



**TAKE OVER**  
KIDS STAY & PARENTS GO PLAY

## Family Handbook



## Welcome to WiggleWorks Kids TAKEOVER!

WiggleWorks Kids wants to give parents & caregivers a break! By providing a positive childcare solution to families and collaborating with Crossroads merchants for exclusive promotional offers, we hope to Give Date Night Back to our community.

WiggleWorks kids Bellevue is pleased to have Kristen Deskin, its Store Manager, lead and manage this program. Kristen possesses an early childhood education degree, 6 years' experience working with the Washington Department of Early Learning (WA DEL), and 6 years' experience satisfactorily managing the compliance and program execution of a successful childcare program as outlined in chapter 170-295 of the Washington Administrative Code. Kristen brings knowledge and execution experience regarding program rules, regulations, and best practices required to run a positive, safe, and successful childcare program.

This handbook was prepared to answer questions families may have about the WiggleWorks kids' TAKEOVER program. If other questions arise after reading the handbook, please call WiggleWorks kids Bellevue and request to speak with Kristen Deskin or a Manager on Duty: (425) 641-2186.



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## Setting the Bar for Play & Enrichment

The WiggleWorks kids' mission is to connect our community through play, socialization, and enrichment to promote a supercharged approach to staying active; we will never stray from this mantra.

However, WiggleWorks kids is more than a playground and birthday party facility; we want to do more for our families. We want to give date night back by providing a fun, safe, and affordable alternative to a baby sitter. We want families to feel at ease knowing that your child/ren is close by and having a blast at their most loved play and party destination:

- 2014 Parent Map Golden Teddy Award for Raining Day Destination (finalist for Best Birthday Party Venue)
- 2014 Eastside Business Award Nominee for Innovation
- 2014 Best of Bellevue, Bellevue Reporter
- 2013 Red Tricycle Totally Awesome Award- Finalist for Best Birthday Party
- 2013 Parent Map Finalist for Best Rainy Day Venue
- 200 reviews on Facebook 4.2 out of 5 stars
- 228 reviews on Groupon with a 98% Excellence
- 60 reviews on Yelp! 4 out of 5 stars



## Registration Requirements and Enrolment Procedures

### **Admissions:**

We serve children between the ages of 1 year up to 48 inches in height in a group care setting. The size of the group will be limited to 40 children and the ratio of staff to children will be 1:7. Families are asked to provide complete information about attending children, including any specific needs or limitations of the participating child and any other information needed to provide quality child care during enrollment at WiggleWorks kids TAKEOVER!.

*All families will be admitted and no family will be discriminated against on the basis of sex, sexual orientation, gender identity, economic status, political ideology, race, color, religion, national origin, age, Vietnam era or disabled veteran status, marital status, ancestry, military status, genetic information or the presence of any physical, mental or sensory disability or any other basis protected by federal, state or local law.*

**ADA.** WiggleWorks kids complies with the guidelines for the federal Americans with Disabilities Act (A.D.A.) and makes every reasonable effort to accommodate persons with disabilities. Upon notice of an applicant diagnosed with medical or developmental condition or disability WiggleWorks kids will conduct an individualized assessment of the child's needs and the program's ability to make the necessary modifications. A medical or developmental condition or disability that requires WiggleWorks kids to fundamentally alter its program or that presents a direct threat to the enrolling child or other children may impact the admission decision. If an enrolling family fails to disclose medical or developmental conditions that impact the provision of child care, WiggleWorks Kids will be unable to conduct an individualized assessment and will proceed with enrollment and application of policies and procedures to address conduct and care of attending children, assuming there is no need for accommodation.

While each individual child will have his or her own particular needs, some examples of reasonable accommodation include but are not limited to: behavior management agreements prior to or upon enrollment or following enrollment or providing staff with additional training or information. We encourage parents to provide the store manager with all important information about your child's individual needs. Such information will be treated with care and used only for the purpose of providing appropriate care to your child.

Examples of accommodations that WiggleWorks kids may not be able to provide includes very small group or one-on-one care for your child or any circumstance that creates a direct threat of harm to your child or other children, such as biting or other violent conduct. Due the nature of our



environment no modification can be made to the equipment.

Keep in mind that WiggleWorks kids staff are not special education teachers and that our TAKEOVER! program focuses on group care that limits the ability to effectively care for certain children. Special accommodation made in other childcare settings, which have additional resources, but may not be appropriate or feasible at WiggleWorks kids. Your family is still welcome to join us for WiggleWorks Kids Open Play.

We encourage you to visit us before your child's scheduled TAKEOVER! date in order for you and your child to become familiar with the facility, the staff and other children. This also gives us the opportunity to discuss your child specifically.

### **Enrolling Your Child**

1. Pay the Enrollment Fee (**\$35 for the first child, \$25 for sibling**).
2. Complete the **enrollment and registration packet**, which includes all the necessary forms.

Enrollment is per event, however, registration paperwork will remain on file. Separate enrollment forms may be required for future programs. On an annual basis, we will ask you to review the contact and health information on file to make sure it is current.

All information given in our enrollment and registration packet is kept strictly confidential but may be used by WiggleWorks kids to market future programs. Information in your child's file will not be shared with anyone other than program staff or law enforcement. We do not give out phone numbers or contact information to other parents, staff or other individual without specific consent. Prior to releasing information, we will determine if the reason to release information is valid, utilizing legal counsel as needed. We will obtain informed, written authorization, will give a copy of the signed authorization to the parent or legal guardian, and will maintain a copy in the child's file.

WiggleWorks kids reserves the right to discontinue a child's enrollment for any reason at any time. Reasons for termination include but are not limited to the following:

1. Non-payment of program fees. (If this happens future enrollment will not be allowed.)
2. If a child's needs/behaviors cannot be reasonably accommodated in a group care setting. Physical or emotional challenges, which require supervision beyond our normal staff/child ratio. Parents must specify on the enrollment form any behavioral, physical or emotional problems or special needs that their child may have and are expected to provide written documentation of observed and/or diagnosed physical, behavioral or emotional disability.



3. Failure by the parent or child to comply with the policies and procedures established by WiggleWorks kids
4. False information or not fully disclosing essential information regarding your child which could affect our ability to appropriately care for your child in our facility includes but is not limited to: health issues, developmental issues, emotional or behavioral concerns.

In the interest of making sure your child is picked up only by authorized individuals and to ensure WiggleWorks kids has accurate emergency contact information, Parents/guardians are expected to provide the name and phone number of at least two other people who are authorized to pick up your child or contact in case of an emergency.

Children are discouraged from bringing any toys and/or “lovies” from home. In the event they do, WiggleWorks kids cannot accept responsibility for those items. Toy weapons of any kind are prohibited.

WiggleWorks kids makes every reasonable effort to provide a safe environment. However, there are inherent risks associated with participation in childcare program activities including physical injury, and/or other consequences. Parents/ Guardians must sign a consent form hereby releasing and agreeing to indemnify and hold harmless WiggleWorks Kids, Crossroads Mall, and their respective officers, directors, agents, employees, assigns, and vendors from any and all claims which may now or hereafter arise from your child’s/ward’s participation in the WiggleWorks Kids program. WiggleWorks kids does not require you release claims arising from the willful conduct or gross negligence of any party named above.

WiggleWorks kids accepts no responsibility or liability for the actions of any of its employees, agents or other related individuals outside of the regular hours of operation or when, in the case of employees or agents, they are not actively and exclusively working for WiggleWorks kids.



### Arrival Procedure/ Signing In

WiggleWorks Kids requires that every child be signed-in and signed-out of the program by a parent, guardian, or other authorized individual. The sign-in/out sheet is located at the front desk. Please use your full signature (rather than initials or “mom” or ‘dad”) and record the time your child entered and exited the facility. No one under the age of eighteen may sign a child in or out of the program.

1. Please bring your child all the way into WiggleWorks kids. A staff member will inspect any bags being left in the facility for safety purposes.
2. Children will be issued nametags to be worn on their back with their name, corresponding number to sign in sheet and parent cell phone number. Caregivers will be issued wristbands with the cell phone number which will match the child’s name tag.
3. Any personal belongings will be stored on a shelf corresponding to child’s number on sign in sheet.
4. Make sure that your child knows that you are leaving by giving a hug or saying goodbye (please do not sneak out of the facility without first saying goodbye). If your child is having difficulty with the drop-off, a staff member will assist you by comforting your child, helping him/her say goodbye and finding an activity to explore.

### Departure Procedure/ Signing Out

Children will not be released to unauthorized persons: those not specified in advance by parent/guardian. Caregivers’ wristbands will be checked against the child’s name tag prior to release of the child. Anyone other than the parent/guardian wearing a wristband will be asked to show identification with a photo before being allowed to pick up a child. In order to release any child, we must have written permission from the child’s parent, or legal guardian listing the individual’s full name. Children must be signed out and name tags and wrist bands must be removed by WiggleWorks kids’ staff prior to departure.

If any authorized pick-up person’s conduct leads our staff to believe it is unsafe to release the child (i.e. inebriated, disorientated, confrontational, violent or other risky behavior), we will contact another person from the pick-up list or call the police as required by law.

#### **Late Pick Up Policy and Late Fee:**

You will be allotted a 5 minute grace period, after scheduled program pick-up time, to collect your child from our facility. You will be charged \$1 per minute for each additional minute you are late to pick up your child after the 5 minute grace period ends. Once an attempt has been made to contact





caregivers and all emergency and authorized pick-up contacts, Wiggle Works kids' staff will move forward with the Code Adam Missing Child Safety Program for all remaining children in our facility 15 minutes after the program ending time. The **City Bellevue Police** and/or **Child Protective Services** will be notified to care for remaining children until parents/caregivers are located.

### Hours of Operations

During open play hours, WiggleWorks Kids will remain a drop-in play facility for children and their caregivers. WiggleWorks Kids TAKEOVER! is a separate program. For the safety of the children, we will not be open for open play during TAKEOVER! hours. On predetermined dates and times, WiggleWorks Kids open play will close at 5:00 pm, Drop off care will begin at 5:30 pm and will last 3.5 hours, until 9:00 pm when Crossroads Mall closes. Please note all exterior doors to the mall will lock so it is imperative to pick up your child promptly. These hours are subject to change.

### Behavior Management and Discipline

At WiggleWorks kids we strive to provide an interesting and exciting environment for children. "Rules" are established only to provide safe and fair guidelines in which children may participate equally and freely.

Guidance techniques are positive, fair, consistent and related to the child's behavior and individual needs. We seek to avoid behavior problems through reinforcement of appropriate behavior, offering positive alternatives to misbehavior, redirection and continual teaching of methods which provide for self-discipline. WiggleWorks kids' staff recognizes that children have different backgrounds and temperaments, and are committed to working through problems with families to the best degree possible. In the spirit of creating a community of caring families, all families are asked to respect and accept differences in children, even when children are working through challenging behavior.

In cases where a child continues to need a disproportionate amount of staff attention, the child may be asked to leave the program, in order to ensure the safety of other children. This measure is only used as a last resort.

Spanking or any form of corporal punishment, physical or mechanical restraint, the withholding of food, or any form of emotional abuse is strictly prohibited.



## Diapering and Toileting

Please inform us of your child's toilet habits and needs. Infants and toddlers who are not toilet trained will be changed on a regular (or as needed) basis. We will support the toileting routine that parents use at home to the best of our ability. WiggleWorks kids' staff will only assist with toileting when requested by child's caregiver. Changing and diapering will only be done in full view of our closed circuit surveillance system. Diapers and wipes are must be provided by the parent/caregiver, however, if parents prefer to change their child's diaper, we will call when needed and expect parents arrive within five minutes of the call.

## Clothing

Accidents can happen for various reasons. For the comfort and health of your child, as well as those participating in our program, we require all children attending TAKEOVER! to have a complete change of clothing. This includes pants, shirts, socks and t-shirts. Remember, children will be exposed to active activities as well as particularly messy art activities. It is important that they come dressed in play clothes. Socks are required for participation.

**WiggleWorks kids is not responsible for lost or stolen items.**

## Food Handling Policies

### **Meal Time Procedures**

Dinner will be provided and will be prepared off site; all allergy considerations will be noted in child's file and referenced prior to meal service. Children and staff are required to wash hands prior to meal service. Staff will assist younger children with feeding as needed.

### **Food Brought from Home**

All food brought from home must be labeled with the child's full name. A **Meal from Home** form must be filled out detailing serving instructions. WiggleWorks kids will not serve candy or other sweets and ask that these stay at home.



### **Nut Policy**

We do not knowingly serve peanuts or tree nuts. We ask that you do not send these foods to the program. However we cannot guarantee nut products or products containing nut oils will not be carried into the facility. Please consult with your child's doctor if this is of concern.

### **Hand Washing Practices**

All children and staff will wash their hands when entering the building, before and after preparing food, after diapering or using the toilet, and whenever in contact with body fluids.

### **Medical and Emergency Procedures**

#### **Sick Children Exclusion**

Children with any of the following symptoms are not permitted to remain in care:

1. Fever of at least 100 ° F as read under arm (axillary temp.) accompanied by one or more of the following:
  - a. diarrhea or vomiting
  - b. earache
  - c. headache
  - d. signs of irritability or confusion
  - e. sore throat
  - f. rash
  - g. Vomiting:
2. Vomiting: Two or more occasions within the past 24 hours
3. Diarrhea: Three or more watery stools within the past 24 hours or any bloody stool
4. Rash, especially with fever or itching
5. Eye discharge or conjunctivitis (pinkeye) until clear or until 24 hours of antibiotic treatment
6. Sick appearance, not feeling well, and/or not able to keep up with program activities
7. Open or oozing sores, unless properly covered and 24 hours has passed since starting antibiotic treatment, if antibiotic treatment is necessary
8. Lice or scabies
  - a. Head lice: until no nits are presents
  - b. Scabies: until after treatment is begun.



### **Medication Management**

Medication is accepted only in its original container, labeled with child's name. Medication is not accepted if it is expired.

Medication is given only with prior written consent of a child's parent/legal guardian. This consent on the medication authorization form includes all of the following (completed by parent/guardian):

1. Child's name
2. Name of the medication
3. Reason for the medication
4. Dosage
5. Method of administration,
6. Frequency (cannot be given "as needed"; consent must specify time at which and/or symptoms for which medication should be given)
7. Duration (start and stop dates)
8. Special storage requirements
9. Any possible side effects (from package insert or pharmacist's written information)
10. Any special instructions

### **Parent /Guardian Consent**

A parent/legal guardian may provide the sole consent for a medication, (without the consent of a health care provider), **if and only if** the medication meets all of the following criteria:

1. The medication is over-the-counter and is one of the following:
  - a. Antihistamine
  - b. Ointment or lotion intended specifically to relieve itching or dry skin
  - c. Diaper ointment or non-talc powder intended for use in diaper area
2. The medication has instructions and dosage recommendations for the child's age and weight AND the medication duration, dosage, amount, and frequency specified on consent do not exceed label recommendations
3. Written consent for diaper ointment is valid up to 6 months.



### **Health Care Provider Consent**

The written consent of a health care provider with prescriptive authority is required for prescription medications and all over-the-counter medications that do not meet the above criteria

1. Medication is added to a child's food or liquid only with the **written consent of health care provider**.
2. A licensed health care provider's consent is accepted in one of 3 ways:
  - a. The provider's name is on the original pharmacist's label (along with the child's name, name of the medication, dosage, frequency [cannot be given "as needed"], duration, and expiration date); *or*
  - b. The provider signs a note or prescription that includes the information required on the pharmacist's label; *or*
  - c. The provider signs a completed medication authorization form.
3. Parent/guardian instructions are required to be consistent with any prescription or instructions from health care provider.

### **Medication Storage**

Medication is stored: Inside of the office in a locked location. Topical ointments will be stored in the child's individual bag. Medication will be stored using the following guidelines:

1. Inaccessible to children
2. Separate from staff medication
3. Protected from sources of contamination
4. Away from heat, light, and sources of moisture
5. At temperature specified on the label
6. So that internal (oral) and external (topical) medications are separated
7. Separate from food
8. In a sanitary and orderly manner

Medications no longer in use will be promptly returned to parents/guardians, discarded in trash inaccessible to children, or in accordance with current hazardous waste recommendations (Medications are not disposed of in sink or toilet).



### **Medical Procedures**

Staff with first aid training will treat all minor injuries such as scratches, abrasions or bruises. All injuries are recorded on an Occurrence Report Form. One copy of the report is sent home with the parent, the other is placed in the child's file. Parents are notified by phone of all significant accidents.

### **Medical Emergencies**

1. One staff member will stay with the injured child.
2. A second staff member will go for help. This person will call 911 immediately in life threatening or emergency situations that require more than ordinary first aid procedures.
3. After help has been summoned, the staff person will attempt to contact the parent.
4. Continued effort will be made to reach a parent. If the parent cannot be located, the staff will contact the designated emergency contact.
5. In the event that transportation to a hospital is required, an aid car will transport the child to the nearest emergency facility.

### **Injury Prevention**

The facility is checked daily to make certain that the facility is safe for children and families and that toys and equipment are safe and the area is free from hazards. All medications, cleaning products and chemicals will be inaccessible to the children.

### **Disaster Response Plan**

1. WiggleWorks kids' staff will call 911 if necessary and report the emergency.
2. If there is an emergency inside the mall, the mall alarm will trigger the fire alarm inside of our space. If there is an emergency inside of WiggleWorks kids, we will evacuate our space & the playground immediately by calmly gathering children and JUST their shoes. In the event of imminent, life-threatening danger/fire/ disaster, staff will escort children out of the facility as quickly as possible. All other material items are not non-essential and should be left behind.
  - a. One staff member in front of store, one in back, one on playground
  - b. Staff Member on playground will assist children off of equipment
  - c. Staff Member at the front of the store will calmly organizing children for exit:
    - i. Children will line up outside of the playground between the snack bar and the wall and form a single line to create a smooth, organized exit.



- ii. Staff members will be at the front of the line to lead, as well as, be at the end of the line and a count will be taken before and after exiting to keep everyone accounted for. Non-walkers will be carried.
    - iii. All other areas of the facility will be check:
      - 1. Sitting areas
      - 2. Bathrooms
      - 3. Party Room
      - 4. Front Desk
  - d. If the emergency is inside the mall, staff will lead children out of our facility via our back door via the party room; ensure front entrance gate is open and secured to the ensure it does not obstruct the exit. If the emergency is inside of our store, children will be lead out of our facility via the front door, through the mall, toward the mall exit between Pier 1 Imports and Dress Barn; again, ensure the front gate is secured so it is not an obstruction for exiting.
  - e. When exiting (in any direction) we will proceed to lead children out into the nearest parking lot, away from the building, and any dangerous conditions. Children will be recounted to ensure everyone is accounted for.
7. Staff will coordinate with Mall management/ security to ensure the emergency is concluded.
8. Manager on duty will re-enter space and perform a safety check; sweep the space for debris and check all electrical systems (lights, equipment, front desk, etc.). Note an issues and determine if space is safe for re-entry.
9. Staff will lead children back into the space in a calm organized fashion.
10. In the event reentry is not possible children will be dismissed from the parking lot only to caregivers with matching wristbands. Any remaining children will be released to City of Bellevue Police.