CHAMPIONS®

FAMILY HANDBOOK

Everything you need to know, now that you're part of our crew.

DiscoverChampions.com
(800) 246-2154

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WELCOME!

Welcome to Champions®, where every day is an adventure in learning, fun, and discovery. We're here to spark curiosity, fuel creativity, and build confidence in every child who comes through our doors. Our goal? To prepare kids for the journey ahead, one crawl, hop, or leap at a time.

With expert teachers and a whole-child approach, our programs nurture essential life skills like creating connections, developing social and emotional skills, and building a strong sense of community. We like to stay on the cutting edge of educational research, so you can be sure your child will get the very best—with a cherry on top—while they're here.

Kids love our teachers, and we're not surprised. Our teachers are dedicated to supporting your child as they navigate new experiences, make friends, and even tackle homework. Champions is way more than just an extended-day program; we're a partner in your child's growth and success. We're so glad you're here.

WHAT'S INSIDE?

Starting a new program comes with a ton of, well, newness. You might be wondering about everything from what your child will be doing all day to whether or not sharable cupcakes are allowed to celebrate a birthday. We can help! These guidelines are designed to make sure every child in our care—including yours—receives the best education and experience possible.

Please take some time to get familiar with this information along with the Enrollment Agreement available at DiscoverChampions.com. **Once you've read both documents, sign the enrollment agreement and give it to your site director.** Consider these forms your VIP ticket for your child's first day with us.

QUESTIONS? HERE'S WHERE TO GO.

Got questions, suggestions, or concerns? Bring 'em this way! After all, you know your child best. And you know what'll make them comfortable here. Just visit **DiscoverChampions.com**, where you'll find all things Champions, or call (800) 246-2154 if you don't find what you're looking for.

ABOUT US

Champions is part of KinderCare Learning Companies, the largest provider of early childhood education and care in the country. We are passionate about helping children grow socially, emotionally, physically, and intellectually, with “play” at the heart of our teaching approach.

Champions is an extended-day learning program for out-of-school time, on school grounds. In addition to our before- and after-school, camp, and no-school day programs for school-age kids, we’re here for the littlest ones too—from infants and toddlers to preschool and kindergarten. Champions programs are offered at more than 1,000 schools in 40 states and Washington, D.C.

FIRST DAY? NO SWEAT!

Just like grownups, getting comfortable with a new environment can be a bit of an adventure for any child. Some settle right in, while others may need a little more time. It’s natural. celebrates our similarities and differences.

Our curriculum empowers children as change-makers, invites them to explore and create, helps them learn to build community … and most importantly to have fun with play-based learning experiences. Our classrooms are designed around your child’s unique needs, and our curriculum is built from the latest research in early childhood development to help little minds grow!

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

We’ve been doing this for decades—long enough to know what to expect and how to handle anything that comes up. You’re in good hands. To make your child’s first day as smooth as possible …

- Tell us about what makes them shine and any areas where they might need a little extra support, like Individualized Educational Plans (IEPs), behaviors, habits, and anything else you can share.
- Let us know if your child has any health conditions or medications they’ll need while in our care.
- Spend a little extra time with your child while they transition into the classroom during the first couple of days. This helps both you and them ease into the routine.
- Call or stop by any time during the day to see how they’re adjusting. (A bit of separation anxiety is normal and expected.)

WHO'S IN CHARGE HERE?

Meet the amazing crew that makes our team shine: area managers, site directors, teachers, and other supporting staff. If you have any questions or concerns, reach out to your on-site management team. If you need more support, we invite you to contact your area manager, who helps oversee the operations of your site. You can get their contact information at your site. You may also contact Champions Family Support at (800) 246-2154, email ChampionsHelp@KC-Education.com or click HERE to log in to your account.

OUR TEACHERS AND STAFF

You've basically hit the jackpot here! We don't just attract people kids will love; our rigorous hiring process finds us people who are naturally adept at figuring out exactly what each kid needs to succeed. We conduct national criminal background screenings, and each teacher we hire meets or exceeds the qualification requirements set by state law. Staff also complete a full orientation and attend a comprehensive training program. The outcome? From how we treat our families to our collective level of experience and our commitment to your family, we create environments where kids are destined to thrive.

And when it comes to keeping you up to date with your child's exciting learning experiences, it's an all-star team effort. We base our updates on notes from and conversations with your child's teacher and include information on activities, developmental changes, and, of course, milestones for our early learners. We'll chat regularly with you, but we're always happy to set up a meeting to talk about your child's progress.

OUR INCLUSION PHILOSOPHY

Every family's needs are different. Your child might need us to integrate a few words of the language they speak at home, or maybe they need a physical or academic accommodation to support them in being their best. Before you enroll, just talk to your site director about anything you or your child needs for an equitable experience here. We'll work together to make it happen.

We're committed to supporting the individual needs of every child. So when teachers face new challenges in the classroom, our inclusion services team steps in. They're a team of experienced educators dedicated to helping teachers create learning environments where every child and family feels like they belong.

If you're a family member or guardian and want to know more about how we accommodate children with disabilities, please talk with your site director.

PROFESSIONAL DEVELOPMENT

Each year, we dedicate time to ongoing seasonal trainings to boost our employees' professional skills, which allows them to support your family better.

OUR EDUCATIONAL PHILOSOPHY

Learning should be fun! We're all about helping your child grow socially, emotionally, physically, and intellectually—while having tons of fun in the process.

We believe kids shine brightest when encouraged to explore and make choices. Our research-based, whole-child curriculum fosters natural curiosity, offering loads of chances for kids to discover, decide, and chart their own course on their learning journey.

Every child is unique, and we celebrate that by giving each one the space and attention they need to flourish. Our programs build a solid foundation for all aspects of a child's development with fun and engaging learning experiences—whether it's making choices, taking on new responsibilities, or simply being respected.

The three key tenets of our program are:

- **Creating community** by encouraging and nurturing strong one-on-one connections between teachers and children, and among classmates. These bonds boost student engagement and enhance their overall learning experience.
- **Fostering curiosity** through open-ended, teacher-led activities and interest areas that invite children to dive into what fascinates them most. These experiences spark a love of learning, fill them with excitement for their educational journey, and build anticipation for daily discoveries.
- **Building confidence** as children explore new aspects of themselves while finding support from teachers and classmates. Together, they reach goals, tackle challenges, demonstrate perseverance, and sharpen their problem-solving skills.

CORPORATION ACCREDITATION

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

POSITIVE BEHAVIOR SUPPORT

Part of what children learn in their early years is how to get along with others and understand appropriate behaviors in different situations. We take a proactive and positive approach to guidance, reinforcing the good stuff rather than dwelling on the not-so-great. We train our teachers to create supportive environments and responsive relationships with the children in their programs. In this positive environment, most inappropriate behaviors are avoided.

We see families as partners in teaching kids about socially appropriate behaviors. As your child's most influential teacher, we might occasionally ask for your help finding solutions to any challenging behaviors we're seeing when they're with us.

In line with our policy and licensing regulations, our staff never uses corporal punishment. See the Mandated Reporting Requirements section to learn how we address concerns about possible child abuse or neglect, including inappropriate child guidance that puts children's well-being at risk.

OUR BIG KID PROGRAMS

(K–6TH GRADE)

Smiles and more smiles are what you'll usually see at a Champions site! Plus, our school-age curriculum is rooted in the latest educational research and always being updated regularly so it's fresh and engaging.

DAYS AND HOURS OF OPERATION

Champions takes place Monday through Friday. Schedules vary by school. See the sample schedule below to get an idea of what a day looks like. Full-day care is also available for no-school days and school breaks.

A (SAMPLE) DAY AT CHAMPIONS

Champions takes place Monday through Friday. Schedules vary by school. See sample schedule below to get an idea of what a day looks like. Full day care is also available for no-school days and school breaks.

Before School

6:30–7:30 a.m.
- Child-directed learning (Interest Areas)
- Homework
- Theme-related activity
- Breakfast (if provided)

7:35–7:45 a.m.
- Warm-up activity

7:45–8:15 a.m.
- Outdoor play/indoor group game

8:15-8:30 a.m.
- Prepare and dismiss to class

After School

3:00–3:30 p.m.
- Warm-up activity
- Afternoon snack

3:30–4:00 p.m.
- Outdoor play
- Fitness and group game activity

4:00–4:10 p.m.
- Friends and feelings

4:15–5:00 p.m. - (rotating curriculum)
- Theme-based activity
- Virtual adventures
- Homework help

5:00–5:15 p.m.
- Reflect and connect

5:15-6:00 pm (close)
- Clubs and projects
- Child-directed learning

THE ROLE OF TECHNOLOGY

We give school-age kids a strong foundation for success—in school and in life. We want to help children build a healthy relationship with technology. When used the right way, we believe technology can be an awesome tool for learning and growth. Our curriculum gives kids plenty of opportunities to work together, get creative, and become inventors, all while using tech in fun and meaningful ways.

BEFORE- AND AFTER-SCHOOL CARE

Since 1990, families have relied on Champions for high-quality before- and after-school programs that seamlessly blend learning with fun. The Champions® School-Age curriculum focusses on **six content areas that research shows enhance school-age children's growth and development** as well as help build the essential skills needed to be successful in elementary school and beyond:

1. Character Development
2. Community
3. Creative Expression
4. Executive Function
5. Inquiry-Based Learning
6. Literacy

Homework Help

We're on it! Our dedicated teachers are here to help your child finish their homework before they go home. They do it all—from spelling tests and book reports to science projects and math equations.

Developing 21st-Century Learning Skills

Our curriculum equips children with essential 21st-century skills that research identifies as key to their future success ...

EXECUTIVE FUNCTION SKILLS

Focused and thoughtful learning is at the heart of our approach. We create opportunities for children to build mental flexibility and manage their emotions, helping them navigate challenges and achieve their goals.

SOCIAL-EMOTIONAL DEVELOPMENT

Daily lessons in community building and character development guide children in cultivating kindness, empathy, and fairness. These qualities are critical for academic success, building resilience, and making new friends.

INQUIRY-BASED LEARNING

Through engaging STEM activities (Science, Technology, Engineering, and Math), we ignite children's curiosity and creativity. We encourage them to explore, innovate, discover, create, tinker, and develop critical-thinking skills that will last a lifetime.

INTEREST AREAS

Life is full of choices. This place is no different. Allowing children to choose the activities they love most keeps them excited to learn. Each day, children have an opportunity to dive into their interests in areas like Creative Arts, the Library, Math and Construction, Puzzles and Games, and Science.

Creative Arts

Creativity is key! Children express themselves through drama, drawing, painting, poetry, and more. All while developing creativity, self-expression, and collaboration skills.

Library

A bookworm's paradise. Here they're offered endless inspiration and adventure. It's the perfect place for children to develop their literacy skills and discover the joy of reading.

Math and Construction

Solving problems builds success! Children tackle math problems and puzzles. Or build bridges, towers, and machines (and more) using real-life math and engineering concepts that enhance critical-thinking and problem-solving skills.

Puzzles and Games

Fun, pieced together. Through group games, challenging brainteasers, and puzzles, kids practice collaboration, self-expression, and problem-solving skills. Kids find this to be a stellar way to develop essential life skills.

Science

Iteration for the win. Children experiment, explore, and uncover the wonders of the scientific world. Through hands-on activities, they get to learn about cause and effect, critical thinking, and prediction.

ADDITIONAL PROGRAM COMPONENTS

In addition to teacher-led activities and child-choice Interest Areas offered every day, we give school-age children additional opportunities to flourish through enrichments that are a part of every day.

Classroom Clubs

Classroom Clubs give children opportunities to dive deeper into their interests or specific topics. Together, children set goals for themselves, cooperate with others on common goals, and solve problems together. Some club activities may require children to research and then share their findings with others in the club, which helps them practice their executive function, inquiry-based learning, and literacy skills.

Jr. Counselors

The Junior Counselor component encourages interested children to take a leadership role within the program. It benefits children by:

- Giving them the opportunity to take leadership roles in areas that interest them, helping them develop an increased sense of self, and cultivating skills needed to be effective leaders.
- Boosting their social and relationship-building skills by working with other children and teachers.
- Being positive role models for younger children.

SEASONAL BREAK CAMPS (SUMMER, WINTER, SPRING)

When school's out, Champions is in! Many sites offer summer, winter, and spring break programs when schools are closed for break. Days are full of exciting, age-appropriate activities and lessons for school-agers. Your child gets to explore and learn with others in his or her age group—a recipe for maximum fun!

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

Highlights include:

- Flexible program options so you can plan around your family's schedule.
- A comfortable, familiar environment with friends and teachers your kiddo already knows.
- Kid-adored field trips, events, and special guests.
- A safe, trusted, family-approved environment.

Bringing Food from Home

For full-day programs, we ask kids to bring a lunch. They're also welcome to bring breakfast. If a child forgets their lunch, don't worry! We'll make sure they're well-fed.

When you send food with your child, please keep the following in mind:

- **Many kids have allergies:** We keep our sites peanut-free, following the same protocols each school follows. Please label your food and avoid items that may trigger allergies. Your site director will have more specifics, if needed.
- **We don't offer refrigeration:** Please pack non-perishable items. We're unable to store food in refrigerators during camp.
- **We discourage food sharing:** For safety, we ask that children not share food with friends.

SUSPENSION FROM ELEMENTARY OR MIDDLE SCHOOL

Every now and then, a child might be asked to take a little break from school due to behavior or discipline issues. Sometimes families ask us to let their child attend their Champions program during their suspension. We believe it's a win-win to support the school's decision, as suspensions are intended to give families the chance to address and resolve any issues before returning to school.

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

OUR LITTLE KID PROGRAMS

(6 WEEKS–5-YEARS-OLD)

We encourage and empower our teachers' enthusiasm for learning. Our research-based proprietary curriculum includes a wide range of age-appropriate activities and experiences that result in something special: children who can't wait to share their latest discoveries.

We want you to feel like you're right in the middle of your child's day, so we have tons of ways to share their adventures, moods, and milestones with you. From detailed updates to their progress to casual check-ins, we've got you covered!

INFANT (AGES 0–1)

We believe learning starts at birth. That's why we've designed a curriculum just for babies. During this crucial time for brain development, babies begin to connect with the world around them. Our Infant program nurtures these moments. With loving, responsive relationships, we help infants feel secure, encouraging them to explore, learn, and grow at their own pace.

Highlights include:

- Customized activity plans for each baby.
- Sleeping and eating schedules tailored to your baby's needs.
- Safe sleep practices following American Academy of Pediatrics guidelines.
- Group activities that spark curiosity and social interaction.
- Playtime focused on cognitive and motor skills.
- Developmentally appropriate materials and toys for holistic growth.

TODDLER (AGES 1–2)

Every little thing is new! When little ones start walking and talking, a whole new world opens up. Our Toddler program is packed with sensory experiences that emphasize the importance of a toddler's environment and relationships. Through careful observation, our nurturing teachers understand each child's needs and provide high levels of interaction.

Highlights include:

- Daily community experiences to develop social skills.
- A safe, engaging, and predictable environment.
- Uninterrupted playtime to explore their surroundings.
- Space to build confidence, self-esteem, and love of learning.
- Exploration stations for dramatic play, creative arts, language, and sensory exploration.

DISCOVERY PRESCHOOL (AGES 2–3)

They're going places! Two-year-olds are busy little explorers, full of curiosity and eager to communicate. Our Discovery Preschool was created specifically for these energetic terrific twos! We keep their small hands busy, and minds engaged with learning experiences tailored just for them.

Our teachers offer plenty of creative outlets—through games, songs, movement, and art— that help your child build skills and confidence. Learning to share, cooperate, and take turns teaches your child the importance of being part of a group. Your little one will grow into their own person, ready to tackle the next big adventure: preschool!

Highlights include:

- Daily community experiences that promote social skill development.
- Environments that nurture the whole child.
- Child-directed play to support development at their own pace.
- A variety of activities that foster cognitive, physical, social, and emotional growth.
- Portfolio collections that capture your child's work and unique creative expression.

PRESCHOOL (AGES 3–4)

Their future is wide open! A preschooler's world of learning expands as they become more agile, learn complex skills, and begin to interact more with their peers. Our Preschool program introduces language, math, science, and social skills in a fun and accessible way, encouraging learning step by step. Your child will engage in science experiments and create artwork, all while making friends and building self-confidence.

Highlights include:

- Portfolio collections that capture your child's work and unique creative expression.
- Engaging units that foster curiosity, self-direction, and confidence.
- Fun memory games to strengthen executive function skills.
- Hands-on experiences, like creating collages, that combine creative expression with tactile learning.
- Daily small groups that promote skill development.

PREKINDERGARTEN (AGES 4–5)

They grow up quickly, don't they? It's your child's last year of preschool, and prekindergarten is a big deal. Our Prekindergarten program is all about boosting independence while getting your kiddo kindergarten-ready!

We make the transition smoother by introducing a more structured learning environment. Our play-based learning experiences are designed to give kids the skills they need to become confident kindergarteners. Your child will build on the language, math, science, Spanish, and social skills they learned in preschool, diving deeper into each subject.

Highlights include:

- Moments of discovery that follow a logical and age-appropriate sequence.
- Community experiences to develop social skills like talking through big feelings, sharing, taking turns, and resolving conflicts with words.
- Daily small groups focusing on math and literacy.
- Portfolio collections capturing your child's unique creative expression.
- Development of a strong vocabulary, writing their name, and using letters and drawings to describe people, places, experiences and feelings.
- Hands-on activities that promote independent, creative learning.

KINDERGARTEN (AGES 5–6)

They know they belong here. We make sure kids feel safe and loved in our programs. This sets the stage for more effective and fun learning. Our Extended Day Kindergarten program is a supplemental, skill-based program designed to prepare your child for first grade and future success in school. Lessons meet your child's individual needs, offering lots of opportunities to explore, question, communicate, and create in a fun, supportive environment.

Highlights include:

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

By the end of our Extended Day Kindergarten program, your child will have sharpened language skills to set the stage for future learning, developed reasoning and problem-solving abilities, honed age-appropriate social and emotional skills, boosted physical abilities, and unleashed their creativity!

TRANSITIONING TO A NEW CLASSROOM

When it's time for children to move to a new classroom, we carefully consider their developmental readiness and maturity, along with available space in our other classrooms.

Our transition process is designed to involve your entire family, making sure that this shift is as smooth and positive as possible. Our intention is to help your child feel comfortable and excited about their new space, teachers, and classmates.

BREASTFEEDING

Your food and feeding preferences for your child are very personal. We get that. While you're nursing, we provide a comfy and nurturing space.

If you choose to breastfeed past infancy, we've got your back—no need to wean your child just to move up to the next classroom or age level. Our sites are equipped to handle your bottled breast milk. Just make sure it's bottled in liquid form, not frozen. Please discuss your decision to breastfeed with your site director so we can provide the right environment and support for you and your child.

INFANT AND TODDLER SUPPLIES

When it comes to feeding our littlest learners, we know every family has their own style. That's why we usually ask you to bring all food for infants and toddlers until they're ready for table food. Once your child is enjoying table food, we've got yummy meals and snacks covered. Menu and meal details can vary from site to site, so ask your site director for details.

Got bottles? Bring them already prepared each day, labeled with the date, your child's first and last name, and what's inside. Our staff can't mix formula or add cereal to bottles. Please take your bottles home each night; we toss leftovers each night. To prevent tooth decay, we keep bottles out of cribs; for safety, we cannot use glass bottles in our programs.

We recommend packing two complete sets of clothes for your little one, making sure everything is labeled. And, unless you hear otherwise in your enrollment materials, we ask that you provide bibs, disposable diapers, and wipes for your child.

FAMILY-TEACHER CONFERENCES

At least once a year, we'll sit down with you and talk about your child's big wins in the classroom. To make sure this is a cohesive partnership, we hope you'll bring observations about your child's development at home, as well as any questions or relevant information you want to chat about. This is a time to talk about what your child has learned and what they have to look forward to in the program.

DIAPERING AND TOILET LEARNING

Teaming up with you and your child is key to successful toilet learning. Children pick up toileting skills best with consistent, positive encouragement from all the adults in their lives. When your child starts showing interest, we'll chat about how we can work together to make toilet learning as easy as possible. We're committed to making this process stress-free for both you and your little one, at their own pace.

Every child is different when it comes to toilet learning. We're here to support you through this major milestone. Just make sure to keep ample complete changes of clothes and two pairs of shoes on-site during this time.

Until your child is ready for toilet learning, we'll handle diaper changes as needed. Diaper-changing procedures are posted, and we'll log each change on your child's daily sheet.

REST TIME

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

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

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

INFANT SLEEP

Infants snooze according to their needs and the plans you create with their teachers. Your site director will fill you in on the required bedding linens and our process for keeping all sleep items clean. Following the American Academy of Pediatrics guidelines, all infants are placed on their backs to sleep unless a documented medical condition requires a different position. We don't allow swaddling or the use of buntings in our programs.

HEALTH, WELLNESS, AND PROGRESS

MEALS, SNACKS, AND FOOD SERVICE

We rarely sit still! Our program is designed to keep kids active and engaged throughout the day. Through a variety of seriously fun physical activities, we help children grow healthy bodies. Proper nutrition is key to sustaining that energy and enthusiasm. We find meals and snacks that support their high activity levels and help them stay focused, ready to learn, and eager to play.

Each day, we help nourish your child's growing mind and body by offering tasty meals and snacks.

Some of our sites offer breakfast, lunch, and snacks. You'll find the snack menu on the family communication board. However, meal service will vary from site to site. To look out for our friends with food allergies, staff may restrict which food items are served and brought into the site. Please ask your site director for details.

When we offer meal service, our menus comply with all federal and state nutrition guidelines. We use mealtime to promote healthy eating habits and support your child's readiness to learn. If your child is not yet ready for table food, please review the meal service details with your site director.

CELEBRATIONS AND BIRTHDAYS

Seasonal and cultural celebrations, and, of course, birthdays are special times for children. We love making these moments memorable. We encourage families to send in a game, a book to read, or small activities to celebrate a special day. If you'd like to provide food for a celebration, we ask that all food items be commercially packaged with ingredient statements to help us manage food allergies. Be sure to bring enough food for everyone in your child's program. And to accommodate allergies and scheduling needs, please coordinate with your site director ahead of time to plan for the special day.

CLOTHING

We want to make sure your child has fun while playing and learning with us. Because a full day can include a bunch of activities like singing, painting, playing indoors and out, dancing, and eating, we recommend easy-fitting, comfortable, washable clothes.

Clothing Guidelines

- Choose rubber-soled, closed-toed shoes with a closed heel or heel strap. Flip-flops, sandals, and shoes with wheels aren't the best fit for our environment. Shoes are required for all walking children.
- Please provide two extra sets of seasonally appropriate clothes, including socks and underwear, for your child. We request an extra pair of shoes and a sweater or sweatshirt be kept at the site too. Be sure to label everything with your child's first and last name, and refresh everything from time to time so you know it still fits.
- When appropriate, remember the sunscreen! Apply it to your child before arriving at the site and dress them in hats or visors and tightly woven clothing to help prevent sunburn during outdoor play. **Important to note:** We require your written authorization before we can apply sunscreen or sunblock to your child.
- In cold weather, consider layered clothing to create insulation, including mittens or gloves; caps, hoods, or hats; sweaters or sweatshirts; socks; and warm waterproof outerwear and footwear.
- For their safety, we ask kids to avoid wearing shirts, jackets, sweatshirts, jewelry, or any other clothing that ties around their necks or waists. Please remove all drawstrings.

To help keep track of your child's extra clothing (like jackets, sweaters, and hats), please label everything with their first and last name. We understand that lost, stained, soiled, or torn clothing can be frustrating, and while we do our best, we can't always take responsibility for these mishaps.

PERSONAL BELONGINGS

We'll keep them as busy as bees! We'll make sure your child has stimulating, educational toys every day. Because children often find comfort in special objects, your child may bring a blanket, a special soft toy, or a stuffed animal for rest time. Please do not let your child bring other toys or belongings from home, as bringing a treasured object to the site can create tension between children, and each child's personal storage space is limited. It's also challenging for children and staff members when things are lost or misplaced. Toy guns and water pistols are definitely not allowed.

CELL PHONES AND OTHER ELECTRONIC DEVICES

We encourage children to leave cell phones and all other electronic devices at home whenever possible. All electronics brought to the site must be stored in the "off" position in the child's backpack. Electronic devices are not permitted in the classroom due to their distracting nature. We cannot assume responsibility for loss of, or damage to, electronic devices.

OUTDOOR SAFETY

You're welcome to provide a personal helmet for your child to use when playing on outdoor riding toys. We go outside every day, weather permitting. If the weather prevents outdoor play, we always have alternate indoor gross-motor activities prepared.

BITING

We realize that biting can be a big concern, and we strive to minimize the behavior whenever possible. Our teachers and staff are trained to recognize triggers and how to prevent and decrease incidents. If your child bites or is bitten, you and the guardian(s) of the other child involved receive an Incident/Accident Report that keeps the identity of both children confidential. If you have any concerns regarding a biting incident involving your child, please talk to your child's teacher or your site director.

ALLERGIES

If your child has allergies, please let your site director know and list the allergen information on your Enrollment Agreement so we can take the right precautions to protect your child's health. Your site director will always work with you and your pediatrician to accommodate any dietary needs.

Some sites follow a "no-peanut" policy due to sever peanut allergies. Your site director can tell you if this policy is in place at your site.

HAND WASHING

Teaching your child to wash their hands early helps keep them healthy and empowers them to take charge of their own well-being. To support this, your child will wash their hands at a minimum before eating, after bathroom visits, when returning from outside, and whenever else it's needed.

We'd love for you to keep the hand-washing habit going at home! Make it fun by using special liquid soap (there are many child-friendly brands and scents available) or soap in your child's favorite color. When hand washing feels like a fun activity, they might even look forward to it!

ILLNESSES

Children may become sick during the day or show signs or symptoms of illness before you arrive—we know how it goes. If you keep your child at home, please notify your site director.

If your child becomes ill while on-site and we think it's better for them to be home rather than in contact with other children, we'll call and ask you to pick them up within an hour.

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

Once a scheduled day is reserved, we can't make any changes. That means we're unable to credit for absences due to illness.

TEMPORARY EXCLUSION

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

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

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

In addition to the illnesses referenced in the following table, we may require healthcare provider clearance for other illnesses at our discretion.

Illness	Criteria for Return to Center
Abdominal pain that is persistent and continues two or more hours	When symptoms are no longer present
Boil, abscess, or cellulitis	When lesion(s) are covered and drainage is contained in covering/bandage
Chicken Pox/Varicella	When all sores have dried and crusted, usually after 6 days
Conjunctivitis (eye discharge) or pink eye accompanied by a fever, behavioral changes, or a recommendation for exclusion from the health department	When fever or behavior changes are no longer present, and symptoms of red, watery eyes are resolved
Coughing (severe) including croup	When symptoms are no longer present
COVID-19 (coronavirus)	When symptoms are no longer present without medication for at least 48 hours
Cytomegalovirus accompanied by fever	When the fever has been resolved
Diarrhea, including conditions with diarrhea symptoms (Campylobacter, Yersinia, Giardiasis, Rotavirus)	When the stool of diapered children is contained by the diaper (even if the stools remain loose), and when children toileting without a diaper do not have toileting accidents OR when stool frequency has reduced to fewer than two stools above normal for that child (even if stools remain loose)
Diarrhea, if bloody or caused by Cryptosporidium	Healthcare provider clearance required
Diphtheria	Healthcare provider clearance required
E-coli (0157:H7)	Healthcare provider and public health authority clearance required
Fever ≥ 100°F (armpit or ear) accompanied by signs or symptoms of illness or behavior change (We will follow state licensing and health department requirements if fever is defined differently.)	When the fever is below 100°F (armpit or ear) for 24 hours without the use of fever-reducing medicines
Fifth Disease (Human Parvovirus) accompanied by fever or behavior change or the child has an underlying blood disorder, such as sickle cell disease, or compromised immune system (children with these conditions may shed large amounts of virus and may appear ill.)	When symptoms are no longer present
Hand-Foot-and-Mouth Disease (Coxsackievirus) accompanied by mouth ulcers or blisters and no control of drooling or fever or behavior change	When the child has stopped drooling and does not have exposed open sores
Head Lice/Nits or other infestation	When all signs of lice/nits or other infestations are absent
Hepatitis A virus	Healthcare provider clearance required
Hepatitis B virus	When skin lesions, if any, are dry or able to be entirely covered by a bandage; healthcare provider clearance required

Illness	Criteria for return to center
Herpes Simplex (cold sores) accompanied by mouth ulcers or blisters and no control of drooling, fever, or behavior change	When the child has stopped drooling and does not have exposed open sores
Human Immunodeficiency Virus (HIV/AIDS)	When skin lesions, if any, are dry or able to be entirely covered by a bandage; healthcare provider clearance required
Impetigo	When 24 hours have passed since topical, oral, or other systemic antibiotics were started, if the sores can be kept clean, dry and entirely covered
Influenza/Flu (including H1N1 and H5N1) accompanied with fever	When the child's fever and signs of fever have been revolved for 24 hours without the use of fever-reducing medications
Lyme Disease (or other tick-borne diseases) accompanied by fever	When fever is no longer present
Measles	Healthcare provider clearance required
Meningitis (bacterial or viral)	Healthcare provider clearance required
Mononucleosis accompanied by fever and/or behavior change	When fever is no longer present
MRSA (Methicillin-Resistant Staphylococcus Aureus)	Healthcare provider clearance required
Mumps	Healthcare provider clearance required
Pertussis (whooping cough)	Healthcare provider clearance required
Pneumonia (flu) accompanied by fever, severe coughing, rapid breathing, or behavior change	When symptoms are no longer present
Ringworm (Tinea)	After treatment has been started
Roseola (Human Herpesvirus 6) accompanied by fever	When fever is no longer present
Rubella	Healthcare provider clearance required
Salmonella	Healthcare provider clearance required
Scabies	After treatment has been completed
Shigella	Healthcare provider clearance required
Strep Throat or other streptococcal infection	24 hours after initial antibiotic treatment and when fever is no longer present
Tuberculosis	Healthcare provider clearance required
Vomiting more than two times in 24 hours or accompanied by fever, green or bloody vomit, no urine output in 8 hours, recent history of head injury or looks/acts very ill	When symptoms are no longer present

CONTAGIOUS DISEASE AND HEALTHCARE PROVIDER CLEARANCE

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

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

We'll make sure you know about any instances of contagious diseases affecting children who may have had direct exposure at the program and will immediately report such diseases to the local health authorities where required by law. Written healthcare provider clearance is required where noted in the table on the previous pages; we may also require provider clearance for other illnesses at our discretion. From time to time, we'll also distribute educational literature about children's health issues.

MEDICAL RECORDS

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

Medical examinations and immunization records must be provided upon enrollment and kept current. We can only permit attendance if immunization records on file meet individual state child care licensing regulations. Please contact your site director if you wish to request a religious, personal, or medical exemption to our practice of securing necessary medical documents or immunization records.

MEDICATIONS

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

Family Member/Guardian Responsibilities

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

PROVISION OF MEDICAL CARE

We're here to support your child's well-being. In most cases, our site staff are trained in CPR and emergency first aid. We are not licensed to provide medical care, and our employees are not trained to provide medical care. If your child requires a medical accommodation, we will work with you to evaluate the specific support your child may need and what support Champions® may be able to provide.

MEDICATION AUTHORIZATION FORMS

Prescription Medications, Including EpiPens

For a staff member to administer prescription medications to your child in accordance with the prescription label, you'll need to complete a Medication Authorization Form. A prescription in your child's name demonstrates physician authorization.

Oral Nonprescription Medications

For a staff member to administer nonprescription medications to your child in accordance with the manufacturer's directions on the label, you must complete a Medication Authorization Form.

We require written instructions from a physician any time the manufacturer's instructions require physician-directed dosage—or whenever your instructions differ from the age and weight information on the label.

If your child is younger than 2 years old, we require written instructions from a physician before we can give your child over-the-counter medication.

Topical Nonprescription Medications

For a staff member to administer topical nonprescription medications to your child in accordance with the manufacturer's directions on the label, we'll have you complete a Topical Ointment Authorization Form.

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

ASSESSMENTS

We take a comprehensive approach to monitoring your child's growth. Our team uses a range of methods, from direct observations to developmental checklists, making sure your child is supported every step of the way.

Through daily interactions, our teachers keep a close eye on each child's skills and developmental milestones. Our developmental checklists help teachers track and assess your child's skills, knowledge, behaviors, and accomplishments (achievements?). These checklists align with the developmental goals and expectations for each age group. We're committed to nurturing each child's development in a way that's both meaningful and appropriate for their stage of growth.

SAFETY AND SECURITY

SECURITY

We are always looking out for your child's safety and security. We're strict about established procedures for your child's arrival and departure. All children must be signed in and out on our paper-based roster and/or computer system, and other attendance procedures must be followed in accordance with individual state child care licensing regulations.

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

Written authorization must be on file at the site prior to your child's release to anyone.

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

We will not release a child to any Emergency Contact younger than 18 unless the individual is the legal family member or guardian. If individual state child care licensing regulations are more restrictive, the more restrictive procedures will apply. Please check with your site director for specific requirements.

Lastly, out of respect for other children and families, please do not post photos or videos that contain images of children other than your own on social media or anywhere else online.

Keeping your child safe and secure is our priority.

CONFIDENTIALITY AND CHILDREN'S RECORDS

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

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

For information about the process needed to access other documents that may be included in your child's records, please get in touch with your site director.

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

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

MANDATED REPORTING REQUIREMENTS

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

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

ARRIVAL AND DEPARTURE

We want to make sure your child begins and ends their day with us on a happy, positive note. Every morning and afternoon, we require you to sign in and out. We ask for your full legal name using our paper-based roster and/or via our computer system. We also require you to make direct contact with a site staff member when dropping off or picking up your child from the site. Some states might have additional requirements.

CUSTODY AND VISITATION

Some families have legal custodial orders that address whether an individual is permitted to pick up or visit a child. If custody orders relating to your child exist, a copy must be provided to your site director for inclusion in your child's file. This information is confidential and solely for the safety and well-being of your child.

Families must update their site director when custody orders change or expire. Please note that employees cannot be responsible for supervising family time (visitation), and, as a result, visitation for noncustodial family members is not permitted while a child is at a Champions.

If an individual has court-ordered legal custody, employees must release the child to that legal custodian regardless of visitation schedules. Please discuss questions about custody arrangements with your site director.

LATE PICK-UP

To keep things running smoothly, please be on time for pick-up. If you're running late, just make sure another authorized adult on your Enrollment Agreement can swing by. If you're stuck and can't get in touch with anyone else who is authorized to pick up your child, please notify us immediately.

If your child is not picked up after the normal closing time and you have not contacted the site, we will attempt to contact you or the person(s) authorized to pick up your child.

If we can't reach you or another authorized person within 30 minutes after closing, the site director or person in charge will determine whether and when Child Protective Services or the appropriate authorities should be contacted based on individual state child care licensing regulations.

If appropriate authorities are contacted, a note in a sealed envelope will be posted on the door with specific information regarding your child's whereabouts, including the name and phone number of the agency or person to contact.

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

EMERGENCY SITUATIONS AND EVACUATION PLANS

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

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

CHILD ACCIDENTS

We take every precaution to make sure your child is safe and that you receive communication regarding accidents or injuries. This includes a comprehensive safety-awareness program and partnership with the schools for frequent inspections of buildings, playground, and equipment. In spite of all our efforts, accidents do happen. If your child is injured on-site, you'll receive an Incident/Accident Report at pick-up time. If your child needs treatment by a healthcare professional, we'll make every effort to contact you and/or the healthcare professional you have identified on your Enrollment Agreement. If we can't reach you, we'll contact one of the individuals you've listed on the Enrollment Agreement.

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

TRANSPORTATION

We keep your child safe, no matter what the activity. Because kids over 4 years old might be transported to and from school or field trips, we've created a detailed safety plan:

Safety Procedures

Attendance records and child emergency information are kept in our vehicle. Attendance is taken at each destination and again once we return to the site. Children are never left unattended on or near the vehicle. An adult escorts children to and from the vehicle. All children in the vehicle are required to wear individual seatbelts. Drivers always practice defensive driving techniques.

Safety Standards

Children who are 4 years old or weigh less than 40 pounds (regardless of age) must ride in a car seat that meets Federal Motor Vehicle Safety Standards (FMVSS), which are provided for you. FMVSS-compliant integrated safety seats or booster seats are also provided for you. Family-provided car or booster seats cannot be used in our vehicles. We are unable to transport children to non-KinderCare® programs. This is the responsibility of the parent or guardian. Our staff are prohibited from transporting children in their private vehicles.

Vehicle Specification

Vehicles are specially designed to accommodate children, with seatbelts for every child, a first-aid kit, flares, and a fire extinguisher. In locations where Champions vehicles are used, all vehicles are purchased new to our specifications.

Drivers

When we use Champions staff as drivers, we screen all candidates and hire only experienced drivers with good driving records. We train and test our drivers. We receive and review motor vehicle reports on each of our drivers annually

Vehicle Inspection

All Champions vehicles are regularly inspected. The driver files an inspection report, and any issues identified (if any) are addressed. A monthly vehicle report is completed and maintained on file for each vehicle and is audited quarterly by a company representative.

SUMMER CAMP FIELD TRIP POLICY

Kids love field trips (and so do we)! We love giving children hands-on, real-world learning experiences and a chance to learn about the community by taking them on exciting excursions. Trips typically include visits to nearby parks, museums, and other local sites. We'll give you plenty of advanced warning before any scheduled trips. We'll also make sure to have responsible adult supervision for these trips. Your permission for your child's participation is part of your Enrollment Agreement, but we ask that you also authorize each field trip to have your child participate. An additional fee or lunch from home may be required.

To make field trips both meaningful and safe:

- Kids ages 4 and up might get to go on field trips that involve vehicle transportation, but this depends on local child care licensing and transportation rules.
- You'll hear from us at least a week before each field trip with all the details—time, location, schedule, and any extra costs.
- For every field trip, we'll need you to fill out a permission slip. Each trip has its own form with all the event info. A quick phone call or email won't work for permissions, so be sure to sign and return the form.

WATER FUN

Some of our sites offer swimming or other water activities during summer camp. Be sure to check in with your camp director to see if any splashy adventures are planned.

WEAPONS AND VIOLENCE

This one's obvious, but we're still gonna say it: Family members, children, and guests are strictly prohibited from possessing firearms or other weapons on our site (including the parking lot) and at events sponsored by us. An exception may be made for sworn police officers if required by law. If a child is found to be in possession of a weapon, our staff will confiscate the weapon and, the site director will confiscate the weapon and notify proper authorities.

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

DRUG-FREE ENVIRONMENT

We are committed to fostering and maintaining a healthy and safe environment for everyone. We ask that staff, family members, and guests refrain from smoking or vaping on our sites and its grounds. We're also strict about asking everyone to avoid consuming, selling, manufacturing, or being under the influence of any alcohol or illegal drugs at our site.

OPERATIONAL PROCEDURES

REGISTRATION AND ENROLLMENT

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

To enroll and annually re-enroll your child in any program (including seasonal school break programs), we request that you complete the Enrollment Agreement and other local and state-specific forms you'll receive from your site director. Registration must be completed through the Family Portal unless otherwise directed by a field leader. Please be sure to complete and sign all forms and have the site director's signature on your Enrollment Agreement before your child starts their program with us.

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

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

PAYMENT

Tuition is due every Friday before the week of care begins. We offer a grace period until Wednesday of that week. If payment isn't made by Wednesday, a late fee will apply.

We understand that tuition payments might need to come from multiple households. To keep things simple, we ask that one person act as the "sponsor" in our system. This person can then add or give access to others who can help with payments. If any money is owed or there's a dispute, the primary sponsor will be responsible for the full payment, including any late fees. The Family Portal is your easy-to-use tool for creating and managing your weekly schedule. Each Wednesday, you'll have the chance to make any final schedule changes for the following week, which will help determine your tuition.

FORMS OF PAYMENT AND INSUFFICIENT FUNDS

You may use a credit card, debit card, personal checking, personal savings, or business account number to make online payments for tuition and other related fees.

Automated Clearing House (ACH) payments are a bit more complicated. Since we can't confirm your account information the same way we can with credit and debit cards, here's what happens if an ACH payment is returned:

- **Retry Collection:** If the payment was returned due to insufficient funds, we'll try to collect the funds electronically twice more. Champions will also debit your account for the maximum fee for insufficient funds allowed by your state.
- **Failed Attempts:** If electronic collection fails, the payment amount will be reversed on your Online Account Management statement, showing a new balance with an overdue amount and possible late payment fees. To avoid auto-disenrollment procedures for your child(ren), you'll need to pay the overdue balance immediately.
- **Account Reinstatement:** Once the payment has been made, you can continue using the original payment method for future charges unless our system declines your debit or credit card.

For returned Credit or Debit card payments, the process is similar:

- **Account Hold:** Your payment account will be put on hold, preventing any new payments using that account until the existing payment is resolved. No automatic or manual hold is placed on credit or debit cards with returned payments.
- **Payment Reversal:** The payment amount will be reversed on your Online Account Management statement, showing a new balance with an overdue amount and possible late payment fees. You'll want to pay the overdue balance immediately to avoid auto-disenrollment procedures for your child(ren).

TUITION ASSISTANCE

Subsidy

When you enroll electronically, you'll be prompted to let us know if you've qualified or believe you qualify for subsidy assistance. To make sure we invoice the right amount, please share a copy of the award or authorization letter with us. Until we receive that award or authorization letter, you'll be responsible for all tuition and fees.

Once we have your valid award or authorization letter, we'll update your account within two business days. The update will show the amount you need to pay, including any fees not covered by the agency. Please send a scanned copy of the letter to championshelp@kc-education.com.

To keep your account up to date, please share any new or updated award letters with us if your benefits change or expire. This way, we can make sure you're only charged what you owe. We encourage you to meet with your agency representative before your benefits expire to keep everything on track.

Some agencies may require you to cover any costs they don't pay, such as registration, field trips, or other non-tuition fees. If these charges apply to you, you'll see them on your invoice.

Discounts

Discounts offer us a chance to meet the unique needs of our clients and families. Each site has its own discount structure verified by site directors, but here are the most common options:

Discount Type	Requirements	Proof of Eligibility
Military	A legal guardian is in the military or a retired veteran.	Present Military ID or Discharge Paperwork to your site director.
Employees of KinderCare Learning Companies	Must be currently employed, working an average of at least 10 hours per week. Discount applies to the employee's legal tax dependent(s) only.	KinderCare Learning Companies Employee ID Number
School District	Must be employed by the client (school or district) that Champions has partnered with, as specified in the site's original client agreement.	Current badge, paystub, email from school or district email address, etc.
Care Select	Must be currently employed with an organization or company that has contracted with KinderCare Learning Companies to provide discounted child care as part of their employee benefit programs.	Current badge, paystub, voucher from benefits site, etc.
Multi-Child Discount	Two or more children must be enrolled and scheduled under the same sponsor account.	None (The system will automatically apply this discount to the oldest child.
Multi-Session Discount	Child must be enrolled and scheduled for multiple sessions (e.g., both before and after school), and applies to tuition for select sites only.	None (The system will automatically apply this discount when applicable.)

BABYSITTING

We know you'll love our staff as much as we do! However, we encourage them to focus on providing exceptional care within our program and discourage them from offering private child care or babysitting services on their own time. If you choose to arrange babysitting with a staff member, please keep in mind that they are acting in their individual capacity outside of their role with us.

If you'd like a member of our staff to provide babysitting services, we'll ask both you and the staff member to sign a specific release form before any services are provided. Please note that while we discourage these personal arrangements, they do happen. In these cases, we will not be responsible for the performance of babysitting services by members of our staff, including transportation of your child(ren).

HOLIDAYS AND SCHOOL CLOSURES

Champions will be closed on the following days:

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

Please check with your site director for information about additional school and program closure days or on the Family Portal calendar page.

EMERGENCY CLOSURES

In the event of an emergency, our staff will follow the emergency plan developed by the school and will keep all children safe in an area protected from any hazards. This includes environmental issues or threats of violence such as bomb threats, natural disasters (fire, tornado, flood), or loss of power, heat, or water. Staff will immediately notify the appropriate authorities, conduct a name-to-face headcount, and then notify each child's legal guardian.

Periodically, we schedule and carry out emergency drills to prepare the children to react safely to any given situation. Your site director will have additional information on your site's emergency closure procedures. This will include the location where the children will be taken in the unlikely event the school must be evacuated.

INCLEMENT WEATHER POLICY

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

If there's an early dismissal, kids will stay at the program under the care and supervision of our staff. We'll give you a call to keep you in the loop, and we'll continue providing services until you arrive to pick up your children. Please be aware that if the school is closed due to the weather, our programs will be closed as well.

SOLICITATION

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

RESEARCH ACTIVITIES

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

Occasionally, we gather information through family satisfaction surveys. These surveys will be conducted by Champions or a certified outside agency under contract with us. They can be done any way you'd like: phone, mail, or email. Your participation is voluntary—but we sure do appreciate it!

ABSENCES, SICK DAYS, AND VACATIONS

Plans change—we get it! If you know your child will be absent on a particular day, please let the site know by 9 a.m. For multiple days out due to illness, vacation, or other family activities, let us know in advance whenever possible. Remember, we bill based on the schedule set in the Family Portal, so to avoid tuition charges for missed days, cancel by the end of Wednesday the week before.

DISENROLLING YOUR CHILD

You may disenroll your child at any time online through the Family Portal. Just remember to give us two weeks' notice and let us know why you're disenrolling. If you decide to come back later, there will be a re-enrollment fee based on the site's current tuition and fee schedule.

If you're moving or changing jobs and you'll be transferring to another Champions program, please let us know so we can forward your child's records to the new site. Although a registration fee will be charged for transfers between Champions sites, we will credit it back to families for transfers made within the same school year.

We really hate to do it, but sometimes we have to disenroll a child if they pose a risk to the health or safety of other kids or staff, or if their needs just can't be met by our program. Disenrollment may also happen if a family's or child's needs don't align with our program or if there is a refusal or inability to follow Champions guidelines.

We are dedicated to maintaining a safe, nurturing environment for all children and a professional atmosphere for our staff and families. We can't allow loud or abusive language or inappropriate behavior from anyone, including parents, guardians, family members, or visitors. If this happens, it may lead to disenrollment. We encourage families to discuss any concerns with us respectfully, professionally, and privately.

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

FAMILY COMMUNICATION AND INVOLVEMENT

FAMILY INVOLVEMENT

We love when family members and guardians visit us and encourage you to do so! Your site director will have information about the best time for you to join us. Your participation and involvement are important to us as we work as partners to provide the best care and education possible for your child. Anyone authorized to pick up your child will be let in and escorted by staff after we confirm their IDs.

COMMUNICATION

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

We foster strong communication through:

- **Family-teacher communication:** Ideas and discussion about your child's progress.
- **Regular updates:** Conversation and frequent written updates highlighting your child's development
- **Home-based learning recommendations:** Activities that support your child's learning and enjoyment of the program
- **News and events:** Regular emails and texts from your site about the latest and greatest
- **Program plans:** Posted program plans describing the activities happening in the classroom.

We encourage you to chat with us during drop-off or pick-up times, and we're happy to schedule individual conferences as needed. Please arrange longer discussions in advance so another staff member can be available for supervision.

Our program supports open communication about your child and their activities. However, please note that staff members maintain confidentiality about all other children and their families.

SATISFACTION RESOLUTION

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

- Please share your ideas, suggestions, or concerns with a staff member. Staff members will make every effort to be available to discuss topics regarding your child or classroom schedules and activities.
- If you have concerns that a staff member cannot resolve or answer, please speak with your site director.
- When you have a concern that has not been resolved or answered by staff members, communicating with your site director gives us an opportunity to improve our programs; more importantly, it allows us to better meet your needs.
- If your site director does not resolve your concerns to your satisfaction, contact the local area manager (contact information is available at the site) or our Customer Care Department (please see below). The Customer Care Department is available to help answer any questions and provide support for resolving your concerns. We can help make sure your concerns are effectively communicated and addressed.

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

We communicate with families about their children on a regular basis. We also conduct regular surveys to help us improve and refine our programs and services and to make sure we are responsive to the changing needs of our families. While these surveys are very useful for communicating concerns and comments, they are not intended to replace ongoing and open communication with the site director and teachers. We're always available to talk about your concerns. In rare instances, an issue may arise that cannot be resolved to mutual satisfaction. We reserve the right to ask you to seek other child care arrangements.

CHAMPIONS ONLINE

Nothing replaces a face-to-face chat with your site director, but you can also connect with us anytime.

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

BRING-A-FRIEND

Love Champions? Spread the love! We're always over the moon when you share Champions with your family and friends! Plus, if they enroll, it's even more fun for your child and helps build community in our programs. Ask your site director about our Bring-a-Friend program.

We're a team! Your participation and involvement are important to us as we work as partners to provide the best care and education possible for your child.

LEGAL

NONDISCRIMINATION

We do not discriminate based on a person's religion, color, race, gender, sexual orientation, age, national origin, disability, marital status, protected veteran status, or any other factors protected by law. We provide care for children and families with various backgrounds and beliefs. We do not teach religious doctrine at our sites, but we have designed our learning programs to teach love, care, and respect for others, regardless of religious affiliation.

STATE LICENSING

Our sites may be subject to inspection by state and local health, fire, licensing, and building agencies. Regulations and inspections pertain to staff qualifications, the facility and playground, nutrition, health and safety matters, record-keeping, and child-to-staff ratios.

STATE-SPECIFIC INFORMATION

Some state child care licensing agencies may require additional information from families before enrollment. These documents will be included with this Family Handbook. We request that families provide these items before your child's first day of Champions.

AMERICANS WITH DISABILITIES ACT

Our policy is to accept children in compliance with the Americans with Disabilities Act (ADA), its regulations, and any other applicable local, state, or federal laws about the provision of services to individuals with disabilities.

ADDITIONAL INFORMATION AND NOTES

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Champions reserves the right to change existing policies and procedures or introduce new policies and procedures at any time.

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