



Dear Families,

Thank you for choosing Clubhouse Learning Center, in Ankeny, for your childcare needs! We pride ourselves on serving the Ankeny community with the best possible childcare by providing a foundation for children 6 weeks-10 years.

Clubhouse Learning Center provides the highest quality of childcare by implementing a developmentally appropriate preschool curriculum, to educate in ways to help the children develop and grow.

We believe that children learn through play. Play helps children become active, eager and lifelong learners. Through play children explore the world around them, make lifelong friends, test their skills and try out new ideas!

Our administrators and teaching staff are committed to provide a safe, secure and loving environment. Our administrative staff and teaching staff continues to develop our skills and knowledge by attending classes every year to keep up with new and exciting ideas to incorporate into the classroom. All staff will be certified in CPR, first aid, universal precautions, and mandatory reporting.

We are so excited to WELCOME you to Clubhouse Learning Center and so happy for you to be a part of our Clubhouse family!

Allison Gioffredi, Owner/Director  
Abbie Martin, Assistant Director



POLICY: ENROLLMENT

POLICY NO: 1

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Clubhouse Learning Center is open to children from six weeks to ten years. Enrollment shall be granted without regard to children(s) and family's race, color, religion, national origin, gender or disability.

Parents can apply for enrollment of their child(ren) at the Clubhouse Learning Center by completing the enrollment forms and paying the \$100 enrollment fee. **The enrollment fee is NON-REFUNDABLE.** Enrollment will be pending upon receipt of the completed enrollment forms, signed fee agreement, enrollment fee, and signed parent handbook receipt (expecting mothers may not be able to complete all forms).

Clubhouse Learning Center reserves the right to terminate the enrollment of any child at any time for any reason.

Parents or legal guardians are required to notify the Clubhouse Learning Center immediately if any information collected at enrollment has changed. Failure to do so may result in the child(ren) being terminated.



POLICY: TUITION

POLICY NO: 2

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All parents and/or legal guardians are required to sign an enrollment agreement prior to enrollment of their child(ren) in Clubhouse Learning Center. Parents and/or legal guardians are to indicate to whom all billing information and correspondence are to be addressed.

2.1 Tuition payment is due **MONDAY** or the first day your child attends Clubhouse Learning Center.

2.2 Tuition payments not received by 3:00 P.M. on Wednesday of each week will be charged a \$25.00 late fee. All returned checks will be an extra charge of \$20.

2.3 Any tuition increases will be announced in January of each year.

2.4 ALL children enrolled in Clubhouse Preschool & Pre-K programs will be charged an activity fee REGARDLESS of full or part time enrollment. The activity fee is due the first day they start the program.

ALL school age children enrolled in our summer program will be charged a summer activity fee.

2.5 Clubhouse Learning Center offers a multiple child discount for FULL TIME families only. (NOTE: If one child is a school age child, the family does not qualify for the discount). A family discount of 10% off the oldest child will be given to full time families with two or more children. Part time and School Age families will not get a discount. Discounts are only applicable when tuition payments are made on time. The full tuition rate plus an additional late fee charge will be charged when tuition payments are late as per the late tuition policy stated above in 2.2.

2.6 Rates per family will not change week to week based on children's attendance. Families are required to pay the rate discussed and agreed upon when signing up their child(ren). *For example: If you agree to pay the three day rate but your child only attended two days you are still responsible for the three day rate.*

2.7 After a family has been enrolled, is considered full time (5 days a week), and is in good standing with Clubhouse Learning Center for six months they are given one consecutive week of vacation at no charge. (This means your child is absent from Clubhouse Learning Center during this time). We require a two week notice prior to your vacation. Vacation days must be used consecutively. This must be used before the end of the year. *For example: You have from January 1<sup>st</sup>- January 1<sup>st</sup> to use the consecutive week).*

2.8 There is no credit given for vacations, scheduled school holidays, child illness, or for closing due to emergency situations or inclement weather.

Clubhouse Learning Center will be **CLOSED** the following holidays:

New Years Eve\*\*

New Years Day\*\*

Labor Day

Memorial Day

Fourth of July\*\*

Thanksgiving Day & day following

Christmas Eve\*\*

Christmas Day\*\*

\*There will not be a reduction in tuition for holiday closings

\*\*The following Monday or preceding Friday will be observed when the holiday falls on a weekend.

2.9 Non-payment of tuition is grounds for immediate termination from the program. Timely payments are essential to continued enrollment at Clubhouse Learning Center. However, if you anticipate difficulty with paying on time, please discuss the matter with the center's director immediately. If alternative arrangements for payment are approved, you will be notified by the center director.

2.10 If you are needing to be absent over an extended duration of time, but would like Clubhouse Learning Center to hold your child's spot, you will need to pay one week of tuition per month they are absent from Clubhouse Learning Center. (*ex. if you make alternative summer plans or on maternity leave and would like to keep other children home*) Please make plans with the Director PRIOR to schedule change.



POLICY: CONFIDENTIALITY

POLICY NO: 3

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Within Clubhouse Learning Center, confidential and sensitive information will only be shared with employees of Clubhouse Learning Center who “need to know” in order to most appropriately and safely care for your child. Confidential and sensitive information about faculty, other parents and/or children will not be shared with other parents, as Clubhouse Learning Center strives to protect everyone’s right of privacy to the highest level possible. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and HIV/AIDS status or other unique health related information of anyone enrolled at Clubhouse Learning Center.

Any parent or employee who violates the confidentiality policy will not be permitted on Clubhouse Learning Center property thereafter.

If you observe children at the center who are disabled or who occasionally exhibit behavior that may appear inappropriate (i.e. biting, hitting, and spitting), you may be curious or concerned about children involved. Our confidentiality policy protects every child’s privacy. Employees of Clubhouse Learning Center are strictly prohibited from discussing anything about another child with you.



POLICY: MANATORY REPORTING OF  
SUSPECTED CHILD ABUSE AND/OR NEGLECT POLICY

POLICY NO. 4

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Under the Child Protective Services Act and Iowa Code Section 232.69 mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of Clubhouse Learning Center are mandated reporters. Under the act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at the Clubhouse Learning Center take this responsibility very seriously and will make all warranted reports to the appropriate authorities. The Child Protective Act and Iowa Code, Section 232.69 is designed to protect the welfare and best interest of all children.



POLICY: ARRIVAL

POLICY NO: 5

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Upon arrival at Clubhouse Learning Center the parents or legal guardians who are dropping the child off must escort the child to appropriate classroom and sign in on the sign-in sheet located in the child's classroom. Children are required to be supervised at all times while at the childcare facility. Parents are required to help put away their child's belongings and get settled in for the day.

Parents or legal guardians are required to notify the child's teacher, center director or assistant director of any special instructions or needs for the child's day.

#### 5.1 Security code

Prior to first day at Clubhouse Learning Center you will choose a four digit security code. This code will allow the parents and/or legal guardian's unlimited access to Clubhouse Learning Center during business hours. Clubhouse Learning Center asks that you do not share your four digit security code with anyone but the parents and/or legal guardians of the child attending Clubhouse Learning Center.

#### 5.2 Notification of absence

Parents are required to inform the center by 10:00 A.M. if the child will not be at the center on a scheduled day. This will help the center to more effectively appropriate ratios and help the classroom teacher effectively plan for the day.

**If your child is ill we request you notify Clubhouse Learning Center not only of the absence but also the nature of the illness.** This enables our faculty to keep track of illnesses which may occur at the center. This information will be shared with staff on "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the director or the assistant director so the parents in the school will be notified that a communicable disease is present. Only the communicable disease information will be shared. Clubhouse Learning Center will take appropriate steps to keep your confidentiality to the highest level possible.

If a member of your family is not feeling well, we **strongly** encourage you to keep all family members home do decrease the spread of germs.



POLICY: PICK UP PROCEDURES

POLICY NO: 6

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Parents and/or legal guardians or other authorized adults are required to walk into child(ren)'s appropriate classroom(s) and sign their child out of care on the sign-out sheet located inside your child's classroom. Once the child is signed out, the parent is solely responsible for supervising their child on Clubhouse Learning Center premises. The parent may not allow a child to wander through the hallways, bathrooms, other classrooms, and/or playground.

#### 6.1 AUTHORIZED ADULT TO PICK UP CHILD(REN)

In the event the parents and/or legal guardian are not able to pick up the child(ren) from Clubhouse Learning Center, the parent and/or legal guardian will need to notify the classroom teacher, director or assistant director of the adult responsible for picking up your child(ren). The parent or legal guardian will need to provide Clubhouse Learning Center the person(s) name and number of who will be authorized to pick up. The authorized adult will need to present an ID for verification. A photo copy of the ID will be made, and placed in child's file.

#### 6.2 LATE PICK-UP

Clubhouse Learning Center closes at 6:00 P.M. It is very important that your child is picked up on time. **Late pick-up fee is \$1.00 per minute that you are late. This fee is to be paid at the time of late pick-up.** All measurements of time are according to the Clubhouse Learning Center clock located in the director's office.

If picking your child up late becomes a habit, a meeting will be set up with the director of the Clubhouse Learning Center. At that time, it will be determined if childcare services will be terminated or how the situation can be resolved.

#### 6.3 PERSONS APPEARING TO BE IMPAIRED BY DRUGS/ALCOHOL AT PICK-UP

The staff at Clubhouse Learning Center will contact local police and other custodial parent should a parent appear to the staff of Clubhouse Learning Center to be under the influence of drugs and/or alcohol. The parent's right to immediate access does not permit the Clubhouse Learning Center from denying a custodial parent access to their child even if the parent appears to be impaired. However, the Clubhouse Learning Center staff will delay the impaired parent as long as possible, while contacting the other parent/legal guardian and local police.





POLICY: WITHDRAWAL FROM PROGRAM

POLICY NO: 7

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Two weeks written and paid notice is required when withdrawing a child for any reason. If the required notice is not given, parents or legal guardian will be charged tuition for two additional weeks beyond the required paid two week notice.



POLICY: TRANSPORTATION

POLICY NO: 8

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Our School age program offers transportation to and from elementary schools in the Ankeny, Iowa area. Transportation is provided by Clubhouse Learning Center in our center-owned passenger vans. Children will be required to wear a safety harness in our passenger vans and if the passenger does not meet the safety requirements to use a seat belt in our vans, parents/legal guardians are required and responsible to provide an appropriate car seat/booster seat for child to ensure their child's safety. Iowa State Law requires children age six and under to use a booster in our vans. The car seat/booster seat will stay at Clubhouse Learning Center.

Parents will be notified by the child's teacher and/or center directors if their child will be going on a field trip that requires transportation by Clubhouse Learning Center. Parents will be responsible for providing an appropriate car seat/booster seat to ensure their child's safety.



POLICY: CLUBHOUSE LEARNING CENTER CURRICULUM      POLICY NO. 9

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At Clubhouse Learning Center, we believe that a child's development should start at an early age. In each classroom at Clubhouse Learning Center we base our curriculum on the individuals in the classroom with age appropriate activities. Clubhouse Learning Center will personalize each individual child's development to the best of our ability.

At Clubhouse Learning Center, we have seven classrooms that we hold to the highest expectations of learning. Every classroom at Clubhouse Learning Center follows ratio guidelines set by the state of Iowa and they all have their own age appropriate daily schedule and activities.

**CLUBHOUSE CLASSROOMS**

- Infants**
- Toddlers**
- Little Tikes**
- Big Tikes**
- Preschool**
- Pre-K**
- School age**

**9.1 NAP/REST TIME**

At Clubhouse Learning Center, our rest time varies from 12:00pm-2:30pm, pending room schedules. All children of all ages, with the exception of our school age program, are encouraged to rest quietly on their assigned cot for one hour. Children 12 months of age and older may choose to bring a blanket. Blankets are to be taken home each Friday for laundering.

## 9.2 EDUCATIONAL/PERSONAL CARE SUPPLIES NEEDED

Parents and/or legal guardians need to bring the following items for their children.

### **\*\*please label everything**

- Change of clothes (appropriate for season)
- Blanket (for rest time)
- Snow pants/Snow boots/Mittens/Hat (seasonal)
- Diapers/Wipes/Diaper Cream (if needed)
- Formula or Breast Milk/Baby Food (if needed)
- Special Milk for Allergies, Soy Milk (if needed)

## 9.3 FOOD BROUGHT FROM HOME

Clubhouse Learning Center is a **PEANUT/NUT FREE CENTER**.

Food brought into the center will be monitored and supplemented if necessary to ensure the safety of the children who have severe allergies. \*\* If a parent/legal guardian would like to have extra snacks stored in their child's cubby, they will need to be labeled and dated.

On a limited basis, parents/legal guardians or teaching staff may provide snacks for special occasions, such as birthdays or holidays.

## 9.4 PARENT/TEACHER CONFERENCES/COMMUNICATION

### Clubhouse Learning Center Newsletter

- Every month you will receive a newsletter from your director and assistant director. This will provide general center information you may need for the month ahead. The newsletter will be sent out the first of the month and posted in entryway.
- A lunch menu will be posted in each classroom and entryway.

### Classroom Newsletter and Calendar

- Classroom newsletter and calendar will be sent out the first of the month. Each classroom will provide their own newsletter and calendar to inform parents of curriculum and classroom happenings. The classrooms will have a copy of the newsletter and calendar posted in their classrooms and each family will receive one in their mailboxes.

#### Clubhouse and Cookies

- Every fall the Clubhouse Learning Center will host Clubhouse and Cookies. We encourage families to attend this event to come meet their new teacher and to check out their new classroom. A 'Welcome Packet' will be sent home with information regarding the classroom learning and overall expectations.

#### Teacher Conferences

- Teacher conferences are held once a year at Clubhouse Learning Center to review the child's growth. Conferences are for the pre-k children.

#### 9.5 GRADUATION

- Graduation is held every spring for pre-k students who are ready to transition into Kindergarten. We encourage families to attend our graduation celebration.



POLICY: DISCIPLINE

POLICY NO. 10

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At Clubhouse Learning Center expectations of good behavior are based on the child's stage of development. Aggressive physical behavior towards staff or other children at Clubhouse Learning Center is unacceptable. Teaching staff will provide positive guidance and redirection.

Clubhouse Learning Center believes that our discipline policy should be consistent throughout our program. We follow the basic steps listed below.

- **Redirect Child.** Discuss better choices the child could have made and separate individual child from other child or children involved.
- **Documentation.** Reports will be filled out and parents contacted if needed (i.e. biting, physical harm, or destruction of property).
- **Office Intervention.** Director and/or Assistant Director will work with classroom staff to come up with a behavior plan that will reduce or eliminate behavior. Director/Assistant Director will also visit with child about making better choices. If unacceptable behavior continues, outside sources will become a possibility.
- **Parent Meeting.** Director, Assistant Director, lead teacher and parents/legal guardian of child will meet and discuss current behavior issues. Together, we will work to create a plan that will help with child's overall behavior.

If behavior becomes uncontrollable and not safe for Clubhouse Learning Center staff and other children who are attending Clubhouse Learning Center, you will receive a phone call and you will need to pick up your child immediately. Your child may return the following day for care.

If all the above steps have been completed, children who continue to have difficulties abiding by the acceptable behavior guidelines may be asked to find alternate care. We will work together and try our very best to resolve issues and find a workable situation.



POLICY: DISMISSAL

POLICY NO. 11

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Clubhouse Learning Center reserves the right to terminate enrollment of any child at any time.

Clubhouse Learning Center's Director and/or Assistant Director will assist the parent in gathering their child's belongings at the time of dismissal, and parents are required to immediately leave in a calm and respectful manner. Clubhouse Learning Center will request assistance from local police should a parent/legal guardian become disruptive or uncooperative while gathering child's belongings.



### 12.1 PRE-ENROLLMENT REQUIREMENTS

Each family enrolling at Clubhouse Learning Center is required to complete all enrollment forms. These forms will be given to you once you enroll at Clubhouse Learning Center. This packet is to be returned to Clubhouse Learning Center prior to the child's first day of attendance. All children are required to have a complete up-to-date immunization record on file at Clubhouse Learning Center. This is per our State of Iowa licensing regulations. If you choose not to have your child immunized, please ask the center director or assistant director for an immunization waiver form. Parents are required to have a waiver on file in place of an immunization record so that the center can maintain compliance with the licensing regulations.

All children are required to have a physical examination form filled out by a licensed medical professional in order to attend Clubhouse Learning Center. The Physical Examination Form, indicating the child's fitness to attend Clubhouse Learning Center, must be completed by a licensed healthcare professional and returned to the center director or assistant director within the first 30 days of enrollment.

### 12.2 CHILDREN WITH SEVERE ALLERGIES

For the safety of your child, parents are required to provide a signed copy of the "Allergy Action Plan" Form detailing any allergies, food or otherwise, from which their child suffers at the time of enrollment or when the allergy is discovered. This form must be completely filled out by the child's physician as well as parent(s) or legal guardian(s). It must be updated every 6 months or more frequently as needed in procedural guidelines relating to the prevention and treatment of the child's allergy. This form can be obtained by request from directors.

Any medication required to treat an allergic reaction must be provided in accordance with the Medication Policy.



### 12.3 COMMUNICABLE DISEASES

Parents or legal guardians are required **to pick up an ill child within 45 minutes** of notification by phone. If a parent is reached but cannot pick up their child within 45 minutes, it becomes the parent's responsibility to arrange for alternative pickup with someone listed on the child's emergency contact form. The staff will no longer call those on the form once a parent is reached.

Children will be excluded from participation in the program if they exhibit symptoms of any communicable disease. This may include but not limited to vomiting, rash, and fever. Clubhouse reserves the right to refuse to allow a child to return if the Center Director, Assistant Director, or teaching staff believes the child to be too ill to participate in the program.

**Children excluded from the program due to fever may not return to the program until they are fever free, without fever reducing medication, for 24 hours.** If your child is sent home due to a fever, he/she is not permitted to return to the program the following day at a minimum. A fever is defined as a temperature reading on a thermometer of at least 100 degrees Fahrenheit or more as taken in ear. **If your child is sent home because of vomiting they are not allowed to return to Clubhouse Learning Center for 24 hours after last time of vomiting.**

Children are required to be excluded from the program for loose bowels or diarrhea which occur 3 or more times in a 24 hour period of time. Children may return to Clubhouse when normal bowels occur.

If your child will be absent due to illness, we request that you notify the Center Director or Assistant Director. This enables our faculty to keep track of any illnesses which may occur at our center. This information will only be shared with faculty on a "need to know" basis. If your child has a communicable disease, we ask that you share the diagnosis with the center director.

## 12.4 BITING

Clubhouse Learning Center recognizes that biting is a behavior that can be exhibited by children in the infant through 2 ½ year old classrooms. Such behavior is not developmentally abnormal for children of these ages. Parents with children in these classrooms should expect that their children may be bit, or will bite another child. The staff understands that parents are concerned and can be upset when their child is involved in a biting incident. We ask that you remember this is developmentally appropriate behavior and that the staff is working to identify situations which provoke this behavior so it can be prevented in the future. Clubhouse Learning Center will not punish or harshly discipline children in the youngest classrooms for biting behavior. They will simply redirect the children to different activities in separate areas of the classroom. Parents are expected to cooperate with staff to help curb the behavior. Uncooperative parents will have their child's services terminated.

If biting becomes an issue in our preschool classrooms where it is not age appropriate, we will be taking other precautions.

If a child bites three times in one day, they will be sent home for the remainder of the day.

## 12.5 DISPENSING MEDICATION

Clubhouse Learning Center will only dispense prescription medication that is in the original, labeled containers, and is accompanied by a doctor's note with dosage and administration instructions. Most prescription medication can be taken before coming to Clubhouse.

Parents are required to complete a Medical Authorization Form each day that medication is to be dispensed. Medication Forms can be obtained from the director or assistant director. Medication Forms, doctor's notes and medication are to be turned into lead teachers, assistant director or director.

Clubhouse Learning Center will not dispense over-the-counter fever reducing/pain medication unless prescribed by a doctor with a duration time to be given and correct dosage. (ex. Children's Tylenol, Children's Motrin) \*\*\* *If your child is teething and you would like Clubhouse to dispense Tylenol to make your child comfortable, you will need to make arrangements with the Director or Assistant Director.*

Parents are responsible for ensuring that all prescription medication is properly labeled by a pharmacist and replaced prior to the expiration date.

## 12.6 FIRE/EMERGENCY DRILLS

Clubhouse Learning Center conducts monthly fire and tornado drills. All students and staff participate in fire and tornado drills. Clubhouse staff members are aware of all exits and safety procedures that are to be taken place during our fire and tornado drills.

## 12.7 INCIDENT/ACCIDENT REPORTS

Should your child be involved in an incident/accident during the course of the school day, a staff member will complete an incident/accident report.

Parent(s) or legal guardians are required to sign any incident/accident reports at pickup.

Should a person other than the parent or legal guardian pick-up the child, they must sign the incident/accident report and return a copy to Clubhouse within 24 hours.

If an injury requires emergency medical or dental treatment, the Center Director, Assistant Director, or teaching staff will notify the child's physician/dentist or emergency response team, as well as contact parents or legal guardians. Clubhouse staff will accompany child to hospital or clinic until family arrives. You and your health insurer will be responsible for payment of any medical treatment needed.

## 12.8 NUTRITION

Clubhouse Learning Center provides breakfast, lunch, and afternoon snack for children who are eating table food. We provide 1% milk or whole milk for breakfast and lunch, and water at afternoon snack. At Clubhouse Learning Center, we strive to meet nutritional goals and to meet the needs of our families. We will continue to introduce a variety of foods to the children, provide nutritious meals, and model good eating habits.

Parents or legal guardians will be responsible for providing nutritional needs for infants or children on a restricted diet. All menus will be posted and available for parents or legal guardians to review.



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