

brella
Family
Handbook



Brella Centers: Contact Information

Brella Playa Vista

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

Phone: 424-425-7500

Email: hello@brellaspace.com

CCLD Facility Numbers: 197494347 and 197494348

Brella Hollywood

Address: 909 N Orange Drive, Los Angeles, CA 90038

Phone: 424-319-7600

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CCLD Facility Numbers: 198020953 and 198020954

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Welcome

Meet your new village. Brella is a support system for young families like yours. We arrange child care around your life, offering flexible care and early education for children 3 months–6 years, along with parent education and family enrichment opportunities. Brella brings to life that metaphorical village where families are supported and the obstacles are removed.

Our philosophy

Each child is different, so we take an individualized approach to child development and treat every care experience as an opportunity for learning. Our goal is to provide all children with the space and support to build the foundational skills for life-long learning in a dynamic world. We do this by nurturing a child's foundational traits, or "Three C's":

CONFIDENCE in themselves;

COMPASSION for others;

CURIOSITY about the world around them.

At Brella, children enjoy an expert-developed educational experience, whether they stay for a full day or a few hours. Our play-based curriculum is inspired by Montessori, Reggio Emilia, and RIE pedagogies. Daily learning experiences include Art, STEM, Early Reading & Writing, Language, Music, Movement, and more. Our job is to nurture children's self-exploration by offering a wide variety of activities and opportunities for play, social engagement, and development.

Early education (ages 0–6) is most effective when the child is actively engaged in play-based exploration. Our approach supports each child in

their personal learning journey. Our teachers are trained to support individual explorations so that each child is able to access and construct their own experience, social interactions, and meaning from each activity in the day. Through this, children develop the three C's (confidence, compassion and curiosity) and establish a strong foundation for future learning and growth.

Ages we serve

Brella accepts children 3 months to 6 years of age (or entry into first grade). Brella places each child in an age-appropriate classroom based on availability. Children are always in appropriate teacher-child ratios based on their ages, as mandated by the state licensing agency.

Our teachers & team

Brella was built by a team of parents and educators seeking to offer the best quality care and education. Children at Brella are under the care of a nurturing community of credentialed early care experts. From the front desk to the classrooms, our team are trained so that your children feel comfortable, safe, and cared for.

Director

Our Director is an early childhood expert who oversees each child's experience as well as the teaching team. The Director's primary responsibility is to provide a safe and healthy environment for the children, and to supervise the curriculum and daily interactions in the classroom. Additionally, the Director's role is to establish a collaborative partnership with families, assisting across common everyday concerns to more complex emotional and behavioral needs. Our Director is here to support you when you need it

and can be contacted at any time with questions about your child's experience.

General Manager & Center Experience team

Our General Manager oversees the center operations including enrollment, booking, community communications, and the maintenance of our facility. The GM is committed to ensuring a high-quality experience for all families, whatever your needs may be. Our GM and Center Experience team are available during working hours to answer any questions or address any needs you have around our program.

Teachers

Our team 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 teachers are early childhood experts who are always available to answer questions and support our families.

Brella conducts thorough background checks, obtains fingerprints for all team members, and ensures they meet all state requirements and guidelines for safety and training prior to joining Brella.

Hours of operation

Current hours of operation for each location are available on our website (hellobrella.com)

Holidays & Center Closures

Brella centers are closed for the following days:

New Year's Day

Memorial Day

Juneteenth

Fourth of July

Labor Day

Thanksgiving Day

Day after Thanksgiving

Christmas Day

**New Years Day 2023 - Observed, Friday, December 30

Brella Winter Break (all centers closed)

Tuesday, Dec 27, 2022

Wednesday, December 28, 2022

Thursday, December 29, 2022

*Please note that Brella reserves the right to change our holiday and closure schedule with a minimum of 60 days notice.

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.

Each Brella location has a Family Event and Closure Calendar. Please reach out to your home center to understand how to stay informed.

Enrollment & booking child care

Our goal is to make child care more accessible and transparent.

Families can enroll in just 4 easy steps:

- 1.** Create a profile on the Brella Family App (available in the App and Google Play stores). Once you add a child, you will be emailed a link to complete the required forms online. You can also access these forms at hellobrella.com/forms.
- 2.** Submit your forms online for our team to review. Note you **MUST** provide proof of vaccinations before you can start scheduling. Once your forms are reviewed and approved, you will be able to start scheduling across our network of Brella centers. Review usually takes 24-48 hours.

Complete List of forms:

- 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
- Infant Care plan (infants only)

3. Set up payment. In order to book a Brella reservation, you must have a valid credit card on file. Brella accepts all major credit cards. Your credit card will be charged when you book an hourly reservation; a reservation is not confirmed until payment is complete.

4. Start scheduling. You may use our mobile app to design your own schedule and book child care as needed. You may change and modify your schedule as needed also through the mobile app.

Brella may require minimum booking blocks at certain times of the day (e.g. 8AM-12PM). We cannot support modifications of booking blocks. These blocks can be viewed in the mobile app when booking.

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/with a teacher with whom they are familiar.

Enrollment forms

When you complete the enrollment documents online, they are automatically emailed to our enrollment team for review. The team will contact you with questions or next steps. If you choose to download the documents from our website instead, you may email completed documents to your home center: Hollywood at hollywood@brellaspace.com or Playa Vista at hello@brellaspace.com. If you want to use multiple centers, you only need to complete the forms once- they apply to all the centers in our network.

All records are kept confidential. You may be asked to provide updated forms at any time. 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. 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 team on site or by phone.

Pricing

Our child care is scheduled and priced by the hour. The more hours you use each month, the lower the average hourly price becomes. Our pricing is designed so you only pay for what you need. Pricing varies based on the child's age. Our hourly rates are published on our website at www.hellobrella.com/pricing and can also be found on our mobile app. Hours are purchased at the time of booking.

Brella reserves the right to increase or decrease prices for our hourly services.

Parent partnership & engagement

We value our parent community and want to encourage continuous involvement from our families through regular community events and activities. Additionally, Brella offers a variety of parent education opportunities— including Brella Babies, Brella at Work, and community classes covering a variety of topics, from sleep to potty training to CPR. To learn more, visit <https://hellowbrella.com>

Cancellation & refund policy

If you cancel within our cancellation window (12 hours or more before the appointment starts), the dollar value of those hours is returned to your account as credit that you can use to purchase hours, lunches, or other products through the Brella app in the future. This credit expires 180 days after the original purchase. Hours are canceled in the opposite order they are purchased so when you cancel an hour, you receive credit for the dollar value of the last hour you booked and so on. You may refer to the app to see the value of each hour that you cancel.

If you do not cancel 12 hours prior to your appointment or miss an appointment, you will be charged the full amount of your reservation.

Brella cannot refund or credit you for any unused hours.

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. At this time, please email the Brella center to request to be put on the waitlist for a specific booking time.

Early booking

For those needing to plan ahead, Brella offers an early booking window for a limited number of families using Brella on a consistent basis. Participation in this program is based on usage and consistency. If your family meets the criteria to join this program, you will be notified about your ability to participate and receive additional details.

Dismissal & account cancellation

Brella reserves the right to cancel any account for any of the following:

- non-payment,
- abusive behavior by a parent, guardian, or child toward other children, parents, or Brella employees,
- non-compliance of center rules and policies.

In the case of an account cancellation, all unused credits will be refunded. This cancellation will apply to all present and future Brella locations.

What to bring

Each child will be assigned a cubby to store the following items for the duration of their visit. Items cannot be stored overnight:

Extra Clothing

Children sometimes have accidents and their clothing becomes dirty. Please pack a clean, extra set of labeled clothing.

Water bottle

Please provide a water bottle for children 12 months and up labeled with their name.

Sunscreen

Brella has a supervised and shaded outdoor area. We recommend children wear sunscreen. If your child is staying over 3 hours, please bring sunscreen and Brella teachers will reapply, provided you've completed and signed the Sunscreen Release Form.

Personal possessions

Children may bring comfort items such as lovies or a stuffed animal. While Brella makes every effort to safeguard your child's possessions, please be aware that items can sometimes be lost or damaged. Brella is not responsible for any lost, misplaced, stolen, or damaged personal items.

Family photo

We want to celebrate our families by displaying your family photo. Being able to look at their loved ones throughout the day provides comfort to your child.

Snacks, lunch, & water bottles

If families provide food from home, please bring prepared (ready to serve) nut-free foods. All infant milk/formula bottles must be provided from home and must be pre-mixed and ready to serve. Infant milk/formula will be stored in a refrigerator while at Brella. Brella teachers can warm bottles in a bottle warmer if requested.

What not to bring

Diapers & linens

Brella provides diapers, wipes, and freshly laundered linens for naptime. You may bring your own diapers and wipes if preferred.

No large bags/items

Please limit the size of your items to fit in our 12"x12" cubbies.

No strollers/car seats

Unfortunately, Brella is unable to accommodate daily stroller and car seat storage.

Food

Families can bring prepared snacks and lunches or purchase meals and snacks from Brella. You may add a meal on the app at check-in, or you may contact our customer support team to add a lunch or snack that day. Meal pricing is available at each center. If you are bringing in your child's food, we suggest bento-style lunch boxes and insulated thermoses for milk or food you would like served warm/cold. Brella is a nut-free facility.

All children will be monitored for safety while eating.

Brella's mealtimes are as follows:

9:00AM-9:30AM: Morning snack

11:00AM-12:00PM: Lunch

2:00PM-3:00PM: Afternoon snack

Bottles & breastfeeding

For children that are bottle feeding, please send pre-mixed formula, milk, or thawed breast milk in bottles. Bottles will be refrigerated at Brella. Please send enough bottles to support the amount of feedings needed during your child's visit. If requested, 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 should be provided via the mobile app and should include feeding times, the type of bottle (formula, breastmilk, etc.), and the amounts per feeding (in ounces). As your child's needs change, please update this schedule. A teacher will review this schedule with the parent or guardian at the child's first drop off. Brella will record the time of bottle feedings.

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, the child must bring life-saving medication (Epinephrine) and provide it to a team member at check-in.

Birthdays

Birthday celebrations can be held during morning or afternoon snack-time for the children in your child's class. We encourage healthy snacks for parties such as nut-free mini muffins, fruits, vegetables, and/or yogurt instead of sugary treats, cakes, and candy. Invitations should not be sent to school for the parties that are held off campus.

Potty training

We do not require that a child be potty trained to attend Brella. In the mobile app, you can indicate whether your child is potty trained, in-training, or in diapers. Our teachers will assist a child if needed when going to the bathroom,

Complimentary diapers & wipes

Brella provides diapers and wipes free of charge. If you prefer to use your own brand of diapers and/or wipes, please provide the necessary amount of preferred diapers and wipes with your child for the day. Brella cannot store diapers/wipes from home overnight.

Naptime

Brella provides rest periods for every child.

Infants 12 months and younger are on individual sleep plans and may nap at any time. It is typical for infants 12 months or younger to take 1 or more naps during their time in care.

Infants 12 months and older are offered rest during center nap times.

Infants have a dedicated sanitized crib, cot, or mat. Brella promotes safe sleep, placing infants on their backs in a crib or cot for naps. We do not allow pillows, blankets, or plush toys in the crib to avoid suffocation. If provided from home, infants may sleep in a sleep sack.

Preschool age students that stay a full day have a required rest/quiet time daily. We provide a sanitized mat or cot and freshly laundered bedding for every child. If your preschool student (ages 3 and up) enters midday, they will not automatically be offered a nap/quiet time. If you would prefer your child to participate in a nap, please let a Brella team member know.

Discipline & conflict resolution

At Brella, we want all to feel welcome and supported within our community. Corporal punishment, shaming, humiliation, or withholding of services or care are strictly prohibited

Each class has age-appropriate expectations and positive strategies for managing conflict resolution. During conflict resolution, teachers are facilitators, helping children compromise, negotiate, and communicate effectively. We empower children to use their words and advocate for themselves and identify ways they can support each other.

On occasion, disruptive behavior may require further attention, at which point the center Director will work with the child's parents/guardians to develop a consistent response plan.

If a child's behavior endangers other children in the classroom or requires constant one-on-one support, Brella reserves the right to limit or deny enrollment and/or require the parents to provide an outside qualified therapist to accompany their child at Brella. If possible, Brella will provide a list of recommended referrals for support.

Coming to Brella

New student transition period

For children attending Brella for the first time, we recommend starting with a 2-hour visit to allow the child to adjust. To book a 2-hour reservation, please contact our customer support team. This is not a requirement but rather a recommendation.

Drop-off

Upon arrival, Parents/Guardians must check in their child on the Brella Family App. A Brella team member will then health screen the child, collect personal items, and facilitate a brief goodbye. Brella understands that goodbyes can come with separation anxiety, and our team is well-trained to support a positive transition experience. Once the goodbye is complete, Parents/Guardians are encouraged to exit the facility.

There is no penalty for families arriving after your pre-booked reservation has started, but you will be responsible for the cost of the full booking.

Pick-up

Children will only be released to approved Safe Pick-Ups noted on the Brella Family app. Safe Pick-Ups will use the Brella Family 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 geo-location area can authenticate that they are on-site. Safe Pick-Ups will be asked to provide the three-word code displayed on their app. This code releases the child to the Safe Pick-Up. 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. Children who have been checked out are no longer under Brella's care.

Late Pick-up

Children must be promptly picked up at the end of their scheduled reservation. If you are consistently late to pick up your child, you will begin to incur late fees, and the center reserves the right to limit your ability to book care at Brella. The center will notify you when you enter into this probationary period.

Families who wish to extend their reservation during our business hours may do so via our mobile app or by calling our customer support team. Extensions are subject to availability. If your child is in care 15 minutes into the next hour past their booking reservation, your account will be charged for the full hour.

If you are late and we haven't heard from you, our team 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.

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 team member believes that the safety of the child is better served if the parent does not drive.

Health & safety

Vaccinations

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

Medication

If your child requires specialized medical care, such as administering medication, a plan must be approved by the Center Director. Brella will only administer prescription medication if the [Parent Consent for Administration of Medications and Medication Chart form](#) is completed, medication is prescribed to the specific child and comes in its labeled box with dosage and frequency listed. Brella will only administer over-the-counter medicine if it is provided with a doctor's note with dosage, frequency, and duration in which we will be providing listed. Brella will not administer medicine if it could have been given to a child during the time they were at home or in the care of their guardian. When the duration of the medication is completed, the medication will be sent home. Brella does not store any medications at school that are not within their prescribed duration period with the exception of life-saving medication, i.e. Epinephrine (EpiPen/Avi-Q)

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 100.4 degrees or higher, runny nose, sneezing, coughing, chills, aches, lethargy to the extent they cannot participate in group activities or transitions, rashes, pink eye, fatigue, vomiting, or diarrhea. Please keep children home until they have not had a fever of 100.4 or higher and have been 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 isolate them from the other children, and one of our team 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.

Brella teachers will use a Symptom Tracker to record symptoms and monitor their progression to determine if a child should be sent home. If a child has a fever of 100.4 or higher, or the center leadership feels there is a risk to the child or others, the family will be notified to pick up the child.

Covid-19 & Communicable Illness

Brella will stay in alignment with state licensing and [Los Angeles Department of Public Health](#) guidelines around all illness and communicable disease, which includes Covid-19.

Incident reports, accidents, & injuries

The health and safety of the children in our care is our top priority. In the event an injury occurs, our team 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 pickup 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 necessary, emergency personnel will take the child to the nearest emergency room by ambulance. 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 team member on site who is trained in both CPR and First Aid.

Special needs & disabilities

Brella is an inclusive space that strives to offer all students a supportive and welcoming environment. If your child has a physical, emotional, or developmental disability, please contact us to discuss your child's support needs.

While Brella is unable to provide full-time one-on-one support, we do allow outside qualified therapists. If a child needs additional support that Brella is unable to provide, Brella will work collaboratively with your family to connect you to the appropriate services. All outside therapists must comply with Brella's background check process and policies to ensure the safety of all children in our care.

Reporting abuse & neglect

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

Safety

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

Security & access

All Brella locations have secured entrances and our front doors are manned at all times. Only parents/guardians, safe pickups and approved visitors are allowed to enter the center. 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 a shelter in place emergency, your child will be cared for in a safe place at the center.

If the center is evacuated, the children and Brella team will relocate to one of our designated relocation sites. We will inform parents and emergency contacts of our evacuation/status reunification plan. Brella team 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. No child will be allowed to leave the relocation site with anyone not identified as a Safe Pick-Up.

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

Brella Playa Vista

RELOCATION SITE 1:

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

RELOCATION SITE 2:

Common Grounds Park at the NE corner of Millenium Drive and Village Drive.

Brella Hollywood

RELOCATION SITE 1:

Courtyard in front of 926 N Sycamore Ave, Suite 103, Los Angeles, CA
90038

RELOCATION SITE 2:

Courtyard in front of 953 N Sycamore Ave, Los Angeles, CA 90038

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 employees 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 team member.

Field trips & transportation

If your center is planning a trip off-site, you will be notified in advance. If you choose to participate, you will be required to complete a field trip authorization form.

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

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, 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 employees or agents.

Handbook modifications

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.