapping camp weeks, and withdrawing from enrolled camp weeks is not permitted. After this date, following the posted summer camp billing & payment schedule, each enrolled camp week's remaining tuition due will be posted to the account, and payment of the balance for each enrolled camp week (or weeks) will be the responsibility of the account holder whether the camp week(s) are attended by the child/children or not.

**Please be sure to withdraw from any unneeded, enrolled camp week(s) prior to each camp week corresponding Withdraw/Swap Cutoff Date, in order to prevent the remaining balance for the camp week(s) being posted to your account with payment due.**

Please understand that staff schedules will have been set, and field trip deposits will have been paid, all based on the number of Clubhouse Kids campers enrolled and expected. Those fees and deposits that Clubhouse Kids will have paid will not be refundable to us.

**If a refund amount is due to the account holder following a withdrawal from care, please refer to page 50 to review our Refund Policy.**

## Re-enrollment and New Enrollment Schedule

### School-Age Summer Camp Enrollment:

- Enrollment in Clubhouse Kids Summer Camp is available to all children who are 5-11 years old by their first day in camp and **opens at 9:30am on the third Monday in March.**
  - \* **Plan ahead!** Typically, by mid-May each year, several camp weeks, if not all camp weeks, are full, forcing us to turn away several late-enrolling families each year! 😞

### Little Ones Enrollment & Re-Enrollment:

- **Re-enrollment:**

For currently enrolled Clubhouse Kids families,

  - The Friday after the last day of FCPS school for students (typically early June) marks the end of a "Little Ones Annual Child Care Season", and the following Monday marks the beginning of a new "Little Ones Annual Child Care Season".  
Approximately 2 weeks prior to this, an annual registration fee will be due per child in order to continue care into the new season. If a price adjustment to our weekly tuition is to occur in the upcoming season, you will be notified at this time.
  - A Little Ones Summer Camp activity fee of \$100 will also be due at this time for each 2-year-old through not-yet-1<sup>st</sup>-grader who is enrolled to attend care on any date between the 1<sup>st</sup> day of Clubhouse Kids school-age summer camp, and the 1<sup>st</sup> day of the next FCPS school year. This fee will help to offset the costs of planned activities for our Little Ones at the center through summer.
- **New Enrollment:**

For families who are currently not enrolled in a Clubhouse Kids Little Ones program,

  - Enrollment in a Little Ones program can occur at any time throughout the year (space allowing). Enrollment during summer will include a summer activity fee.

### School-Age School Year Before & After Care Enrollment & Re-Enrollment:

- **Re-enrollment & New Enrollment of Siblings of current Clubhouse Kids students:**

For recently graduated or soon-to-graduate Clubhouse Kids pre-school/pre-k children, and for currently enrolled school-age Clubhouse Kids children:

  - Re-enrollment in Clubhouse Kids before/after care for the upcoming School Year season **opens at 9:30am on the first Monday in April.**
- **New Enrollment (Pre-K & Kindergarteners only) (1-week priority enrollment):**

For new-to-Clubhouse-Kids pre-k-ers & kindergarteners,

  - Enrollment in Clubhouse Kids before/after care for the upcoming School Year season **opens at 9:30am on the second Monday in April.**
- **New Enrollment (General Public):**

For families who are currently not enrolled in any Clubhouse Kids program,

  - Enrollment in Clubhouse Kids before/after care for the upcoming School Year season **opens at 9:30am on the third Monday in April.**



## - Additional Information -

### COVID-19/SARS-CoV-2/Coronavirus Testing Policy

In the event of a suspected case of COVID-19/ SARS-CoV-2/Coronavirus with a Clubhouse Kids child, a PCR (polymerase chain reaction) test & result is preferred, however any publicly distributed COVID-19 test is acceptable. The PCR test is widely considered the "gold standard" for diagnosing COVID-19 because it has proved to be the most accurate and reliable test.

### Diapering and Toileting Assistance

We do not offer diapering services or toileting assistance to children beyond age four (4), or to any child who is not enrolled in our 2's or 3's pre-school/pre-k classroom. For more information, please see Potty Training on page 37.

### Staff Retention and Customer Retention

At Clubhouse Kids, we work tirelessly to attract and retain our wonderful customers and our excellent staff members. As such, Clubhouse Kids reserves the right to take legal action against any current or former Clubhouse Kids customer/patron who solicits a Clubhouse Kids customer to lead them away from Clubhouse Kids or attempts to take a Clubhouse Kids employee from us for employment at another organization, or for any other purpose.

### Program Evaluations

It is important to us that we receive feedback from the school administration at our in-school center host schools, and from the children and the families that we serve. Typically, during winter, and during spring, we distribute a link to our Program Evaluation webpage, via email, to all parents and to our host schools' administrations in an effort to receive parent and host school administration input about our programs.

Suggestions from the Program Evaluations are often implemented and implemented in a timely fashion. If a family has specific concerns, we are happy to meet with the family to discuss and address the concerns. We encourage families to address concerns, needs, and ideas with our center Director at any time. Our door is always open, and we value your input.

It is important for us to know how our host school staff view their school's child care program as well. Typically, in the late fall we send out a survey to our host schools' Principals. This is a great time for us to check to see how things are going, to meet with school staff, and to make adjustments if necessary before we get too far into the school year.

We are able to grow and excel due to the excellent ideas that we receive from parents, children, and the school administration, and are grateful for the honesty and support that we receive. Please don't forget to send these very useful surveys back to us.

## Special Celebrations

We will host various family engagement activity opportunities during the year and will inform parents of our plans in advance to provide them an opportunity to be a part of the activities.

Please note: Due to the prevalence of food allergies, we cannot allow special treats to be brought to the center for birthday celebrations. We will cheerfully wish each child a happy birthday when at the center on their birthday 😊 and will encourage each child's family to hold a celebration appropriate for their family, outside of Clubhouse Kids.

## School-Age Children: Extracurricular Activities

If your child is involved in extracurricular activities on school grounds at the host school of a Clubhouse Kids in-school-located child care center, please inform us in writing via email. Please remember, even if your child's extracurricular activity begins immediately after school, he/she must first check in with our staff at our in-school child care center. We will then escort them safely to the activity.

## Your Clubhouse Kids Team 😊

We pride ourselves on the quality of our staff members. Clubhouse Kids employs qualified, enthusiastic, dedicated, and caring staff. Our team is carefully selected and professionally trained. Each year, they are trained in new safety techniques as well as refresher courses to keep them knowledgeable of Clubhouse Kids policies and procedures. We guarantee that our staff will deliver fun, exciting, and innovative choices for your child.

Just before the start of each school year, we bring all our staff together for an orientation day of training. Dynamic presenters lead us through this day filled with fun, learning, ideas, motivation, and team building.

Additionally, we keep our center staffing schedules set to exceed Maryland State Department of Education - Office of Child Care (MSDE-OCC) minimum requirements of at least:

- one staff member for every fifteen (1:15) school-age children,
- one staff member for every ten (1:10) 3-4-year-old children,
- one staff member for every six (1:6) 2-year-old children, and,
- one staff member for every three (1:3) infants/toddlers at our centers.

How might you recognize our staff each day at the child care center?

- Greeting everyone everyday,
- Interacting with the kids,
- Enthusiastic & caring,
- At our in-school centers, an easily identifiable Clubhouse Kids ID badge and/or wearing a Clubhouse Kids staff shirt or a Clubhouse Kids staff apron.

Clubhouse Kids continues to train and challenge our staff to be the best child care providers possible. Each day we invite all our children, parents, and staff to follow our company motto, which is to Laugh, Learn, and Grow with Us!





Clubhouse Kids  
Parent Handbook  
Frederick County, MD. Edition

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[www.ClubhouseKidsOnline.com](http://www.ClubhouseKidsOnline.com)

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Revised 08/14/2023.

All previous revisions/editions of the Clubhouse Kids Parent Handbook Frederick County, MD. Edition are obsolete.



# Clubhouse Kids Parent Handbook

Frederick County, MD. Edition

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## - Parent Signature Page -

Please sign below and return this page to the child care center Director on or before the first day of your child's attendance.

### Acknowledgement:

I have received and read the document entitled "Clubhouse Kids Parent Handbook" and I agree to abide by its statements and policies.

I understand that failure to abide by these policies may result in dismissal from the program.

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Parent Signature

Date

---

Parent Printed Name

---

Child's Name(s)