

FAMILY HANDBOOK

The Dolphin Club



AT EASTSHORE ELEMENTARY SCHOOL

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Irvine, CA 92604

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Email

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Hours of Operation

Monday - Friday

7:00am - 6:00pm

Federal Tax ID #93-0870910

Facility License # 300-605-744

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The Dolphin Club Philosophy

The Dolphin Club exists for the purpose of nurturing, supporting, promoting and enhancing all areas of your child's development. Our program serves as a bridge between home and school for all children in our community by providing a safe and structured environment that is home like and informal. The Dolphin Club will meet the needs of the whole child by establishing partnerships with the children, their families, and the community.

Enrollment Policies

Enrollment

Admission into The Dolphin Club is open to children entering Pre-K at an IUSD school through 12 years old. During the school year, only students enrolled at IUSD School will be admitted. During the summer, enrollment is open to all students.

All children must be able to use the restroom unassisted. Parents or guardians are required to provide a copy of the child's immunization records unless the child is currently enrolled at an IUSD elementary school. Children will not be refused admission because of race, religion, color or creed.

Children with special needs may be enrolled in the center upon the collaborative planning and agreement between the child's family and the center. Each child's individual needs will be considered upon admission.

Enrollment Process

It is the responsibility of the parent or guardian to **accurately complete and sign** all enrollment forms and keep the information updated as needed. By signing the enrollment forms, the enrolling parent/guardian is also certifying that they have legal authority for the child. California law is clear that parents who have joint legal custody have equal access to all information regarding the child, including enrolling the child and making changes to the enrollment information. Court orders are required to prevent a parent or legal guardian from certain activities such as picking up the child or visiting the child at the center. We reserve the right, however, to prohibit individuals from being at the center if the health and safety of any child or staff member is threatened or compromised.

We do not allow the making of copies of forms or documents, and we do not provide testimony, verbally or in writing, about any child unless subpoenaed by a court order.

Admission and Orientation

Tours are available upon request and must be scheduled in advance. As part of the orientation process, families are encouraged to bring their child to the center before the initial start date, to meet the center staff and other children, and to become familiar with the facility. Most children feel more comfortable in the program after having this initial visit with a parent or guardian.

Annual Registration Fees

An initial registration fee of \$75 is charged per family at the time of your enrollment. An annual re-registration fee of \$50 is charged per family each year to re-enroll your family and to guarantee your family's continuing place in the program for the following year. Only one registration or re-registration fee is required per year, thus you do not need to pay separate fees if your family will be attending the center for both Summer Camp and the school year immediately following. **If your account remains inactive for over 12 months you will be required to enroll as a new family.**

Scheduling and Attendance Policies

Fall, Winter, Spring, and Summer Camps

You must pre-register for these programs separately from the school year in order for your child/ren to attend. You will be financially responsible for all registered days regardless of your child's attendance. **You may not register for any camp program if you have an outstanding balance on your tuition account.**

Holidays and DC Closures

JANUARY: MLK Day

FEBRUARY: President's Day

MAY: Memorial Day

JUNE: The Friday of the week of the last day of school & Juneteenth

JULY: 4th of July

AUGUST/SEPTEMBER: Labor Day & designated staff development day

NOVEMBER: Veteran's Day, Thanksgiving & the day after

DECEMBER/JANUARY: Winter Break – To Be Announced

These days are subject to change. Please see the posted schedule for the updated list for the current year.

No School/DC Full Days

On days in which Eastshore Elementary School is closed and The Dolphin Club is open, you will be required to sign up your child/ren in order for them to attend. We staff our program according to how many children are signed up. Thus, if you are not signed up, a space is not guaranteed. An additional fee will also be charged. You must cancel by the stated cancellation date in order to not be charged the fee for the day.

Schedule Changes and Withdrawals

If you choose to withdraw your child/ren from the program or make a change to their schedule, **you are required to notify the center in writing at least two (2) weeks in advance** of the change. If notice is not properly given, you will still be responsible for any fees that you would have incurred. After your withdrawal notice is given, you are responsible for payment of full tuition through the final date.

Absences and Afternoon Accountability

You must notify the center by phone or by the Procure app at least one hour before the end of the school day regarding your child/ren's absence. Failure to notify the center twice will result in a \$25 fine or termination of childcare services. Tuition guarantees your child/ren's place in the program, therefore, no tuition credits or make up days will be given for any reason (i.e., vacation, illness, pandemics, natural disasters, etc.). **Tuition remains the same regardless of whether your child attends.**

When your child is enrolled at The Dolphin Club it is equated to renting a space. As costs remain constant regardless of a child's attendance, **no refunds, discounts, or credits** will be given for missed days due to illness, vacation, holidays, pandemics, natural disasters, etc.

The Dolphin Club staff sign children into the program as soon as school is dismissed. If your child/ren has not been accounted for, and we have not received a notification of their absence, the following steps will be taken:

1. Phone call to authorized parent's or guardian's phone numbers as listed on Yellow Emergency Card.
2. Phone call to Eastshore Elementary School to see if child attended school that day and/or got picked up early.
3. Call the police.

It is not the responsibility or policy of Eastshore Elementary School to notify Dolphin Club of your child/ren's absence. Please keep Dolphin Club informed to simplify this process.

Sign In & Out

It is a Licensing requirement that each child must be signed in and out by a parent or authorized person every day. A full signature and the time are required on the Procure Connect App via your cell phone, or the tablet located in the Parent Area. **Failure to follow this procedure may result in a fine of \$25. Continued failure to comply may result in a termination of childcare services.**

For your child/ren's protection, your child will only be released to authorized persons. All persons picking up a child/ren from The Dolphin Club **must be at least 18 years old**. The staff will question ANYONE who is unfamiliar to them and will ask for **photo identification** for authorization. Anyone without proper identification will be stopped from taking a child. If anyone who is not authorized on the child's emergency card will be picking up your child/ren, you must notify the center in writing with the person's full legal name. No child will be released from The Dolphin Club without permission from an authorized parent or guardian. All after school plans and play dates should be made before school. No child will be allowed to use the center's phone to make last minute plans and arrangements.

If your child is involved in any after school activities on site (i.e., soccer, tutoring, scouts, etc.) that are not a part of the Dolphin Club program, an authorized adult must sign the child in and out. Once your child is released from our program, we are no longer responsible for them until they are returned from the activity and are signed back in.

Tuition

Tuition Policies

- Current tuition rates are available upon request and are posted on our website.
- During the school year, **tuition is due by the 1st of each month**. If your autopay method does not go through, you will have 48 hours to make a payment in full or your account will be suspended.
- During the summer, **tuition is due the Monday of the previous week**. If your autopay method does not go through, you will have 48 hours to make a payment in full or your registration will be cancelled.
- School year tuition is calculated on a 10-month basis, **there is no pro rating**.
- Your family's tuition is billed according to your child's schedule as stated on the Registration Agreement. Any changes must be received in writing at least two weeks prior to the change.
- If you would like a receipt, please email a request to dctuition@yahoo.com.

Forms of Payment

All families must have a form of payment on autopay. This can be either a credit card (Visa or Mastercard), debit card, or ACH. It is the families responsibility to update Dolphin Club of any changes.

Declined Automatic Payments

If your autopay method does not go through, Dolphin Club will inform you and you will have 48 hours to make a payment in full or your account will be suspended. These payments can be made via the Procure app or via check or money order. Three occurrences of delinquency in one school year will result in a review by the Board of Directors, which may lead to termination of childcare services. Special financial needs may be brought to the attention of the Board of Directors and/or with the Director.

Returned Checks and Declined Credit Cards

A \$25 fee will be charged for each returned check and declined credit card. If two checks are returned from the bank or two credit card payments are declined, a cashier's check or money order will be required for a period of one year following the last returned check. If a check is returned due to bank error, The Dolphin Club will waive the fee upon receiving a letter of explanation from the bank.

Late Payments and Collections

Failure to make a payment in full within 48 hours of notice that your autopay method did not go through will result in your account being suspended until payment is made in full. Payments that are 90 days past due will be sent to collections.

Late Pick Up

The Dolphin Club closes at 6:00pm and our staff members are scheduled to leave. However, if you anticipate being late you must notify The Dolphin Club staff immediately.

If you are late, you will be charged \$1.00 per minute for the first 5 minutes. You will be charged \$2.00 per minute for the next 5-minute increment. You will be charged \$3.00 per minute for the next 5-minute increment and so on.

On your second late occurrence, the dollar amount charged will be doubled. On your third late occurrence, the dollar amount charged will be tripled, and so on. Three late pick-up occurrences may result in suspension or termination from the program.

Children are not allowed to sign themselves out and wait in the parking lot for their parent/guardian to pick them up.

Communication

Open communication is essential to your child's successful experience at The Dolphin Club. We welcome your comments, suggestions, and concerns. We have established several communication channels and encourage you to take advantage of these.

If an issue arises that remains unsolved or requires urgent attention, the Program Director can be contacted during program hours. In the event that the Program Director is unavailable, or the issue remains unsolved, please contact the Board of Directors. A current listing is posted in the center.

Confidentiality

The disclosure of all information pertaining to the child and the child's family shall be restricted to purposes directly connected with the administration of the program.

E-mails and Announcements

The Dolphin Club sends regular e-mails and app notifications to keep families up to date on all events, activities, and announcements. Additionally, tuition notices are sent out via e-mail. Please be sure to provide us with your current e-mail address and to keep it up to date.

Conferences

Conferences are available upon request.

Health and Safety

Incidental Medical Services Policy

The Dolphin Club will provide Incidental Medical Services to children enrolled at The Dolphin Club providing the center can meet the child's needs at the time of admission and throughout attendance at The Dolphin Club.

Types of medical services that may be provided include: Blood-Glucose monitoring for Diabetic children; Administering Insulin by Injection or Pump; Administering anti-seizure medication; Administering Inhaled medication; Epi-pen and Epi-pen JR; and any other incidental medical services contingent upon approval from the Department of Social Services-Community Care Licensing.

Incidental Medical Services may be provided only when the child's parent or authorized representative (any person or entity authorized by law to act on behalf of any child such as, but not limited to, a minor's parent, a legal guardian, a conservator or public placement agency), has provided written authorization and obtained written instructions from the child's physician. Once the licensee has obtained written

consent from the parent/authorized representative a designated responsible staff member will carry out the physician's medical order for that specified child.

When the licensee has obtained from the child's parent/authorized representative a copy of written medical orders prescribed by the child's physician. The medical orders will include:

- A description of the incidental medical service needed, including identification of any equipment and supplies needed.
- A statement by the child's licensed physician that the medical orders can be safely performed by a layperson.
- A description from the child's licensed physician of the training required of the facility licensee or staff to carry out the physician's medical orders for a specified child and whether the training can only be provided by a licensed medical professional.
- If the medical orders include the administration of medication by a designated lay person, the physician's orders shall include the name of the medication; the proper dosage; the method of administration; the time schedules by which the medication is to be administered; and a description of any potential side effects and the expected protocol, which may include how long the child may need to be under direct observation following administration of the medication, whether the child should rest and when the child may return to normal activities.

The Licensee will be responsible to ensure the following:

- Provide a locked storage cupboard and/or refrigerator; located in the office, to store all medication, equipment and supplies.
- The facility has obtained from the parent/authorized representative of the child the medication, equipment, and supplies necessary to carry out the medical orders of the child's physician.
- The person(s) designated to carry out the medical orders prescribed by the child's licensed physician will not in any way assume to practice as a professional, registered, graduate or trained nurse.
- At least one of the persons designated and trained to carry out the physician's medical orders will be onsite or present at all times when the child is in care.
- The licensee or designated staff member is to gather all medication, equipment and supplies to transport with the children in case relocation of children is necessary due to a disaster.
- In the case of a field trip, a designated responsible staff member and/or the child's parent/authorized representative will accompany the child. The child's medication, equipment and supplies will be brought along in the classroom's emergency backpack.
- The licensee or designated staff member who is to carry out the physician's medical orders have completed the training indicated by the child's physician. This training may be provided by the child's parent/authorized representative or medical personnel depending on the physician's orders.
- The licensee or designated staff member who is to carry out the physician's medical orders shall comply with proper safety precautions such as wearing gloves during any procedures that involves potential exposure to blood or body fluids, performing hand hygiene immediately after removal and disposal of gloves, and disposal of used instruments in approved containers.

Facility Record Keeping and Notification:

- The licensee will maintain a written record of when the medical orders have been performed, including if medications have been administered and inform the parent/authorized representative of each occurrence when the medical orders have been carried out. In the case of an emergency, the child's parent/authorized representative will be contacted immediately by telephone to the number that is indicated on the medical orders/emergency contact card.
- The licensee will maintain, in the child's file, a copy of the parent/authorized representative written authorization.
- The licensee will maintain, in the child's file, a copy of the written medical orders of the physician.
- The Licensee will maintain, in personnel files, a copy of the written verification that the designated licensee or staff member has completed the training required by the physician's medical orders.
- The Department of Social Services-Community Care Licensing will be notified if any serious incidents occur per the timeframe dictated by DSS.
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Immunizations

Children enrolled at a school within the Irvine Unified School District are not required to show proof of immunizations. Children not enrolled at a school within the Irvine Unified School District will be required to show proof of immunization.

Daily Health Check

Each child's health status will be checked each day upon arrival. If a child appears to be showing signs of illness they may not be admitted to the program.

Illness

If a child becomes ill during program hours, he/she will be isolated, and the parent/guardian will be contacted and **required to pick the child up within one hour**. If a child is sent home with a fever, they will not be allowed to return to the program for 24 hours. If a child is sent home from school for illness, they may not attend The Dolphin Club that same day. If you pick up your child from school due to illness, you must contact The Dolphin Club to inform us that your child will not be attending.

All children in attendance must be healthy enough to participate in the program's daily activities.

Injuries

If a child is involved in a minor accident at The Dolphin Club, an Accident Report will be completed via the Procure App. Appropriate first aid will be given immediately. If it is determined that a physician's care is needed, the parent/guardian will be notified immediately. If the parent/guardian and other designated persons on the Emergency Card are unavailable, 911 may be contacted and the child will be taken to the nearest hospital.

Any injury to the face or head, no matter how small, will result in notification to the parent/guardian.

Medication

Any medication, which needs to be administered during program hours must:

- Be accompanied by a "Permission to Medicate" form, available upon request.
- Be brought directly to the Administration in the original container with an unaltered label stating the child's name, physician's name, and a drug label on the container with specific written instructions for dosage and time given.
- **Medication cannot be sent with a child or in a child's backpack.**

No over the counter medication will be given without a doctor's note.

Epi-Pens and Inhalers

An Anaphylaxis Emergency Plan or Inhaler Emergency Plan must be completed by the parent and a physician for any child with a life-threatening allergy or asthma. The EpiPen or inhaler must be on-site at all times when the child is present, as well as taken by a Dolphin Club staff member on any off-site events, such as field trips. Parent/guardian(s) are responsible for replacing all expired medication in a timely manner.

Sunscreen

The Department of Social Services Child Care Licensing considers sunscreen to be a non-prescription medication, and therefore, the following procedures will be followed:

- A Sunscreen Consent form must be completed and in the child's file.
- If providing individual sunscreen for your child, it must be labeled with your child's name and the date.
- **Children may not carry sunscreen or store it in their backpacks, tote bags, purses, etc.**
- All sunscreens will be secured in a locked area.
- The Dolphin Club staff will document each time sunscreen is administered to your child via the Procure App.

Dolphin Club exclusively uses Rocky Mountain Sunscreen for all children, unless otherwise specified by the parent/guardian. For more information on this sunscreen go to www.rmsunscreen.com.

Emergency Plan

In the event of an emergency or disaster, the following procedures will be implemented:

1. Please do not telephone the center. The telephone will be used for outgoing emergency calls only.
2. A sign will be posted at The Dolphin Club and on the Procure app, giving the destination of evacuated children.
3. There will be a specific area for claiming and signing out children at the evacuation site. Only adults previously authorized on the emergency cards will be able to sign out a child.

Emergency Evacuation Information

In the event the facility must be evacuated because of a confined emergency, the staff and children will leave the building and gather in the immediate area at Firwood Park on Eastshore.

In the event the facility must be evacuated because of an emergency in the immediate area, the children and staff will be transported or walk to Creeker's Club at 2 Stonecreek in Irvine, California.

If necessary, children may be transported to Hoag Hospital Irvine at 4870 Barranca Parkway in Irvine, California.

Emergency Preparedness

The Dolphin Club conducts regular drills during program hours, and we also participate in all Eastshore Elementary School drills. We keep the required amount of emergency supplies on site (stored in outside shed).

First Aid/CPR and Universal Precautions

All Dolphin Club staff members are required to complete First Aid and CPR training upon hiring. All Staff members are also required to complete Universal Precaution training within three (3) months of hiring.

Bathroom Accidents

If a child has an accident while at The Dolphin Club, staff will do their best to help the child change into dry clothes. If no dry clothes are available, or if the accident is severe, the child will be required to be picked up immediately. Staff are not permitted to be alone in the restroom with a child, so children must be able to properly clean themselves and change their clothes. If the child requires further assistance, a parent will be called to come provide the assistance or pick them up.

All children must be able to use the restroom without assistance to be enrolled in the program. Frequent accidents will result in an action plan between the parent and the Program Director.

Water Safety

The Dolphin Club has a minimum of one (1) water safety certified staff member for all water activities.

Notification of Changes

It is important that The Dolphin Club maintain current and accurate records on each child so that parents/guardians can be notified in case of an emergency. It is required that each child have two (2) yellow emergency cards on file. These must be completed prior to enrollment and need to be kept current at all times. **It is your responsibility to inform The Dolphin Club of any changes.** Failure to do so may result in termination from the program.

Nutrition

In order for us to support our children's healthy development, we at The Dolphin Club strongly encourage healthy eating habits. The Dolphin Club's breakfast and snack menus are planned with this in mind. We also encourage families to do the same when packing their child's lunch for the day.

We do not permit soda of any kind.

We do not permit candy of any kind.

Meals Served by the Dolphin Club

During the school year, The Dolphin Club serves breakfast each morning and provides a snack in the afternoon. Children are encouraged to try all foods but are never forced to eat. The Dolphin Club's breakfast and snack menus are posted in the kitchen area and are available upon request. On DC Full Days and Camp Days, students may sign up to purchase lunch from Dolphin Club.

Special Nutritional Needs

If your child has food allergies or special nutritional needs, you should notify the Program Director and list this information on your child's yellow emergency card. If your child is unable to eat the food on the menu, you may be required to send food with them.

Behavior Management Policy

The Dolphin Club strives to maintain a positive approach to managing children's behavior at all times. "Discipline" is the process of teaching self-control and the ability to live within limitations and agreed upon guidelines. When children choose to behave outside the established guidelines, consequences may occur to prevent future problems. **The safety of all children in our program is our highest priority. Threats or bullying of any kind will not be tolerated and result in suspension from the program.**

The following behaviors are **unacceptable**:

1. Endangering the health or safety of children, staff, animals, or other adults.
2. Continuous refusal to follow acceptable rules of behavior.
3. Use of profanity, vulgarity, obscenity, verbal harassment, or racist comments.
4. Possession or use of illegal substances, medication, or possession of drug paraphernalia.
5. Theft from or damage of school or center.
6. Leaving the premises without permission.
7. Unwanted physical contact or inappropriate sexual contact.
8. Possession of any weapons.
9. Disrupting the program.

If a child elopes from Dolphin Club, the child may be suspended or terminated from the program even if it is the first occurrence.

If a child is suspended from school for any reason, he/she will also be suspended from The Dolphin Club for the same time period.

In cases of negative or inappropriate behavior, the following process will be followed:

1. **Reasoning:** Every attempt will be made to help the child understand the inappropriateness of his/her action and alternative positive behavior will be discussed. When the conflict is with another child, both children will be brought together to discuss the incident and reason together with a staff member to facilitate.
2. **Removal:** When reasoning has been pursued and behavior has not changed, the child will not be allowed to participate in specific activities and experiences.
3. **Child/Director Conference:** When staff members are not successful in correcting behavior, the child will be brought to the Director or Assistant Director for further discussion. If necessary, a conference may be set up with the child's parent/guardian.

If the process does not result in a corrected behavior, the family will be required to remove the child from the program for a period of 1 to 5 days, as determined by The Program Director. The Dolphin Club administration, in conjunction with the Board of Directors, reserves the right to dismiss any child who fails to cooperate with the staff and other children. If a child is terminated for disciplinary reasons, there will be no reimbursement of tuition and any damages incurred by the child will be billed to the parent's/guardian's account and the parent/guardian will be notified.

When a child's behavior is so disruptive that the staff uses all their time and energy toward the disruptive child, thus compromising the quality of group care, The Dolphin Club administration and/or Board of Directors may choose to terminate the child from the program. Additionally, if there is an open investigation by California State Licensing regarding an incident with your child, your child will be suspended for the duration of the investigation.

Family Grievance Procedures

The following procedure will be utilized to resolve any grievances involving families when informal communication has not resulted in resolution:

1. The involved family will request a meeting with the Program Director to resolve the issue.
2. A meeting will be scheduled that is agreeable to both the Program Director and the family.
3. Should the meeting not resolve the conflict, a signed written statement is to be submitted by the family to the Program Director who will then submit the statement to the Board of Director's.
4. A meeting will be scheduled that is agreeable to the Program Director and the Board of Director's.
5. The family will address their specific grievances to the Board.
6. The Board of Director's will provide a written resolution within a specified period of time. Copies of the written resolution will be distributed to all involved parties. This is considered the final statement on the grievance from the site.

Those grievances which remain unresolved at the conclusion of the site procedure may enter the formal ICCP Grievance process. Please contact ICCP Administrator Traci Stubbler at 949-724-6635 or tstubbler@cityofirvine.org to learn more about the ICCP Grievance Process.

Adult Rules of Conduct

Any parent/guardian or family representative who displays one of the following behaviors may be prohibited from participation at The Dolphin Club or in any Dolphin Club events:

1. No child or adult will be physically abused, including shaking, grabbing, hitting, pushing, etc.
2. No child or adult will be verbally abused or harassed and no adult shall use profane or obscene language at The Dolphin Club or at any Dolphin Club event.
3. No alcoholic beverages will be allowed at The Dolphin Club or any Dolphin Club related activity. No child will be released to anyone who appears to be intoxicated.
4. No illegal drugs will be allowed at The Dolphin Club or any Dolphin Club related activity. No child will be released to anyone who appears to be under the influence of drugs.
5. Smoking is prohibited on The Dolphin Club premises or at any Dolphin Club related activity.
6. Theft or damage of school, center, or private property is prohibited.
7. Failure to follow the Adult Rules of conduct may result in termination from the program.
8. No adult will address concerns with children not related to them; this is the job of The Dolphin Club staff.

General Information

Homework

During the school year, The Dolphin Club will provide quiet time for children to work on their homework. Staff available to help, but not responsible to make sure your child's homework is complete or correct.

Personal Belongings

The following items are not allowed at The Dolphin Club:

- Items from home such as purses, stuffed animals, money, makeup, toys, etc.
- Items that encourage violence such as guns, knives, swords, or weapons of any kind
- Electronic devices - unless otherwise stated for specified electronics days
- **Children may not have medications, hand sanitizers or sunscreen in their personal belongings, they must be given directly to The Dolphin Club staff**

The Dolphin Club is not responsible for any personal items brought to the center.

Personal Cell Phones/ Smart Watches

The Irvine Unified School District and The Dolphin Club acknowledge the importance of electronic communication between students and families, particularly in school-wide emergencies. Therefore, students shall be permitted to have in their possession a privately owned cell phone/smart watch on campus during their day, while attending Dolphin Club activities, or while under the supervision of a Dolphin Club employee. **Such devices shall be deactivated and remain out of sight.** Their use shall be strictly prohibited on campus during Dolphin Club hours, except:

- During an emergency affecting The Dolphin Club or the community.
- Upon direction from a licensed physician and surgeon, if carrying such a device is essential to, and the use is limited specifically to, the health of the student.

In permitting student possession of such devices, The Dolphin Club assumes no liability for the loss of the device or its misuse by another person. Students who violate this policy are subject to disciplinary action. Unauthorized use will result in confiscation. Devices must be claimed by a parent/guardian.

Clothing and Lunchboxes

Please mark all lunchboxes and clothing items (jackets, sweatshirts, etc.) with your child's name.

Lost and Found

The Dolphin Club's lost and found is located in the parent area. Items left will periodically be donated.

Fundraising

As The Dolphin Club is a non-profit organization, we are required to host fundraisers throughout the year to raise additional money for our program. We encourage all families to participate in fundraising activities.

Board Meetings

The Board of Directors meetings are held once a month, families are welcome to attend with prior notification to the Director.

Child Abuse

Childcare professionals are mandated and required by law to report suspected child abuse.

Policy Changes

The Board of Directors reserves the right to change or modify The Dolphin Club policies based on the needs of the business. No one individual, including the Program Director, can change or modify policies without approval from The Board of Directors.