

brella

Parent Handbook

BRELLA PLAYA VISTA

12746 W Jefferson Blvd. Suite 3-3100
Los Angeles, CA 90094

PHONE

424-425-7500

EMAIL

hello@brellaspace.com

WEBSITE

www.hellobrella.com



Welcome to Child Care at Brella

Brella is an innovative and flexible child care program providing children ages 3 months to 6 years with opportunities for enrichment, exploration, and connection. The needs of children and families are at the core of our philosophy, and we strive to provide quality, early play experiences that are creative, inspiring, and fun. Our program provides on-demand child care, offering peace of mind for families whenever care needs arise.

Our mission at Brella is to enrich a child's natural curiosity and creativity through exploration and play. We offer a balance of child-centered and adult-led activities that promote art, science, dramatic play, early literacy, math, fine and gross motor skills. Activities are always age- and developmentally appropriate, and emerge from the children's own interests. Our environment supports a variety of experiences and provides an inspiring and comforting space for children in our care.

Daily transitions into and out of our care are treated with compassion and empathy. Thoughtful, transitional spaces and procedures are incorporated into our environment to support positive separation and reunion. Teacher-child interactions create connections and security while also developing the child's social skills and social emotional competence.

Brella encompasses the needs of the child, their family, and the community. We strive to provide the support, service, and quality care busy families need to thrive.

We look forward to getting to know your family.



CHILD CARE PHILOSOPHY

Brella's curriculum draws from some of the most respected methods in early childhood education. We provide experiences that mirror each child's developmental stage and offer a window into the possibilities of where they can go. Our approach ensures that every child in our care will have an experience that promotes curiosity, creativity and social skills, as well as nurtures the wonder of childhood.

OUR TEACHERS & STAFF

Children at Brella are under the care of a nurturing community of credentialed early care experts. Our staff, from the front desk to the classrooms, are trained to make children feel comfortable, safe and cared for.

DIRECTOR

Our Director is an early childhood care expert who oversees Brella's child care center and its staff. The Director's primary responsibility is to provide a safe and healthy environment for the children, create curriculum, and oversee daily interactions in the classroom. Additionally, the Director's role is to establish a collaborative relationship with families, assisting across a variety of areas, from common everyday concerns to more complex emotional and behavioral needs.

TEACHERS

Our staff includes classroom teachers, specialists and support staff. All teachers and staff are selected based on a variety of criteria, including experience in the field of child development and early childhood education, communication, creativity, and commitment to working with children and their families.

Brella conducts thorough background checks and obtains fingerprints for all teachers and staff to ensure that each teacher and staff member has met all state requirements and guidelines for safety and training prior to joining Brella.

Our Space

At Brella, children rotate through a variety of classrooms where they can be inspired, learn, and have a sense of belonging and community.

LIBRARY

A room designed for play, group storytelling, and individual quiet reading. Children will find a variety of reading and play materials amidst settings ranging from soft furniture to small reading nooks.

ART LAB

A room designed for exploring art, science and sensory activities with space for messy art and age appropriate science projects.

CREATIVE PLAYROOM

Children will participate in imaginative and role-play activities among a number of centers and props, such as play kitchens, building materials, and even a stage. Music classes and curriculum will also be held here.

PLAYGROUND & STUDIO

This large space promotes gross motor movement, as the children can climb on our play-structure, run, and play sports and games. Children may also be led in group movement classes, such as dance, yoga, meditation and martial arts, in the adjacent studio. Our studio will also serve as a quiet and calming area for children to nap and rest and can be completely closed off from the indoor playground.

NURSERY

Infants are cared for in a dedicated infant nursery comprised of a playroom and napping room. Toys and learning tools in the playroom are safe and stimulating, promoting the natural curiosity and development of this age. Music and story time programming is offered throughout the day. The infant napping room is equipped with cribs specially designed for infants.

GARDEN

Children have regular access to a private outdoor garden, where they can help care for the plants and enjoy water play, fresh air and sunshine.

Brella also offers spaces for families and adults. Children are welcome to enjoy these spaces when accompanied by an adult.

FAMILY LOUNGE

The Family Lounge is open to children and adults. It is intended as a place for families to engage, read a story and/or have a snack. Children must remain under the supervision of their caregivers at all times in the Family Lounge.

OFFICE

Our work facilities are primarily for adults. However, children may use these by appointment. Children must be accompanied by an adult at all times in the workspace.

FAMILY BATHROOMS

Family bathrooms may be used by adults and children. Children under the age of 6 must be accompanied by an adult while using our family bathrooms.

NURSING ROOMS

Brella offers a private, comfortable room for parents to feed their babies.



Enrollment

Brella offers exclusively on-demand child care. Parents may book child care as needed through our reservation system, which is available through our mobile app. (For more information on how to use our app, see page 9). Our child care is scheduled and priced by the hour. Our hourly rate is published online and can also be found on our mobile app. Hours can be purchased individually or in monthly, recurring plans. The expiration of those hours will be noted at the time of purchase.

Before or at the time of your child's first visit to Brella, parents must provide hard copies of the following documents to our center. These documents are available on www.hellobrella.com/forms and will be emailed to you once you register a child via our mobile app or website. Documents may also be picked up at Brella:

- Signed Parent Handbook – last page only
- Identification & Emergency Information: LIC 700
- Child's Pre-Admission Health History- Physician's Report : LIC 701
- Child's Pre-Admission Health History- Parent's Report : LIC 702
- Consent for Medical Treatment: LIC 627
- Immunization Records & TB Results
- Admission Agreement
- Signed Parent's Rights: LIC 995A
- Signed Personal Rights: LIC613A
- Photo / Media Release statement
- Sunscreen Release Form
- Food Services Waiver

You may email completed documents to us at hello@brellaspace.com. All records are kept confidential. Our center does not discriminate upon the basis of race, color, sex, or nation of origin. No child will be admitted without verification of immunizations.

CHANGES IN ENROLLMENT INFORMATION

It is important that all records remain up to date, should we need to contact you in the event of an emergency. Parents may update changes in address, phone number, and medical history, as well as authorized caregivers, emergency contacts and information, at any time using our mobile app. Parents may also make updates to their information by speaking with a member of the Brella staff on site or by phone at 424-425-7500.

Hours & closures

HOURS OF OPERATION

Brella's child care center is open early, late and on weekends to support you whenever your need for child care arises. Our current hours of operation are as follows *:

MONDAY	7:00 AM-7:00 PM
TUESDAY	7:00 AM-7:00 PM
WEDNESDAY	7:00 AM-7:00 PM
THURSDAY	7:00 AM-7:00 PM
FRIDAY	7:00 AM-10:00 PM
SATURDAY	7:00 AM-10:00 PM
SUNDAY	7:00 AM-7:00 PM

*Note: Brella's hours are subject to change. Updated hours will be available on our website, mobile app and at our center.

HOLIDAYS & CENTER CLOSURES

Brella will be closed on Thanksgiving Day, Christmas Day, New Year's Day, Cesar Chavez Day (Staff Training Day), Memorial Day, the Fourth of July, and Labor Day.

On occasion, some or all of Brella's child care facilities may be closed for special events. We will provide you with 30 days' notice of any special event closures via our mobile app, website, email and by posting a notice at our center.

UNEXPECTED CLOSURES

While Brella aspires to be open when you need us, we can't always control unforeseen circumstances. In the event of an unexpected closure due to weather, facility issues or other causes, we will provide as much notice as possible via our mobile app, website, email and by posting a notice at our center. All missed appointments during this time will be fully refunded.

Who can come to Brella?

AGES

Our child care center accepts children 3 months to 6 years of age.

Brella will place a child in an age-appropriate classroom based on availability. Children will always be placed with other children in their age group and will be in an appropriate teacher-child ratio based on their ages, as mandated by the state licensing agency and determined by Brella in its sole discretion.

SPECIAL NEEDS

We cannot always accommodate a child's special needs. If you believe your child requires additional support, please contact Brella at 424-425-7501 before making a reservation. We will schedule a private consultation to understand if our team will be able to meet your child's physical or emotional needs.

POTTY TRAINING

We do not require that a child be potty trained to attend Brella. You will have the opportunity to note in the child's profile on our website or in the mobile app whether your child is potty trained, in-training or in diapers. If your child requires assistance going to the bathroom, our staff will accompany them and help as needed.

Brella will provide Hello Bello brand diapers and Hello Bello brand wipes. If you prefer to use your own brand of diapers and/or wipes, you may provide the necessary amount of preferred diapers and wipes with your child.



NAPTIME

Brella provides rest periods for every infant, toddler and preschooler. This chart will provide you with a general guide for naptime in our center.

AGE OF CHILD	# OF NAPS	LENGTH OF NAP PERIOD
3-18 months	As needed	As needed
18 months – 24 months	1	2-3 hours
24 months – 36 months	1	1-2 hours
36 months – 60 months	1	1-2 hours

Infants may nap at any time. Infants will sleep in a dedicated crib with freshly laundered crib sheets. Brella provides 100% cotton Boll & Branch crib sheets for each child. We do not allow infants to sleep in anything other than a crib. Infants may sleep in a sleep sack, if provided to Brella. We understand many children require a comfort item from home to help them nap. For safety reasons, it is in the sole discretion of Brella and our staff to determine whether the comfort item may accompany the child during naptime.

Generally, naptime for toddlers and preschoolers is from 1:00 pm to 3:00 pm. We provide a mat and/or cot and freshly laundered bedding for every child. All children are encouraged to rest quietly on their mats and/or cots during naptime.

If you do not want your child to participate in the scheduled naptime, please let a Brella staff member know at drop off.

How to book child care at Brella

Parents are encouraged to make reservations ahead of time to ensure a space for their child. Reservations may be made on our mobile app or by calling the center directly. Brella cannot guarantee availability.

Download the Brella Mobile App available on iTunes or the Google Play Store, or visit hellowbrella.com.

STEP 1. CREATE A FAMILY ACCOUNT

You are required to create a profile for each child you want to enroll at Brella. You will be asked to provide a picture of your child. If you do not have one, we can take a picture at the center during their first visit.

Your child's date of birth, sex, allergies, potty training, naps, bottle and food preferences will be noted in the account. You will also have the opportunity to note any special information about each child, including food allergies and preferences, scheduled bottles and naps, toilet training and special notes, including their experience with prior separation and interests. Please complete this with as much detail as possible, as this information is used to provide the highest quality of safety and care for children in our center.

Each child must have their own individual profile.

In addition to children's profiles, the family account must also include at least one approved adult that will pick up the child (Safe Pick-Up). You may have up to 10 Safe Pick-Ups per family.

STEP 2. SET UP PAYMENT AND, IF APPROPRIATE, SELECT A PLAN

In order to book a Brella reservation, you must have a credit card on file. Brella accepts all major credit cards.

You may choose to pay by the hour or purchase a recurring monthly plan. Plans are not required but are a good value for families with regular or recurring care needs and/or multiple children.

Your credit card will be charged when you book an hourly reservation or a monthly plan. If you choose to purchase a monthly plan, your card will be charged on the same day each month.

Please be sure to keep an updated card on file, as Brella cannot process charges with an incorrect, expired or over-the-limit credit card. We will try to contact you if any of these situations occur. Failure to timely pay all fees and charges when they come due may result in the suspension or cancellation of your Brella account.

STEP 3. BOOK YOUR CARE

Use our app to schedule care on the same day or up to 60 days in advance.

WAITLIST

If spaces in a specific age group are sold out, Brella can place children on a waitlist in the order that Brella receives the request. When a spot opens up, parents will be immediately notified and will have 2 hours to accept the open spot. Failure to accept the open spot within two hours will result in forfeiture of your spot on the waitlist.

Reservations must be made for each individual child.

Brella reserves the right to place your child in any age-appropriate classroom based on availability. If this is a return visit, we will do our best to place your child in a classroom or with a teacher with whom they are familiar.

Brella reserves the right to increase or decrease prices for our hourly services. All previously purchased hours will be honored until the date of their expiration.

EXPIRATION

All Brella monthly plans and hourly credits have expiration dates. The expiration dates are listed in the description of the credits and packages on the mobile app and on your receipt. Brella cannot refund or credit you for any unused credits or plans.

Drop-off at Brella

Upon arrival, Parents/Guardians must check in at the front desk to confirm their reservation. Parents/Guardians and their children will be directed to our Welcome Room, where they will be greeted by a Brella teacher. Parents/Guardians will be asked to sign in on the attendance sheet using their legal signature and note their time of arrival. They will then hand any personal items (coat, backpack, etc.) to the teacher at this time.

Parents/Guardians and their children will participate in a brief goodbye ritual in the Welcome Room. This ritual has been designed by experts to ease the separation experience. Once this goodbye is complete, Parents/Guardians may then exit to our family lounge, but are not encouraged to remain in the classrooms themselves.

At the time of drop-off, teachers will place a bracelet on each child. This bracelet is used to identify the child within Brella.

For children in our infant nursery, Parents/Guardians and infants will be escorted from the Welcome Room to the Nursery, where Parents/Guardians will settle the child and sign in on the attendance sheet using their legal signature, noting their time of arrival.

A child may be accompanied by one adult in our child care spaces during regular care hours. If you are bringing another child with you who is not staying at Brella, that child may accompany you to the child care space but will remain under your care at all times and must remain in the Welcome Room.



Pick up at Brella

Children will only be released to approved Safe Pick-Ups noted on the account. Safe Pick-Ups will use the Brella app or Brella Pick-Up App (available on iTunes, Google Play and www.hellobrella.com) to authenticate themselves. Once Parents/Guardians arrive at Brella, they should open the app and indicate that they are on-site. Only Safe Pick-Ups inside Brella's walls can authenticate that they are on-site. Safe Pick-Ups will be directed to the pick-up area, where they will be asked to provide the three-word code displayed on their app. This code releases the child to the Safe Pick-Up. Safe Pick-Ups will also be asked to sign their children out on the sign-out sheet provided using their legal signature and note the time of departure.

If a Safe Pick-Up does not have a mobile device or the Brella app, they must provide a legal form of photo identification, such as a driver's license or passport. Once children are signed out with a Safe Pick-Up, they should immediately leave the child care section of the center. Children who have been signed out are no longer under Brella's care. Children may stay in Brella's Family Lounge as long as they are accompanied by a caregiver at all times.

PARKING AT BRELLA

We have two 15-minute drop off spots located directly in front of our front door. These may be used for drop-off and pick-up. You may also park in the parking structure at the Runway. We will validate 2 hours of parking for Brella customers.

BOTH PARENTS' RIGHT TO PICK UP

Under the laws of the state of California, both parents may have the right to pick up their child, unless a court document restricts that right. The enrolling parent who chooses not to include the child's other parent on the authorized pick-up list must file an official court document (e.g., current restraining order, sole custody decree, divorce decree stating sole custody) in support. Absent a legal document, the center may release the child to either parent, provided that parent documents his paternity/her maternity of the child.

CONSENT TO LEAVE BY TAXICAB, DESIGNATED DRIVER OR RIDESHARE

Parents agree to leave the center by cab or rideshare and, if necessary, to reimburse the program for the cost of the cab or rideshare, when a staff member believes that the safety of the child is better served if the parent does not drive.

Missed & late appointments

LATE PICK UP

Children must be promptly picked up at the end of their scheduled reservation. After a 5-minute grace period, there is a fee of \$1.00/minute for each minute a child stays after their reservation has ended. If parents wish to extend their reservation for an additional hour, they may do so via our mobile app or by calling our front desk at 424-425-7500. Reservations can be extended in hourly increments and paid for at the hourly rate, or by using any remaining credits in the account. Reservation extensions are subject to availability and can be made up to 10 minutes before the end of an existing reservation.

Please call 424-425-7500 if you plan to be late. If you are late and we haven't heard from you, our staff will attempt to reach you by phone. If they are unable to reach you, they will contact an authorized emergency contact. If we are unable to contact you or an authorized Safe Pick-Up within one hour after the reservation has ended or 30 minutes after facility closing, we are required by law to call the local police department.

CANCELLATIONS

Reservations may be cancelled with no fee up to 24 hours in advance of the appointment. Cancellations should be done through the mobile app or by calling our center at 424-425-7500. If you cancel within 24 hours of your appointment or miss an appointment, you will be charged the full amount of your reservation.

LATE POLICY

If you are running late for a reservation, we ask that you notify our staff by calling 424-425-7500 as soon as possible so we may hold your spot. If you arrive late for an appointment, you will be charged for the full duration of that appointment. If you are more than 10 minutes late for your reservation and have not contacted us by phone, we have the right to give the entire duration of your reservation to another child, and you will forfeit the full amount.

SICK POLICY

If a child gets sick in our care, he or she must be sent home.

Feeding, snacks & meals

To ensure every child is safe from potentially life-threatening allergens, we do not allow outside food into Brella. This is a nut/peanut-free facility.

Toddler and preschool children

SNACKS

Snacks are offered to all toddlers and preschoolers in our care at designated times throughout the day. These snacks are healthy choices (organic, if possible), and include either fresh fruit or vegetables. Snack menus are available on our website and at the center. Snacks are prepared by Brella staff in our kitchen and are included in the hourly fee.

MEALS

Brella provides breakfast, lunch, and dinner options for toddlers and preschoolers in our care. We have designed nutritionally appropriate and balanced meals. Meals are provided by our catering partner, Whole Foods. The meals are prepared fresh daily and, when possible, the ingredients are organic. All meals are prepared outside of Brella's center and are delivered ready-to-eat at mealtimes.

If your child's stay is scheduled during a mealtime, you will have the opportunity to purchase a meal at the time of booking through our mobile app. Meals may be added any time prior to the reservation by contacting the center at 424-425-7500. Breakfast, lunch and dinner menus are available on our website and at the center.

You are not required to purchase a meal for your child at Brella. If your child is not participating in a meal at Brella, our staff will provide an alternative activity for them.

Mealtimes at Brella are served family-style to encourage development of motor, language, and social skills.



Meal times

8:00AM – BREAKFAST (INFANTS/TODDLERS)

8:30AM – BREAKFAST (PRESCHOOL)

11:30AM – LUNCH (INFANTS/TODDLERS)

12:00PM – LUNCH (PRESCHOOL)

5:00PM – DINNER (INFANTS/TODDLERS)

5:30PM – LUNCH (PRESCHOOL)

Snack times

9:30AM

3:30PM

7:30PM (FRI & SAT)

Infants

BOTTLES / BREASTFEEDING

Bottle-fed infants should arrive with prepared bottles for the duration of their stay. Brella does not provide formula. Prepared bottles should either be pre-mixed or mixed by the parent at the time of drop-off. Brella will store bottles in a refrigerator, following appropriate health guidelines. Bottles can be warmed in a bottle warmer before feeding.



Infants are fed bottles per a schedule provided by the Parents/Guardians ahead of their appointment. This schedule can be provided via the mobile app and includes the times an infant should be fed, the type of bottle (formula, breastmilk, etc.) and the amounts per feeding, in ounces. The infant teachers will review this schedule with the parent or guardian at the time of intake. Brella will record the time of any feedings and the amount of ounces consumed.

If an infant is due to be breastfed, mothers should request access to their child at the front desk. They will be escorted to the infant nursery and can feed their child in the nursery or take them to the mother's room.

PUREES, INFANT FOOD & SNACKS

At traditional mealtimes, parents may choose to purchase a puree for their child to enjoy. Parents may purchase a fresh, organic puree from our partner Yumi for their child to eat while at Brella. A variety of flavors will be provided, and parents can choose the blend at drop-off. Teachers will assist in feeding infants purees and will monitor them at all times while they are eating.

Snacks will be provided to children who are able to self-feed. Snacks will be age-appropriate, and a menu can be found on our website and at the center. All children will be monitored while eating. Parents/Guardians may choose to opt their children out of snack time.

WATER

Brella has an on-site water fountain and small water stations in each room. Children may bring a water bottle with them, provided that the water bottle is clearly labeled or marked with their first and last name on the outside.

FOOD ALLERGIES

Food allergies must be noted in a child's profile AND on their physician's form. Brella can accommodate a child's food allergies as long as we are advised ahead of the child's arrival. If a child's food allergy is severe or life-threatening, we also advise that they bring an Epi-Pen on each visit and provide it to staff at the time of check-in. In order to keep children as safe as possible, we:

- Work with an outside caterer who provides food and snacks free from nuts.
- Provide alternative snack and meal choices for most common food allergies.
- Prohibit children from bringing outside food into our facility.
- Request that children with severe food allergies bring an Epi-Pen to each Brella visit.
- Provide CPR and First Aid training (including Epi-Pen use) to all of our teachers and the Director.
- Provide detailed menus at the beginning of each month.

However, even the best policies cannot prevent all exposures to allergens. Brella cannot guarantee that a child will not become ill from eating food at our facility. Thus, Brella requires parents to sign a Food Waiver prior to a child's first visit. Parents who are not comfortable with the inherent risks of their children with allergies eating at Brella should not sign the waiver. Children without a signed waiver will not be served food during their time at Brella, and their visits will be limited to 2 hours.

FOOD PREFERENCES & REQUESTS

Brella can accommodate some dietary preferences/requests, such as gluten-free, dairy-free, vegetarian and vegan diets. These preferences must be noted on the child's profile before their visit. Any other food preferences outside of the ones listed above cannot be accommodated at this time.

What should I bring?

Each child will be assigned a cubby during their stay with us. You may use this cubby to store the following items:

EXTRA CLOTHING

Children sometimes have accidents and their clothing becomes dirty. We recommend packing a clean, extra set of clothing. Please label all clothing and place them in a labeled bag. You may hand the bag to a teacher at drop-off, and it will be stored in your child's cubby.

DIAPERS & WIPES

Brella provides Hello Bello brand diapers and Hello Bello brand wipes at our center. If you prefer to use your preferred brand of diapers and wipes, please bring them in a clearly labeled bag. Please only bring the amount your child will need during their visit.

MEDICATIONS

See the Health & Safety section on page 19 for more information.

SUNSCREEN

Brella has a small outdoor garden that children will be able to access under supervision of our teachers. While this area is shaded, we recommend children wear sunscreen. If your child is staying over 3 hours, please bring sunscreen, and Brella teachers will reapply when necessary. If you wish for us to reapply sunscreen to your child during their stay, please complete and sign the Sunscreen Release form provided.



What should I not bring?

BEDDING

Brella provides bedding for naps and rest. Bedding includes a crib sheet for infants and a sheet and light blanket for toddlers. Our bedding is freshly laundered before each use. Bedding is organic and washed in fragrance-free detergent. We do not accept personal bedding/sheets.

PERSONAL POSSESSIONS

Children should not bring personal possessions such as lovies, stuffed animals, favorite toys, or books to Brella. We cannot ensure that these items will not be lost. If a child absolutely must have a comfort item, please notify our staff, and we will work with you and your child to ensure that the item is safe. Please note that Brella is not responsible for any lost, misplaced, stolen, or damaged personal possessions or items.

LARGE BAGS / ITEMS

Brella cubbies are small and are intended to hold a limited number of items for your child's stay.

STROLLERS / CAR SEATS

Strollers and car seats cannot be left at Brella. There is limited short-term stroller parking in front of Brella for parents to use during drop-off and pick-up times. Brella is not responsible for these strollers, or any items within these strollers, while they are parked in front of Brella.

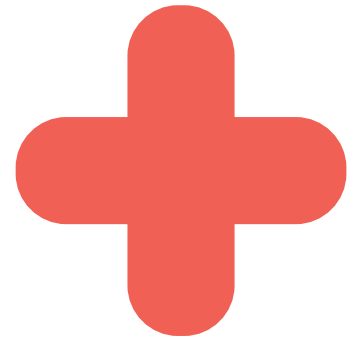
We do not have the ability to store children's items overnight or between visits.



Health

ILLNESS POLICY

Brella is a well-child facility. Please keep children home if they are exhibiting any signs of illness. Signs of illness include but are not limited to: a temperature of 100 degrees, runny nose, sneezing, coughing, chills, aches, rashes, pink eye, fatigue, vomiting or diarrhea. Please keep children home until they have not had a fever and have been symptom- and medicine- free for 24 hours or have a physician's note.



If your child becomes ill at Brella with any of the symptoms listed above, we will separate them from the other children, and one of our staff will keep them comfortable while we notify the contact(s) on the account. Once notified, we ask that a Parent/Guardian/Safe Pick-Up pick up their child within 30 minutes.

VACCINATIONS

Unvaccinated children are not permitted at Brella. Please provide immunization records prior to your child's first day at Brella.

MEDICINE & MEDICAL SERVICES

Our facility can administer inhalers and Epi-Pens to children at Brella when caregivers fill out and sign an authorization form. Non-prescription medicine will not be administered.

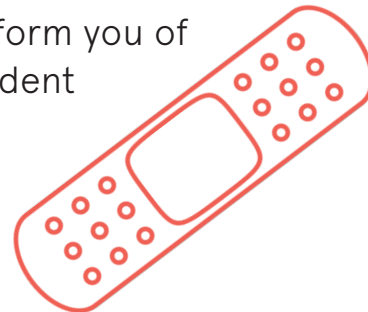
Our staff is trained in administering inhalers and Epi-Pens. Records will be kept by Brella indicating: (1) what medicine was administered, (2) the time and date the medicine was administered, (3) the dosage given, and (4) the name and signature of the staff member attending to your child. You will receive notification at the time of pick-up of any medicine or medical services provided.

All medicine must be provided at the time of intake and handed to a Brella teacher. Medicine must be in the original container and labeled with your child's name. If the medicine's label says "Consult Doctor," please provide a doctor's note stating the recommended dosage. Medicine will be returned to you at the time of sign-out.

We do not have the ability to store medicine overnight or between visits.

INCIDENT REPORTS, ACCIDENTS & INJURIES

The health and safety of the children in our care is our top priority, and Brella will take every consideration to ensure your child's safety. In the event an injury occurs, our staff will complete an Incident Report to inform you of the injury and what, if any, first aid was administered. The Incident Report will be given and explained to the Parent/Guardian/Safe Pick-Up at the time of pick-up. A copy must be signed by the Parent/Guardian/Safe Pick-Up at the time of pick-up and will remain on file at Brella.



In the event of a medical emergency or accident requiring medical care, we will immediately contact 9-1-1. Following this, we will contact the authorized contacts. If we cannot make contact with a parent or authorized contact, emergency personnel will take the child to the nearest emergency room by ambulance. A Brella staff member will accompany the child at all times. You hereby authorize Brella to seek emergency medical treatment for your child in the event they are unable to reach any Parent or Guardian. You further agree that you will be solely responsible for any financial debt incurred as a result of Brella seeking medical treatment for your child.

At all times there will be a staff member on site who is trained in both CPR and First Aid.

REPORTING ABUSE & NEGLECT

Our staff is required by law to report any suspected child abuse or neglect. Our staff is trained to follow protocol to ensure that these cases are reported to the proper authorities.

Discipline policy

At Brella, we want all to feel welcome and supported within our community. Corporal punishment is strictly prohibited, as are any methods that incorporate shaming, humiliation, or withholding of services or care (see Children's Rights).

We try to anticipate and minimize situations that may result in discipline challenges. Each class has age-appropriate expectations and positive strategies for managing conflict and discipline. A degree of aggressive behavior is expected from children of preschool age. Ultimately our goal is to teach children how to handle their behavior in social settings, and to guide a child in self-regulatory skill development. Some children do require more guidance than others when it comes to being taught acceptable behavior and self-regulatory skills. This is very similar to children who may require additional academic support.

UNACCEPTABLE BEHAVIOR IS AS FOLLOWS

- Behavior that hurts the child
- Behavior that hurts another child/person/staff including but not limited to the listed behaviors: hitting, spitting, scratching, pulling hair, pushing, biting, kicking, verbal threats, and inappropriate language towards self/others/staff
- Destruction of school or others property

When children/students are in a group setting the likelihood of a child being exposed to aggressive behavior is often greater than at home. The staff strives to model good behavior and set clear limits, but on occasion some chronic unacceptable behavior requires further attention. We have devised a system to address unacceptable and disruptive behavior.

Corporal punishment will never be used. Staff will attempt these behavior modifiers depending on the child's age, developmental level and teacher discretion:

1. Give child/student a verbal warning that the behavior or actions expressed is NOT acceptable.
2. Depending on the student's developmental stage/age they may be removed from the source/area that stimulates misbehavior and allowed the opportunity to regain control of emotions.

3. The child/student is given the opportunity to be involved with the decision / discussion regarding misbehavior.
4. If the behavior continues or if the child/student is not able to control their personal choices of inappropriate behavior the teacher will:
 - a. Redirect and offer the child/student to another area of play
 - b. Help child/student establish goals towards changing the behavior
 - c. Provide a written explanation of the unacceptable behavior to parent
 - d. Bring the child/student to the office
 - e. Schedule a conference with the child/students parent
 - f. Separate child from program, until child has achieved verbal skills

A follow-up phone call or meeting will be established to discuss the progress towards reaching these goals.

A parent may be called to have child picked up from school at any time of the day, when the child exhibits uncontrollable behavior that cannot be modified by redirection, along with support from teachers or director.

The staff must ensure a safe environment for everyone. A child will not be allowed to harm himself/herself, others, or Brella property. When redirection and other positive methods have failed, a child may be removed from the scene of conflict in order to help the child regain self-control.

Brella's flexibility means we cannot always accommodate all children's emotional needs. If a child exhibits significantly disruptive behaviors or a pattern of disruptive behavior over a single or multiple visits, Brella reserves the right to prevent the child from further enrollment. If possible, Brella will provide a list of recommended referrals for support.

DISMISSAL / ACCOUNT CANCELLATION

Brella reserves the right to cancel any account for abusive behavior by a parent, guardian or child toward other children, parents, or staff, non-payment, or non-compliance of center rules and policies. In the case of an account cancellation, all unused credits will be reimbursed. This cancellation will apply to all present and future Brella locations.

Safety, Security & Emergency Procedures

The safety and wellbeing of children is Brella's utmost priority.

SAFETY

All Brella staff are background checked, trained in CPR and First Aid, and participate in regular safety trainings. Our space is designed to provide a safe place for children to explore and meets all state safety requirements.

BRACELETS

All children in Brella's care will wear a bracelet to identify them and their classroom. If your child does not want to wear a bracelet, we will provide a secondary wearable option.

SECURITY & ACCESS

All entrances to our Brella locations have a secured front door and are manned by our front desk staff at all times.

Our child care spaces are controlled and secured. Children are not able to leave the child care spaces unless accompanied by a Safe Pick-Up.

Only parents and caregivers with an active reservation are allowed to enter the child care spaces. Parents must be accompanied by a Brella staff member at all times while in the child care spaces. We encourage parents not to enter the child care space during sessions. If a parent needs to access the space during a session, they must request access at our front desk or through our Director.

Brella classrooms are video-monitored. Video footage is used for security and training purposes only and is not available to the public.

EMERGENCY PROCEDURES

In the event of an emergency, your child will be held in a safe place in the center. If the school is evacuated, the children, teachers, Brella staff and emergency contact records/information will be relocated to one of the following locations:

RELOCATION SITE 1

Courtyard in front of Bull & Butterfly Restaurant
12746 W. Jefferson Blvd. Ste 1120, Playa Vista, CA 90094

RELOCATION SITE 1

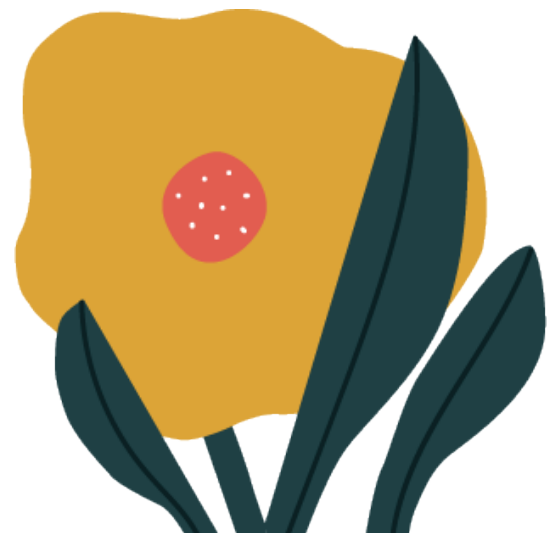
Courtyard between Whole Foods and Starbucks
12746 W. Jefferson Blvd. Ste 2200, Playa Vista, CA 90094

We will attempt to inform parents of our evacuation/status via text message or app notifications. We may also post a note at the school advising where we are.

Brella staff members will remain with your child at the relocation site until you arrive, or until we are given an all-clear and can return to Brella. We will make every effort to contact you and other emergency contacts noted on your account. No child will be allowed to leave with anyone not listed as a Safe Pick-Up.

Fire and disaster drills are practiced regularly at the center to ensure that staff is fully prepared in the event of an emergency. We will conduct these drills in a friendly and positive way.

In the event of emergency, please call Brella's emergency line at 424-425-7500.



Additional information

STATE LICENSING AUTHORITY

Be advised that the Department of Community Care Licensing has the authority to enter and inspect a facility without notice. The Department has the authority to interview children or staff and to inspect children's audit records or child care center records without prior consent.

TOURS

Brella reserves the right to take prospective Parents/Guardians, their children and other approved parties on a tour of the child care space while in session. No parents or children are allowed to enter the child care spaces while they are in session without being accompanied by a Brella staff member.

LIABILITY

Brella is not responsible for any personal property brought to Brella that is lost, damaged, misplaced or stolen. This includes, but is not limited to, blankets, diapers, clothing, jewelry, jackets and toys.

Brella is well child-proofed, and the children are consistently well supervised. However, accidents do happen. You agree to assume all risk of injury or harm to your child while your child is at Brella's facilities. You agree to fully release, hold harmless, and forever discharge Brella, its directors, officers, staff, employees, and agents of and from all liability, claims, demands, damages, costs, expenses, actions, and causes of action arising out of or related to any death, injury, loss, or damage to the child, or by the child, howsoever caused, arising out of or during the child's participation at the Brella facilities or at any other location while under the control and supervision of Brella staff or agents.

FIELD TRIPS & TRANSPORTATION

An outdoor play experience may be offered for children, ages 18 months-6 years of age, who are scheduled to attend Brella Playa Vista longer than 4 hours in a day. An outdoor walk may be offered for children 3 months to 2 years of age who are scheduled to attend Brella Playa Vista longer than 4 hours in a day.

Parents will be required to fill-out a Brella Outdoors Experience field trip form. The outdoor play experience will involve walking under careful supervision of teachers from our center to the Lawn, located steps away on Millennium Drive.

Children will participate in a variety of outdoor activities from games to nature walks within this park. The outdoor play experience will last between 30-45 minutes. The outdoor walk experience will involve children being taken on a brief walk on the sidewalks around Brella in order for them to get some fresh air. The walk will last up to 30 minutes. All teachers will be equipped with a first aid kit as well as emergency contact information.

If you do not wish for your child to participate in this outdoor experience, you can opt out by notifying our staff at the time of arrival.

At this time Brella does not offer transportation for children in our care.

Brella reserves the right to make modifications or changes to our handbook, policies or financial agreements at any time. These changes will be noted on our website.

Brella contract agreement

Please sign this page and return it to the center prior to your first appointment.

I am the legal parent or guardian of the child(ren) listed below. I have read and understand the Brella Parent Handbook and agree to abide by all policies and procedures.

PARENT / GUARDIAN SIGNATURE

PARENT / GUARDIAN SIGNATURE (OPTIONAL)

NAME(S) OF CHILD(REN) WHO WILL BE ATTENDING BRELLA

DATE
