



"Our Success is measured in  
**Kids' Laughs and Parents' Smiles"**

## Parent Playbook

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The ownership of ***Zip and Pep Playcare*** welcomes you and your family to our team. Our vision is to provide safe and fun drop-off play and enrichment centers that will entertain your child and give you peace of mind and the time to do the things you need to do - on your schedule.

We trust that your children will relish the opportunity to play, build, explore, create, exercise and meet new friends and you will find our environment a safe and nurturing one! If you ever have any questions, comments, or thoughts, don't hesitate to contact us at your earliest convenience.

Sincerely,

**Christa and Victor Owens**  
***Zip and Pep Playcare Owners***

I am enthralled to embark on this journey of new opportunities, experiences, and relationships! Nothing brings me greater joy than seeing smiles on faces - kids because there is no place they would rather be, parents because they appreciate our service, and employees because they love what they do. I hope that everyone who enters Zip and Pep Playcare will feel the passion we have for children and will share in this excitement with us. Thanks for your interests in this great organization and may your experiences here be amazingly outstanding!

All the best,

**Morgan Campbell**  
***Zip and Pep Playcare Director***



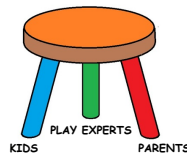
## WHO ARE WE?

Zip and Pep Playcare is an upscale, drop-off supervised play and enrichment center that provides a safe and fun environment for your child while you are away.

Our success is measured in **Kids'** Laughs and **Parents'** Smiles.

## WHY WE DO IT?

We recognize that you, the parent or guardian, need reliable care for your children when YOU need it.



### **Kids love *Zip and Pep Playcare* because:**

- They PLAY
- They BUILD
- They EXPLORE
- They CREATE
- They EXERCISE
- They LEARN
- And ... they MEET new friends and RECONNECT with existing friends
- Plus, the PLAY EXPERTS are so much fun!!!

**Parents count on *Zip and Pep Playcare* because:**

- They know their children are being watched by PLAY EXPERTS whose first priority is **SAFETY!!** And whose second priority is making sure their kids have FUN!!
- NO RESERVATIONS are required! Parents use *Zip and Pep Playcare* on their schedule - no more waiting on a late babysitter - and pay as they go!!
- We are open 66 hours a week! Days, evenings, or weekends, parents know they have a **safe** and friendly place they can count on for their child care needs.
- They can finally keep hard-to-keep date nights on the schedule, make doctor and dentist appointments at times convenient to them, have lunch with friends, go shopping, enjoy the salon/spa, attend/watch sporting events with friends, enjoy Girls/Guys Nights out ... or have a few hours to themselves at home to relax and re-energize.
- We recognize that PLAY is vital to kids' development - social, emotional, intellectual, and physical - and so we have designed our play areas to promote cooperation, socialization, listening skills and motor development.
- We are also available for birthday parties and special events on Sundays!

**Play Experts enjoy working at *Zip and Pep Playcare* because:**

- They know that **SAFETY** is the most important priority for children's well-being
- They are the most important part of the *Zip and Pep Playcare* team
- They love playing with children, being around children and working with children - Having FUN!!
- They appreciate being around other Play Experts who share their love for children
- Their input and ideas make *Zip and Pep Playcare* a better place for kids and parents

## HOW WE DO IT?

We have two goals:

- **SAFETY** - Zip and Pep Playcare Experts are highly trained in creating a safe environment and properly handling emergencies as they arise.
- **FUN** - Kids like the open, "no wall" floor plan because it provides an invitation for fun as it allows them the freedom of movement to choose from one of seven activity areas that most interest them.

**We have methodically planned the seven activity areas below to provide children with a variety of stimulating learning options and most of all, fun!!**

Imaginative Play Area	Outfitted with SnugPlay, an innovative new product for children of all ages. SnugPlay encourages social interaction, cooperation, inspires creativity, provides a learning resource and stimulates natural physical activity. The Imaginative Play Area will also contain a Dramatic Play Area as well as a Block and Transportation Area.
Arts and Crafts Area	Equipped with arts and crafts supplies, allowing children to work both independently and in Play Expert-led groups to develop small muscle control and hand/eye coordination, as well as creativity.
Tablet Area	Offers children the opportunity to both learn and play on programs such as ABCmouse, PBS Kids, and other fun games ready to play at their fingertips.
Video and Table Games	Contains various gaming systems such as Xbox One, PlayStation 4 and Wii U, as well as safe telescopic rod foosball table to engage children in action-packed fun.
Indoor Sport Court	A mesh- contained play area providing children with basketball hoops, various balls, hula hoops, jump ropes, and other items allowing for endless options for stimulating gross motor play.
Movie Theater	A carpeted area furnished with comfy chairs, offering children a place to relax and watch an array of movies or a place to get up and move with karaoke, Zumba, and other fun activities.
Toddler Area	A separate area to accommodate our little ones. This area provides a safe place to play with age- appropriate toys and engage in fun activities to work on their motor development, problem solving skills, and social- emotional development.

**Everything** our staff of PLAY EXPERTs does will be in support of providing a SAFE and FUN environment for children! **EVERYTHING!** And in that order - **SAFETY FIRST** and FUN second.

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# FACILITY

## FACILITY HIGHLIGHTS

- Zip and Pep Playcare encourages parents and children to take a tour of their facility and meet their staff. This eases the transition of children on their first visit, especially for young children.
- Zip and Pep Playcare's centers are an invitation for fun! The open, "no walls" floor plan gives children freedom of movement to choose from one of seven activity areas that most interests them.
- Parents like the floor plan because it allows for continuous staff observation ensuring a safe and secure environment.
- Younger kids have their own play area to ensure their safety and to provide age-appropriate toys and activities.
- There is only one non-emergency entrance/exit door into the play area. This door remains locked throughout the day. Once children are checked into Zip and Pep Playcare, they are not allowed back into the Lobby Area until their parents return. All of facility's doors are equipped with audio alarms to alert the staff of children entering or leaving the play area.
- A recordable video security system is used to monitor the premises for additional security.
- Zip and Pep Playcare's computerized check-in and out system identifies people authorized to pick up children and to make note of allergies and/or special needs.
- All toys and play areas are cleaned at least twice daily, and as needed throughout the day.

- Parents always have access to all facility areas used by children.

*Please note that socks are required. Zip and Pep Playcare is a shoeless play environment. (If parents forget, socks will be available for purchase for a nominal fee.)*

## **TIMES OF OPERATION**

- Monday - Thursday: 9:00 AM- 6:00 PM
- Friday & Saturday: 9:00 AM - Midnight
- Sunday: Reserved for Birthday Parties and Special Events

## **HOLIDAY INFORMATION**

- Zip and Pep Playcare will be closed the following holidays:
  - Easter
  - Memorial Day
  - July 4<sup>th</sup>
  - Labor Day
  - Thanksgiving
  - Christmas
  - New Years Day (the facilities will close at 2am on New Years Eve)
- Zip and Pep Playcare closes at 6pm the nights before Thanksgiving and Christmas Eve.



## TODDLER INFORMATION

- Don't worry about small toes being stepped on - we separate toddlers, preschool and school age children for gross motor games and activities.
- Parents of toddlers are encouraged to come into the Toddler Area to ease the anxiety and transitioning from the parent to the Play Experts.
- Each child in this age group will be sent home with a Daily Report reflecting their overall mood, diaper changing/ toileting, meals and snacks, sleeping, activities, and any additional Play Expert notes on the child for that day.
- We ask that no bottles or outside foods come into the center. Our facility will provide an age- appropriate snack and sip cup for your toddler.
- With your consent in the Authorization to Dispense External Preparations, Zip and Pep Playcare will provide fragrance- free, sensitive skin baby wipes for diaper changing and messes as well as supplies such as diaper cream and baby powder.
- Your toddler is required to have the following items:
  - sufficient number of disposable diapers
  - resting items as needed (blanket, pillow, lovey, etc.)
  - change of clothes including, shirt, bottoms, socks, and underwear (if applicable)

*\*Please see Safe Sleep Policy as well as Diapering and Toilet- Training Policy in the Policy section for information on these procedures.*

## **CENTER LEADERSHIP & STAFF**

- Morgan Campbell. Zip and Pep Playcare Director.
  - o Professional Experience:
    - Therapeutic Childcare Coordinator, The Hope House.
    - Therapeutic Childcare Coordinator, Advantage Behavioral Health Systems.
    - Therapeutic Childcare Lead Teacher, Advantage Behavioral Health Systems.
  - o Education
    - Bachelor of Science in General Science, The University of Georgia.*
- Zip and Pep Playcare's hourly staff members - Play Experts - are enthusiastic, energetic, respectful, creative, fun and encouraging towards all children. They must pass screening and criminal checks:
  - o Social Security Number Trace
  - o Address History
  - o County, state and national criminal background investigation
  - o National Sex Offender Check
  - o Previous Employer Reference Checks & Employment Verification

## **ADDITIONAL FACILITY INFORMATION**

- We are REQUIRED to report any suspected child abuse, neglect, exploitations or deprivation to the Department of Family and Children Services.

### **Information posted at the facility for public viewing at front of facility:**

- o Business License
- o Communicable Disease Chart
- o Names of persons responsible for the administration of the center
- o Statement Requiring Visitors to check in with staff when entering the facility
- o No Smoking Signs
- o Emergency Phone Numbers
- o Emergency Plans for Severe Weather and Fire

### **Information posted near each phone:**

- o Regional Poison Control Center
- o Local Hospital
- o Ambulance/Rescue Squad Services/911
- o Local Fire Dept / 911
- o Local Police Dept / 911
- o County Health Dept

# PROCEDURES

## QUICK AND EASY REGISTRATION

- Registering is quick and easy at Zip and Pep Playcare. Parents have the choice to print the registration forms online and bring them to the center completed or to complete the forms in the center.
- Parents will be asked to please share any special instructions or concerns regarding their child with Zip and Pep Playcare's staff.

## ADMISSION

- Zip and Pep Playcare accepts children from ages 12 months - 12 years old.
- Required Forms Required for Admission:
  - o Enrollment Application
  - o \$50 Registration Fee (*per family*)
  - o Pick-up Authorization
  - o Emergency Medical Authorization
  - o Form 3231 - Georgia Dept of Health Certificate of Immunization
  - o Waiver and Release
  - o Parental Agreements
  - o Acknowledgement of Receipt of Parent Handbook
- o Complete as necessary:
  - o Medical Information
  - o Medication Administration Form
  - o Allergy Plan
  - o Care Plan for Children with Special Health Needs

## **MEMBERSHIP**

- There is an annual membership fee of \$50 per family, regardless of the number of children. The annual membership is renewable on the anniversary of the first date the facility is used by your family.

## **OUT-OF-TOWN GUESTS**

Zip and Pep Playcare welcomes out-of-town guests as well. Just be sure to complete the enrollment forms and have immunization records as required by the state of Georgia. The Guest Fee is an additional \$2 per hour for each child compared to the standard hourly charge for members.

## **RATES AND FEES**

- Hourly Rates for Members
  - o \$10.00/hr for 1<sup>st</sup> child
  - o \$5.00/hr for each additional sibling
  - o Zip and Pep Playcare's fees are calculated to the minute after the first hour. Payment for a parent's visit is due upon checkout. Zip and Pep Playcare will accept cash, Visa, MasterCard and American Express.
- Late Charges
  - o Late charges are in affect after closing hours. Customers that are late will be charged a \$5 late fee and \$1 for every minute after closing hours.

## **SNACKS AND MEALS**

- Zip and Pep Playcare provides a mid-morning, afternoon and evening snack free of charge.

- Lunch may be purchased for \$3.50/child.
- Dinner may be purchased on Friday and Saturday evenings for \$5.00/child.
- All food served at Zip and Pep Playcare is wholesome and nutritious. Zip and Pep Playcare works with local partners when ordering healthy lunch and dinner meals and hand-selecting nourishing snack options.
- Absolutely no outside food or drinks may be brought into the facility without prior consent from Zip and Pep Playcare's management.
- Please remember that other children may have serious food allergies. All outside food and drinks must be consumed and disposed of before arrive at Zip and Pep Playcare facilities.
- *Please note that Zip and Pep Playcare is a peanut-free facility.*

## **DROP-OFF AND PICK-UP PROCEDURES**

- Parents are required to present a photo ID and/or complete a biometric scan to staff members when they drop-off or pick up their children.
- A Pick-up Authorization form for persons picking up a child must be completed as part of the registration process.
- In case of an emergency and/or a parent cannot return to the center to pickup their children, the parent must call and identify themselves along with the password provided on the registration form, and give the name of the authorized person who will be picking up their children (the authorized person must present photo ID).

## SCHEDULE (SAMPLE)

### Monday - Thursday:

9:00 AM	Facility Opens for Parents and Children
9:00 AM - 9:30 AM	Active Free Play
9:30 AM - 10:00 AM	Get Up and Go Games, Song Time, or Video Work Out
10:00 AM - 10:30 AM	Active Free Play
10:30 AM - 11:00 AM	Hands Washed and Morning Snacks Served
11:00 AM - 12:00 Noon	Structured Arts and Crafts Activity
12:00 Noon - 12:30 PM	Games or Stories / Active Free Play
12:30 PM - 1:00 PM	Hands Washed and Lunch Served
1:00 PM - 1:30 PM	Quiet Time (Movie, Books, Quiet Play)
1:30 PM - 2:00 PM	Group Game Activity
2:00 PM - 3:00 PM	Active Free Play
3:00 PM - 3:30 PM	Hands Washed and Afternoon Snacks Served
3:30 PM - 4:00 PM	Group Game Activity
4:00 PM - 5:00 PM	Active Free Play
5:00 PM - 6:00 PM	Movie Time / Active Free Play
6:00 PM	Facility Closes for Parents and Children

### Friday and Saturday (same schedule as above from 9:00 AM - 6:00 PM)

6:00 PM - 7:30 PM	Hands Washed and Dinner Served
7:30 PM - 8:30 PM	Active Free Play
8:30 PM - 9:00 PM	Group Activity
9:00 PM - 9:30 PM	Hands Washed and Evening Snacks Served
9:30 PM - 10:00 PM	Group Activity
10:00 PM - 12 Midnight	Movie Time
12 Midnight	Facility Closes for Parents and Children

### NOTES

- Zip and Pep Playcare doesn't **require** children to follow the above schedule (with the exception of snack and meal times). Children are relatively free to choose among the Active Free Areas that interest them.
- Potty Breaks/Bathroom Breaks are available throughout the day.
- Group Game Activities include Exercises, Games, Dancing, etc.
- Usage of the Active Free Areas is rotated on an as-needed basis to insure that Toddlers (12 months - 2 yrs old), preschool children (3-5 yrs old), and school-age children (6-12 yrs old) are separated on a regular basis.
- Zip and Pep Playcare Facilities will also offer the special themed events (e.g., Pizza Nights, Karaoke Nights, etc.) during the daytime and evening hours throughout the year.

## **GUIDANCE, BEHAVIORAL EXPECTATIONS AND DISCIPLINE**

Children must be able to play independently, to follow verbal directions (cooperate), respect personal space and property of others and use appropriate language. Our goal is to encourage children to become independent, creative, responsible and socially mature human beings. Our guidance takes several forms:

- o **Logical Rules** - Such as keeping our hands to ourselves, and taking care of and learning about the environment. These are discussed with the children, as well as why such rules are needed.
- o **Positive Behavior** - We reinforce the behaviors we encourage. Catch them being "good"
- o **Redirection** - Often, attempting to interest a child in another activity can eliminate a potential difficulty. We might ask the child to help us or send them to a different play area.
- o **Positive Reminder** - Telling the child what we want them to do, rather than using "no" or "don't".

Any on-going situations will be discussed with the parents to ensure a cooperative approach. Please feel free to discuss any questions or concerns.

***\*Note: No corporal punishment is allowed. This is defined as the use of negative physical touching (spanking, slapping, pinching, etc.). No unusual punishment will be allowed, such as humiliation, ridicule, threats or coercion.***

## **CHRONIC DISRUPTIVE BEHAVIOR**

We will make every effort to work with the parents of children having difficulties at our facilities. However, we are here to serve and protect all of our children. Children displaying chronic disruptive behavior, which has been determined to be upsetting to the physical or emotional well being of another child may require the following actions.

### **Initial Consultation**



- o The Director may require the parent(s) of any child who attends a Zip and Pep Playcare facility to meet for a conference. The problem will be defined on paper. Goals will be established and the parents (and the child when capable) will be involved in creating approaches toward solving the problem.

### **Second Consultation**

- o If the initial plan for helping the child does not work, the parent(s) will again be required to meet with the Director. Another attempt will be made to identify the problem, outline new approaches to the problem, and discuss the consequences if progress is not apparent.

### **Suspension**

- o When the previous guidelines have been followed and no progress has been made towards resolving the problem, the child may be suspended from Zip and Pep Playcare indefinitely. The Director may immediately suspend a child at anytime the child exhibits a behavior that is harmful to himself/herself or others. A parent may be contacted by the Director at anytime the child exhibits uncontrollable behavior that cannot be modified by Zip and Pep Playcare's staff. The parent may be asked to take the child home immediately. Suspensions from Zip and Pep Playcare may vary from a few hours to an indefinite period.

## **SICK CHILDREN**

For the safety of other children and staff members, sick children (*101 degree or higher oral temperature and another contagious symptom, such as, but not limited to, a rash, diarrhea, vomiting, or a sore throat*) are not admitted to any Zip and Pep Playcare location. Do not bring a child with any contagious symptom or medical condition listed on the communicable disease chart posted in the office. Please do not bring the child back to the center until symptoms are absent for at least 24 hours or if the child has written clearance from a physician.

- o **If a child becomes sick during a visit**, the child will be separated from the other children. Parents will be notified by phone, email, and text within 15 minutes of the child becoming sick by Zip and Pep Playcare staff to pick up your child if necessary. If parents are not reachable, the listed contacts on the Pick- up Authorization Form will be called to pick up the sick child.
  
- o **If a child contracts a noticeable communicable disease and may have exposed children at the center**, please notify the center. Zip and Pep Playcare may be required to notify the county health department. A list of communicable diseases will be located at the front of the center.
  
- o **If a child sustains a minor injury** that does not required professional medical attention at a Zip and Pep Playcare facility, you will be notified via verbal and written communication when the child is picked up that same day/night.

## EMERGENCIES

Local Hospital: Emory Johns Creek Hospital  
6325 Hospital Parkway  
Johns Creek, GA 30097  
(678) 474-7000

Local Health Dept: North Fulton Regional Health Center  
3155 Royal Drive  
Alpharetta, GA 30022  
(404) 332-1876

Regional Poison Control Center: (800) 282-5846

Ambulance, Police and Fire: 911

Emergency Plans have been developed and are available for parental review:

- o Fire
- o Severe Weather
- o Loss of Heating
- o Loss of Cooling
- o Loss of Electricity
- o Loss of Water
- o Structural Damage to the Building
- o Serious Injury or Illness of a child
- o Loss of a Child from the Facility
- o Death of a Child

# **POLICIES**

## **NON-DISCRIMINATION POLICY**

**Zip and Pep Playcare does not discriminate in its programs or activities on the basis of race, color, national or ethnic origin, ancestry, age, religion or religious creed, physical and mental ability, sex or gender, gender identity and/or expression, sexual orientation, military or veteran status, genetic information, or any other characteristic protected under applicable federal, state or local law. Retaliation is also prohibited.**

- Zip and Pep Playcare complies with state and federal laws that prohibit discrimination.
- If your child requires special care, please complete a Care Plan for Children with Special Needs. Please use your own judgment as to the special care your child requires and whether our facility and staff will be equipped to fulfill this need. If you believe your child needs special accommodations, please contact the Zip and Pep Playcare Director prior to your visit to discuss accommodations.

## **DISCHARGE POLICY**

**Zip and Pep Playcare reserves the right to refuse the admittance of a child for the following additional reasons:**

- non-payment
- not observing the rules of Zip and Pep Playcare as outlined in the parent agreement
- physical and/or verbal abuse of staff or other child/children by parent or child

## **MEDICATION POLICY**

Medication can be stored and administered at Zip and Pep Playcare facilities under the following guidelines.

**PARENTAL AUTHORIZATION.** Except for first aid, personnel shall not dispense prescription or non-prescription medications to a child unless the child's physician and parent complete a Medication Administration Form. All prescription medications must be in the original packaging from the pharmacy.

- o The purpose of this is to ensure that children receive proper dosage of prescribed and over the counter medications as authorized and instructed by the parent or legal guardian.
- o These details are not required for non-prescription topical medicines such as Desitin, Vaseline, suntan lotion etc., but a completed Authorization to Dispense External Preparations form is required for their use.
- o In situations where a child has a severe allergy, especially a food allergy, in which requires that a medication remain on the premises such as an Epi-Pen, an Allergy Plan must be completed.
- o In other emergency situations such as a child spiking a high temperature the center may obtain verbal authorization from the parent over the telephone to be followed with a written and signed authorization upon the parents' arrival at the center.
- o Zip and Pep Playcare staff will notify parents of any adverse reactions to prescribed/non-prescribed medications when child is released that same day/night via verbal and written communications.

**DISPENSING MEDICATION.** The Medication Administration Form permits the dispensation of medications for a limit of two (2) weeks unless otherwise prescribed by a physician. Medication shall only be dispensed out of its original container, which must be labeled with the child's name.

- o The parent must renew the authorization by initiating a new form at the end of the two-week period if necessary to continue the medication.
- o For prescriptions and chronic conditions requiring medication for extended periods of time requires physician's information and signature. Such an authorization with that notation would remain valid until the parent notifies the center of a change or until the expiration date of the prescription and/ or medication.

Sample medications are allowed as long as a Medication Administration Form is completed and signed by the child's physician. All medications must be within the expiration dates.

- o Prescription and over-the-counter medication should be in the original container and labeled with the child's full name. This rule does not prohibit centers from having over-the-counter medications on hand for emergency situations.

There must be procedures in place for their use and staff must be aware of the procedures. These medications must be marked "for center use only" and parental authorization (verbal and written) must be obtained if these medications are dispensed.

DISPENSING RECORDS. The center shall maintain a Medication Administration Report of all medications dispensed to children by personnel to include the date, time, the amount of medication administered, as well as any noticeable adverse reactions to the medication. This report will also include the signature of the personnel administering the medication as well as a second personnel's signature to verify the accurate dosage of medication.

- o This form should reflect that medication was administered as authorized by the parent or legal guardian and should document the reason why the medication was not administered (i.e. child absent, medication not brought by the parent, etc.)

STORAGE. Medications shall be kept in a locked storage cabinet or container, which is not accessible to the children and stored separate from cleaning chemicals, supplies or poisons. Medications requiring refrigeration shall be placed in a leak proof container in a refrigerator that is not accessible to the children.

UNUSED MEDICATION. Medicines that are no longer to be dispensed shall be returned to the child's parents immediately.

- o All medications on site and labeled for a child must have a valid authorization on file. Any expired medications and medications without a current Medication Authorization Form will be returned to the parent or discarded.

NON-EMERGENCY INJECTION. Non-emergency injections, such as that received by a child who has diabetes, is only to be administered by appropriately licensed persons unless the parent and physician of the child authorize the child to self-administer the injection in the Medication Administration Form.

## **SAFE SLEEPING POLICY**

Due to the various sleeping schedules of children being dropped off at the center as well as the mix of free play times and structured play times, there is no scheduled rest time; however, cots and/or mats shall be provided for each child who needs to rest/sleep.

- o Any personal items your child should want during rest time must be brought to the facility during each visit (i.e. blankets, pillows, loveys, etc.) Please label these items and place in the child's cubby in the Toddler Area.
- o All sleeping and resting equipment will be arranged to avoid obstructing access to exit doors, to provide our Play Experts access to each child, and to prevent children's access to cords hanging from window treatments and other hazardous objects.

- o All cots and mats will be properly cleaned and sanitized after use by each child.

## **DIAPERING AND TOILET- TRAINING POLICY**

Only disposable diapers are used at Zip and Pep Playcare facilities. Parents should ensure that their toddlers have sufficient number of diapers and wipes on every visit to Zip and Pep Playcare facilities.

- Diapers will be changed every 2 hours or more often as needed.
- Personnel shall use disposable gloves while changing each child as well as clean and sanitize the changing area after each child.
- Please be sure to bring a change of clothes including shirt, bottoms, socks, and underwear (if applicable) for all toddlers in case an accident should occur.
- If your child is toilet training, Zip and Pep Playcare's Play Experts will be happy to support this training. Please discuss it with our front-counter personnel so we can be consistent in helping your child.
  - o To ensure the safety and sanitation of all children at Zip and Pep Playcare, children who are not mostly potty trained should wear Pull-ups or other absorbent training pants.
  - o Zip and Pep staff will follow the following procedures for toilet-training toddlers, unless otherwise instructed the parent.
    - ✓ Every 10- 15 minutes, the child will be asked if he or she needs to use the bathroom and taken to the bathroom.
    - ✓ The employee will tell the child what is about to happen before removing the child's clothing or touching them as needed for toileting procedures.
    - ✓ When assisting with toileting, the employee will put on gloves.
    - ✓ As the child becomes more comfortable, they will be allowed them some independence with completing toiling procedures on their own with staff supervision.
    - ✓ Children will be instructed on how to properly wash their hands.



- ✓ Once a child is mostly potty trained and can verbalize when they need to go the bathroom, they may wear underpants.