



## Prepared for Playground Leveraging Compliance

**Protect Your Business** 

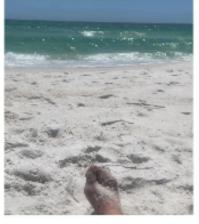
Compliance & Risk Management 101

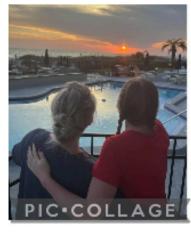


## Who is Lynn Nenger!









#### My story - Foundation of Systems, Process, Tools

- Career Mom, 2 girls, Wife, STTV
- C-suite leader for 2 International Tech Startups
- Owner/Operator x 2

#### ECE Adopted Me – 2018 my "Gotchya Date"

- 160 school project
- Right Bus/Wrong Seat for me
- Enneagram 1 If you know, you really know

#### The Compliance Alliance – My Why Today

- Compliance resource hub & professional services partner for ECE providers
- First ever ECE Compliance Risk Audit System including 80 SOP to support compliance operations

## Who is ready for a roadtrip?? - Filling your compliance backpack



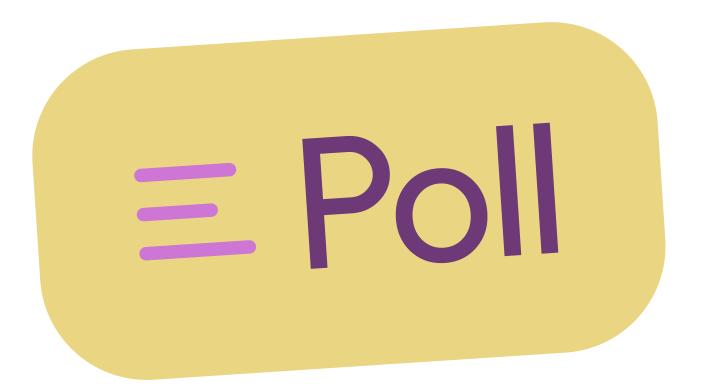
In this session, you'll learn:

- ✓ Compliance practices the impact of your risk score and overall business valuation
- Key strategies to proactively manage compliance and mitigate risks
- ✓ Controlling the Narrative Insurance, You and YOUR story
- ✓ Practical tools to support your compliance framework



## Compliance Roadtrip





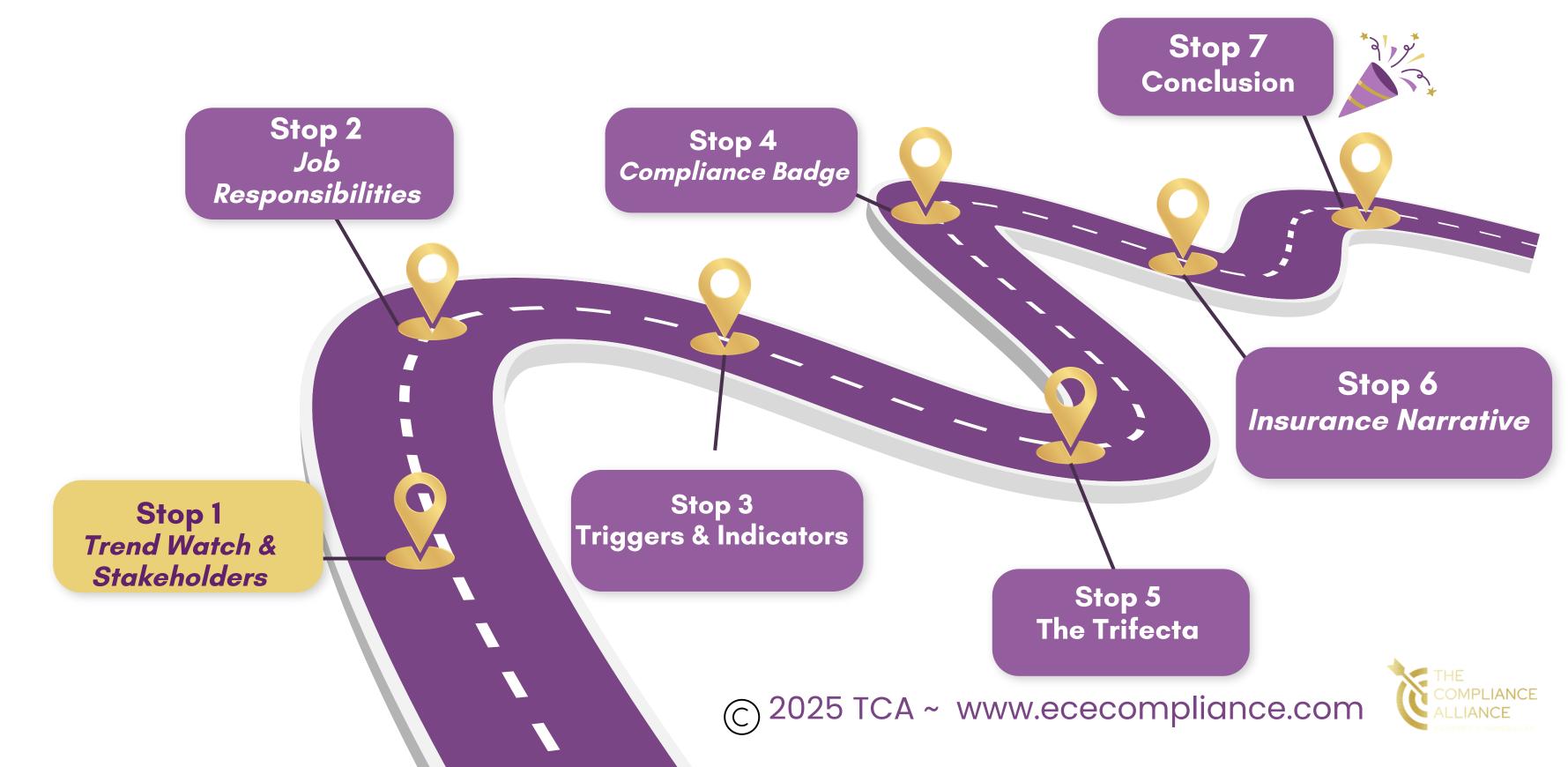
## Compliance Framework

Do you have a defined compliance framework with roles and responsibilities in place?

- **V** Yes we have a clear set of processes, roles and system of accountability
- Somewhat we manage it informally but have started to build a process
- \*Not really it's handled as needed (usually triggered by a licensing visit or citation)
- B Honestly... it feels intimidating or unclear; unsure where to start



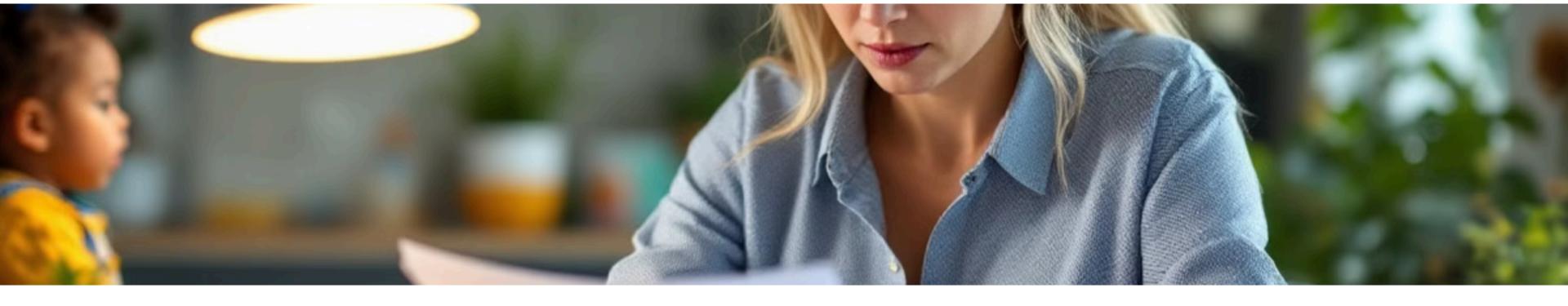
## Compliance Roadtrip





## 2025 Top 5 Compliance & Risk Management Trends

- LineLeader 2024 Benchmark Study
- Insurance Renewal Increases or Eligibility
- Legal exposure -> Litigious Parties
- Parents > Online Research
- Investor/Banking Due Diligence



# Challenges and Business Priorities\* Compliance Ranking

11th Annual Early Childhood Education Benchmark Report

59%

71%

2023 Providers prioritizing compliance

2024 Providers prioritizing compliance

"Compliance is increasingly becoming a top priority for ECE providers.

Yet many struggle to move from best intention to best practice."





### **Pressing Insurance Challenges\***

"From January 2024 to January 2025, all of our insurance premiums increased and our liability increased by 64%"

Jonathan Pearce, President of Sugar 'n Spice Children's Academy, Louisiana

\*Bipartisan Policy Report on Insurance





## Increase in frivolous lawsuits - "I'm calling my lawyer!"

Fact: Law firms are creating legal guides and checklists encouraging lawsuit if a child is hurt while in care.

Your best defense is a well established history of safety, audits, and proactive corrective measures "Control the Narrative"





### Investor Risk Due Dilligence

Infusion of Cash or Your Future Exit Strategy or Your Expansion Acquisition

Due Dilligence = Licensing Review & Risk Assessment - what is my risk?

- Analyze licensing visit history
- Evaluate corrective actions and compliance trajectory
- Classify citations and risk severity
- Assess if citations are a people issue or process issue





#### Parent Research - Starts Online

"Safety is our #1 Concern"

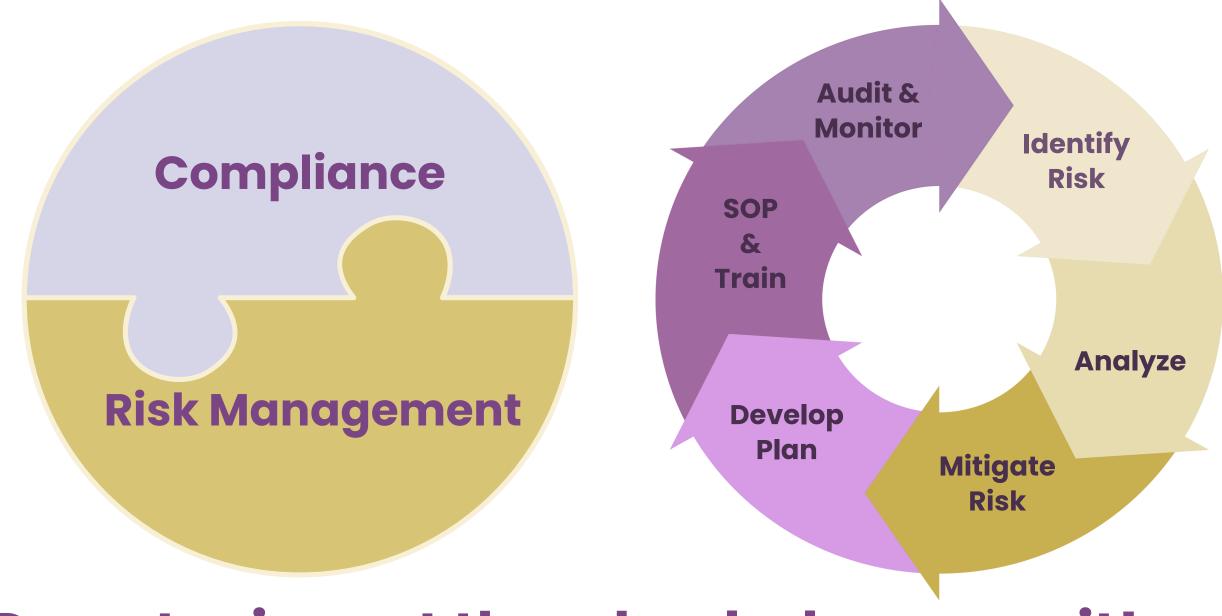
Author's Advice: Source - Care.com

"Read reviews, perform research on each business, review licensing history."

Contact your state's department of licensing to learn more."



The Power of Compliance & Risk Management



Do not reinvent the wheel ~ leverage it!



## Keeping it Simple - Risk Management



#### Key Variables - Identify and Evaluate Known Risks

- Severity: how serious could the risk be?
- People Impact: what is the potential harm? (children, staff)
- Rank: what is the relative risk (H, M, L)
- Probability: how likely is it to occur?
- Financial Impact: what are the financial costs

|    | Risk Matrix ∨ 🔚 🏕              |   |                          |   |                     |   |
|----|--------------------------------|---|--------------------------|---|---------------------|---|
| 1  | Tr Risk Category Y             | Example Risks Y   | Risk<br>Level<br>(H/M/L) | ~ | Likelihood<br>(1–5) | ~ |
| 2  | Supervision & Staff Practices  | Unattended children, ratios, distracted supervision     |                          |   |                     |   |
| 3  | Medication & Allergies         | allergies, medication errors, proper handling           |                          |   |                     |   |
| 4  | Physical Environment           | Trip hazards, unsafe playgrounds, fire safety issues    |                          |   |                     |   |
| 5  | Behavior Management            | Improper Discipline, lack of behavior documentation     |                          |   |                     |   |
| 6  | Emergency Preparedness         | outdated emergency plans, poor staff training           |                          |   |                     |   |
| 7  | Facility & Equipment Maintenan | Broken furniture, poor cleaning                         |                          |   |                     |   |
| 8  | Transportation & Field Trips   | Improper car seat use, missing driver checks, name-face |                          |   |                     |   |
| 9  | Staffing & Child Records       | Incomplete background checks, expired certifications    |                          |   |                     |   |
| 10 | Communication & Documentation  | Missing incident reports, poor parent communication     |                          |   |                     |   |
| 11 | Security & Access Control      | Unlocked doors, no visitor log, missing access controls |                          |   |                     |   |



## Weighing the cost of repeated non-compliance

#### **LOW IMPACT**

Inconsistency
Poor Accountability
Low Morale
Inefficiency
Lack of Visiblity

\$\$

#### MEDIUM IMPACT

Lost Quality Rating
Reputation
Licensing Citation
Poor Reviews
Turnover

**\$\$\$** 

#### **HIGH IMPACT**

Legal Settlement
Loss of Insurance
OSHA fines
Probation
Closure

\$\$\$\$

How much risk can we tolerate?



#### Free Risk Management Download

Enter your info to get a free resource on Risk Management from The Compliance Alliance!

# First Name Last Name Last Name Email Email Get It Now!



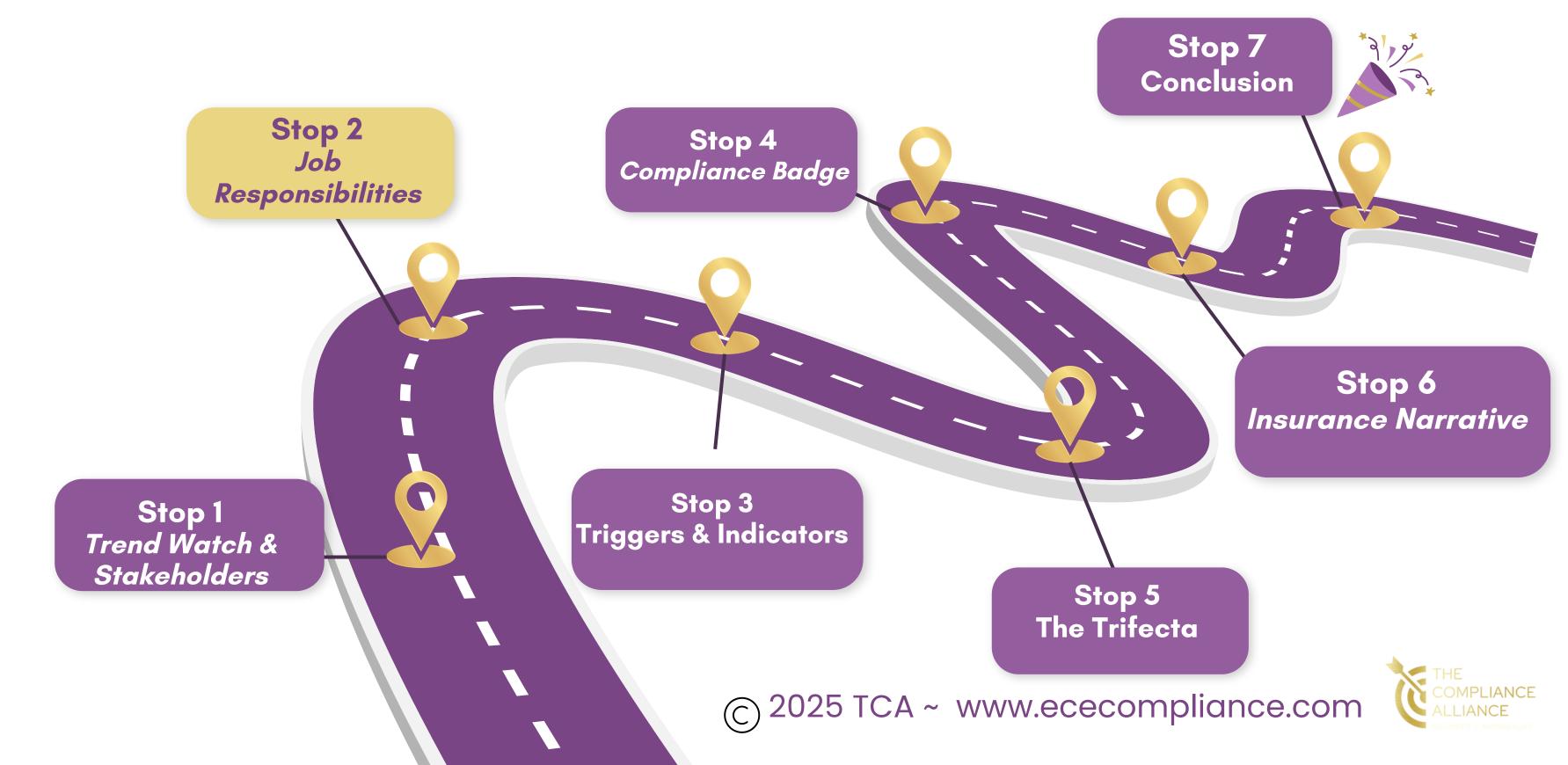
"Do I need a risk
management practice?
Does risk management
apply to early
education?
Should this be a
priority?"

**Executive Overview** 

As an early education leader, you may be asking yourself, these questions and the short answer is, yes, all businesses, regardless of size or industry, should have some form of a risk management practice. Effective risk management helps organizations identify, assess, and address potential threats or uncertainties that could impact their operations, finances, reputation, or compliance with regulations.



## Compliance Roadtrip



## Compliance -Related



Responsibilities Worksheet

- Who, When: by job title or role?
- How is it implemented?
- Budgeted?
- Measured?

SOP & Systems

Train & Educate

Monitor & Report

Communicate



#### Free Download Compliance Job Responsibilities

Submit your info below for this free resource!

# First Name Last Name Last Name Email Email

Get It Now!

#### **Compliance Job Responsibilities**

#### SOP & Systems

#### Operating Procedures Development:

Develop, implement, and update standard operating procedures to ensure compliance with federal, state, and local regulations governing early childhood education.

#### Budget Management:

Manage the budget for compliance-related activities, including training, audits, tools, dashboards, and any necessary upgrades or improvements to facilities and programs.

#### Regulatory Compliance Oversight:

Monitor and ensure compliance with federal, state, and local regulations governing early childhood education, including licensing requirements, health and safety standards, quality and educational guidelines.

#### Train & Educate

#### Continuous Improvement:

Conduct training sessions and workshops to educate staff on compliance requirements, best practices, and protocols for maintaining a safe and nurturing environment for children.

#### Quality Assurance and Improvement:

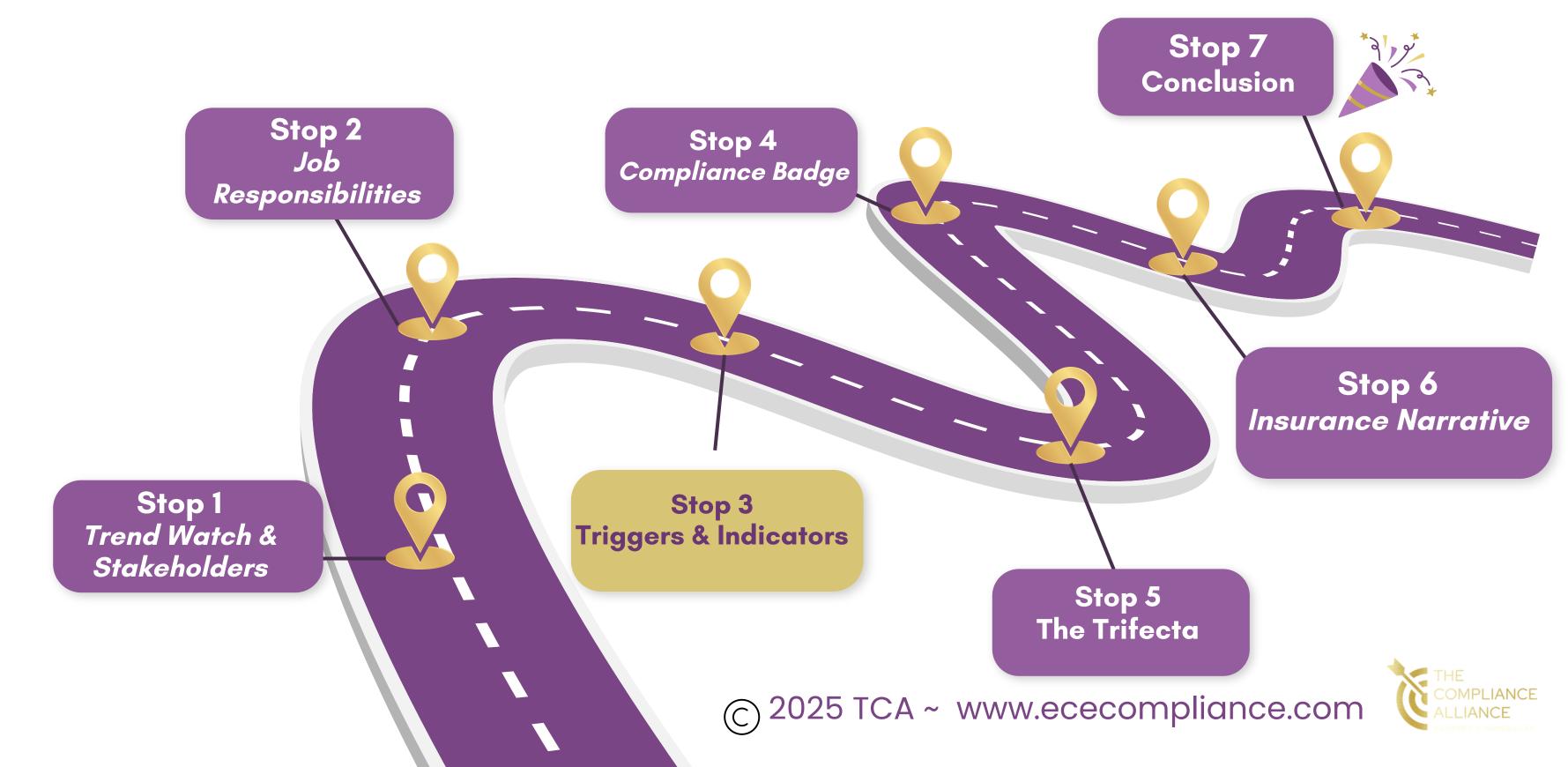
Establish quality assurance processes to assess program effectiveness, identify areas for improvement, and implement corrective actions.

#### Risk Management:

Identify potential risks and hazards within the early childhood education environment and develop strategies to mitigate them effectively.



## Compliance Roadtrip



## Triggers & Indicators in Compliance Risk Management



- Triggers = React & Respond
  - Events that prompt immediate, balanced action
  - Signal something needs attention now
- Indicators = Monitor & Prevent
  - Metrics that help track, assess, and predict
  - Support proactive risk management

## Triggers = revisit your compliance practices if....





## Indicators = Proactive Risk Mitigation

#### **Undocumented Audits**

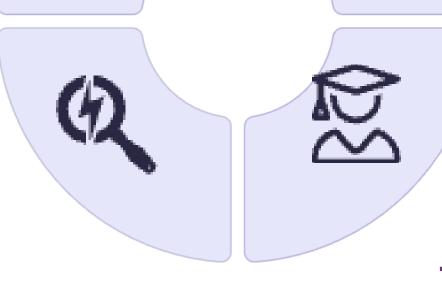
Inconsistent or absent internal review processes.

#### **Unclear Compliance SOPs**

Who Owns What? SOPs are vague or outdated.

#### **Poor Monitoring**

Best intention vs actual compliance oversight.



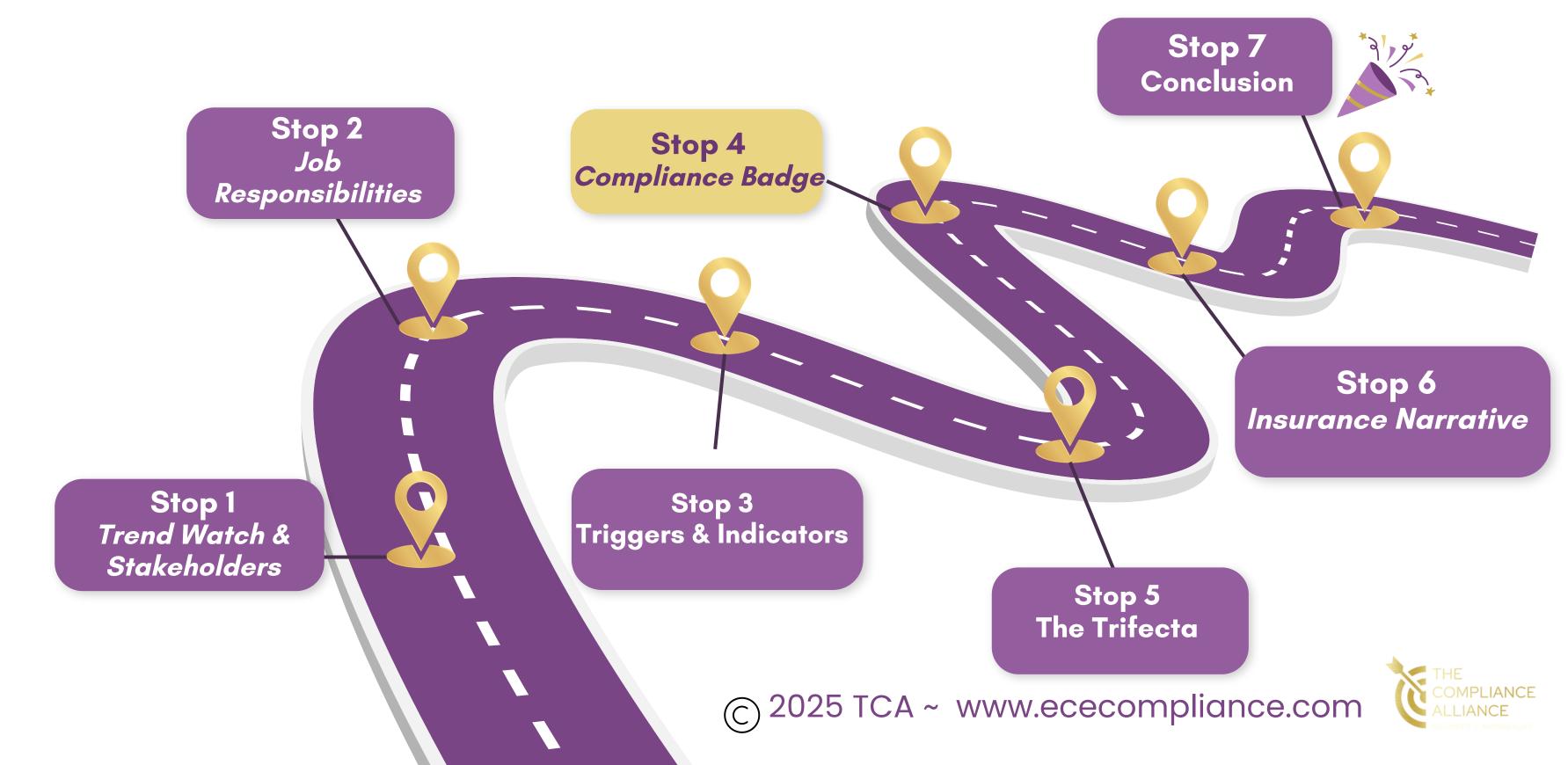
00

#### **Training or PD Gaps**

Staff lack proper compliance training, insights and updates.



## Compliance Roadtrip















PELOTON







FOUR SEASONS

Hotels and Resorts

## Walt Disney Company - Safety Compliance "It Begins With Me"

At Walt Disney Parks and Resorts, safety is a part of everything we do. In fact, our commitment to safety is as much a part of our culture as our dedication to making dreams come true for our Guests.

Safety is the responsibility of everyone, from the chairman of the board to the newest Cast Member.

Walt Disney listed The Four Keys in a specific order:

#### Safety, Courtesy, Show, Efficiency.

This reminds us we can only deliver on Courtesy, Show and Efficiency by doing it safely.

#### There are three Safety Basics:

I practice safe behaviors in everything I do.

I take action to always put safety first.

I speak up to ensure the safety of others.

#### I practice safe behaviors in everything I do.

- Onstage and off, make safe choices, be aware of surroundings, and know policies and procedures.
- When not at work, continue making safe choices, bring safety home and practice safe behaviors at home
- Everyone is responsible for safety and our safety depends upon our individual choices and actions.

#### I take action to always put safety first.

- It is important to surface any and all safety concerns. Demonstrating the courage to take action could make the difference between someone getting injured or not.
- Do not compromise safety for something else.
- Regardless of where you are, it's important to take action and communicate safety concerns and potential hazards.

#### I speak up to ensure the safety of others.

- It takes time and courage to speak up but it is everyone's responsibility. When we don't speak up, we run the risk of injuring ourselves or someone else.
- Whether it's noticing a spill that needs to be cleaned, items that may be blocking an east or a safety hazard that needs the attention of a leader, we all have an obligation to speak up.
- Even after you've told someone about an unsafe situation, don't leave the area until the hazard has been marked or cleared.
- Fundamentally, safety must be a personal value, genuine in delivery and founded in care for the safety of other people.

"Safety is a part of our culture as much as making dreams come true for our guests."



## Big Blue Marble Academy - Commitment to Safety

"At Big Blue Marble Academy, we care for your children as our own — making their safety and well being the heart of everything we do. We are committed to providing a safe, nurturing, and enriching environment where children can thrive.

You can trust that every measure is taken to ensure your child's safety every day they are with us."

Jeff Wahl, CEOBig Blue Marble Academy



#### **Commitment to Safety**

Marble Academy, ensuring your child's safety and well being is our top priority. We've implemented compressures, including thorough background checks for our staff, controlled facility access, and check-in systems, nurturing environment for our students and provide peace of mind for parents.

nunication policies, parents are informed of any and all health and safety updates.

ed childcare provider, we meet and often exceed industry safety standards, conducting frequent headcount / drills, cleaning, and sanitizing high-touch surfaces. We also adhere to strict hand-washing protocols and for lealth guidelines to keep our community healthy.

cated to creating a safe place for your child to learn and grow while in our care. Thank you for entrusting us ner!

"We're dedicated to creating a safe place for your child to learn and grow while in our care. Thank you for entrusting us with your young learner!"

## Under the Magic Pine Tree - Commitment to Safety



"Your child's safety and security are our top priorities at Under the Magic Pine Tree.

From the moment you drop them off to the moment you pick them up, you can rest assured that they're in good hands."



## Early Educator Safety Pledge - Free Download

#### Free Download Safety Pledge Template

Enter your info to get access to a customizable Safety Pledge Template in Canva from The Compliance Alliance!

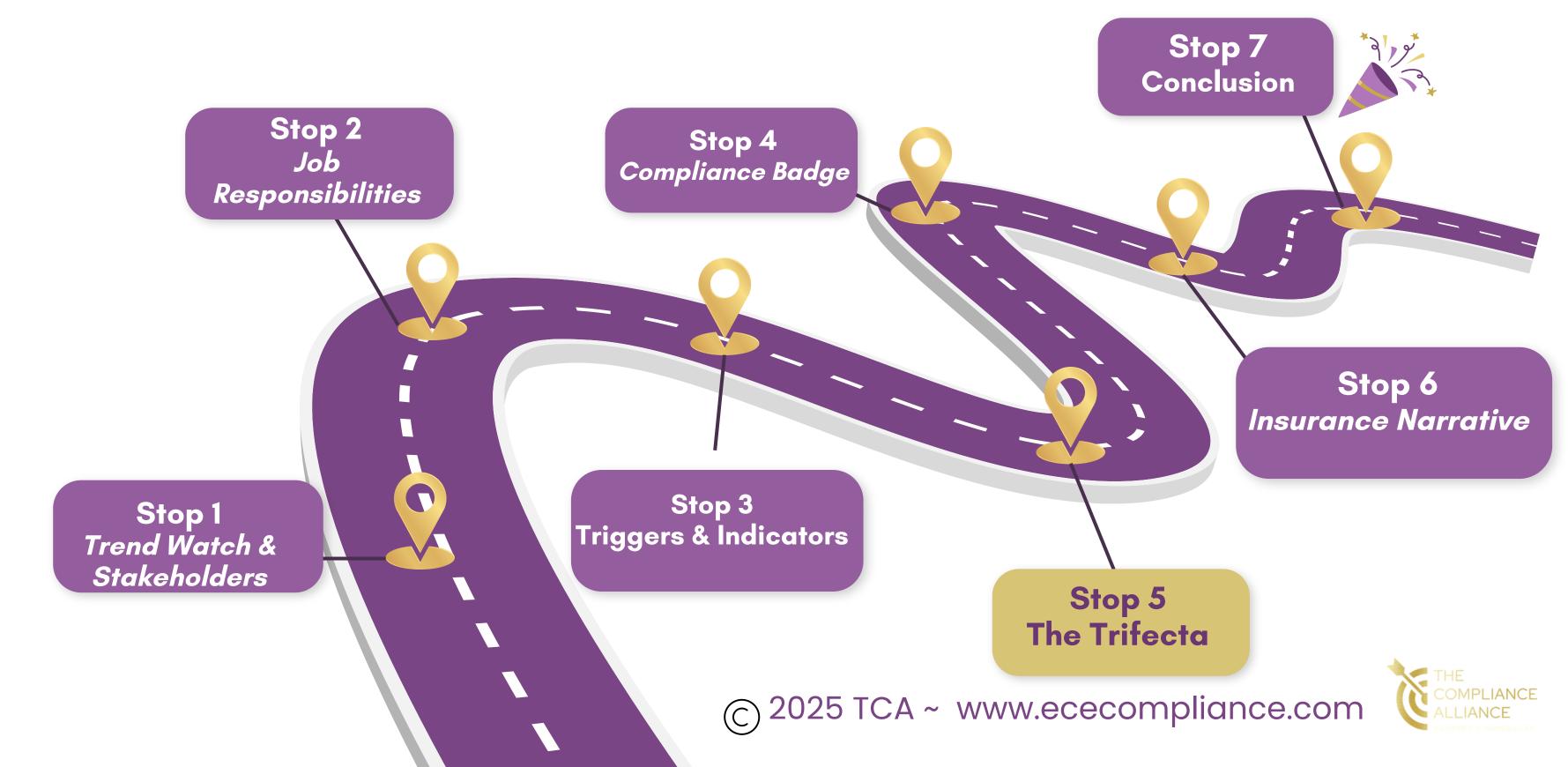
Submit below and click the option to use this template in a new design!

| First Name |             |
|------------|-------------|
| First Name |             |
| Last Name  |             |
| Last Name  |             |
| Email      |             |
| Email      |             |
|            | Get It Now! |





## Compliance Roadtrip



## Compliance Trifecta for Compliance & Risk Management



- + SOPs as the Foundation
- + Checklists as Execution Tools
- + Audits for Accountability

The Compliance Trifecta



**KPIs for Continuous Improvement** 



## Standard Operating Procedures (SOP)

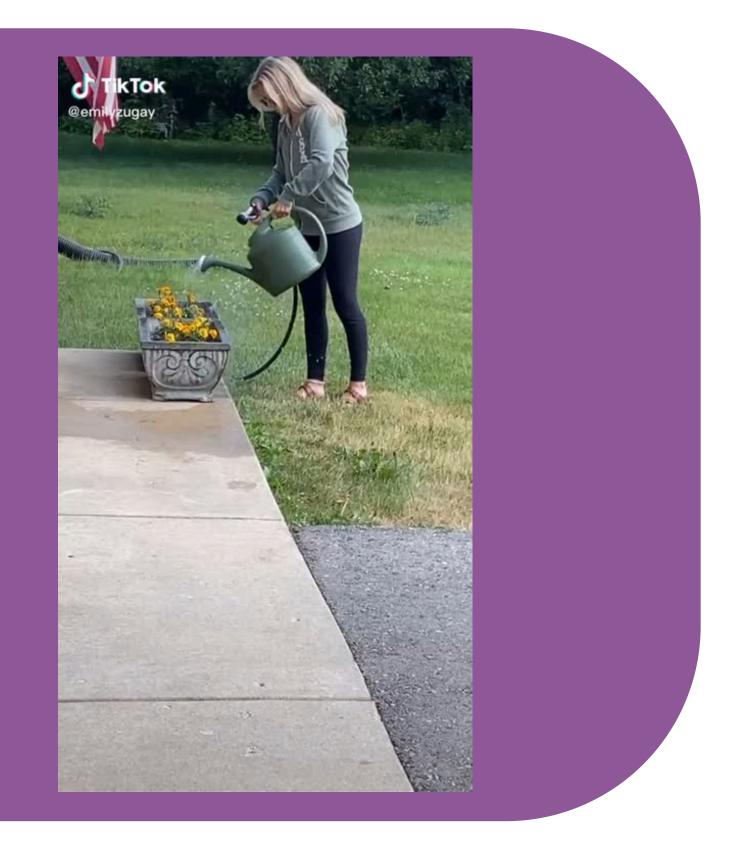
Which of the options best describes your current relationship with Standard Operating Procedures (SOPs)? Select as many as apply (multi select)

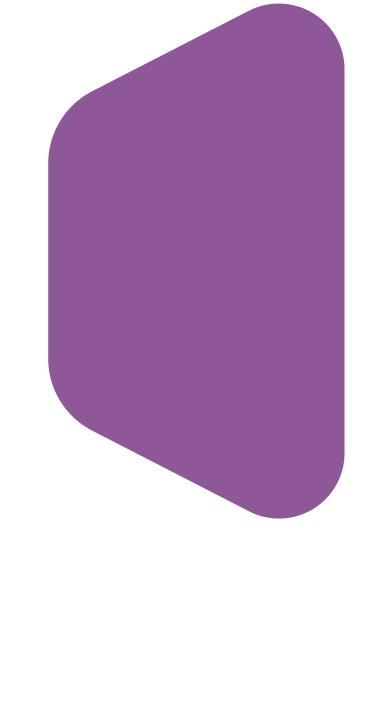
- "We live by them—every step is SOP-approved."
- e "Never in my life did I think I'd need an SOP for that." Living Document
- "We have them... somewhere. Probably...."
- "They're mostly in my head. It's on my to-do list!"



Inever<br/>thought<br/>I'd need<br/>an SOP<br/>for....







#### **Health and Safety Policies**

#### Sample

#### **Active Playground Supervision**

| Section:       | Policy:                          | Effective: | Last Revision: | Reason for Revision: |
|----------------|----------------------------------|------------|----------------|----------------------|
| Outdoor<br>H&S | Active Playground<br>Supervision |            |                |                      |

#### Purpose

To ensure that children are actively supervised at all times while on the playground to prevent injuries, promote safe play, and ensure timely responses to any incidents or emergencies. Proper supervision also facilitates smooth transitions and fosters a safe and enjoyable environment for children.

#### Administrative Procedure

## **Example Parts of an SOP**

- Purpose
- Components
- Administrative Procedure
- Administrative Observation
- Staff Procedure

#### As Appropriate - Add

- Checklist (Admin and/or Staff)
- Documentation Requirements
- Training Plan
- Corrective Action Plan

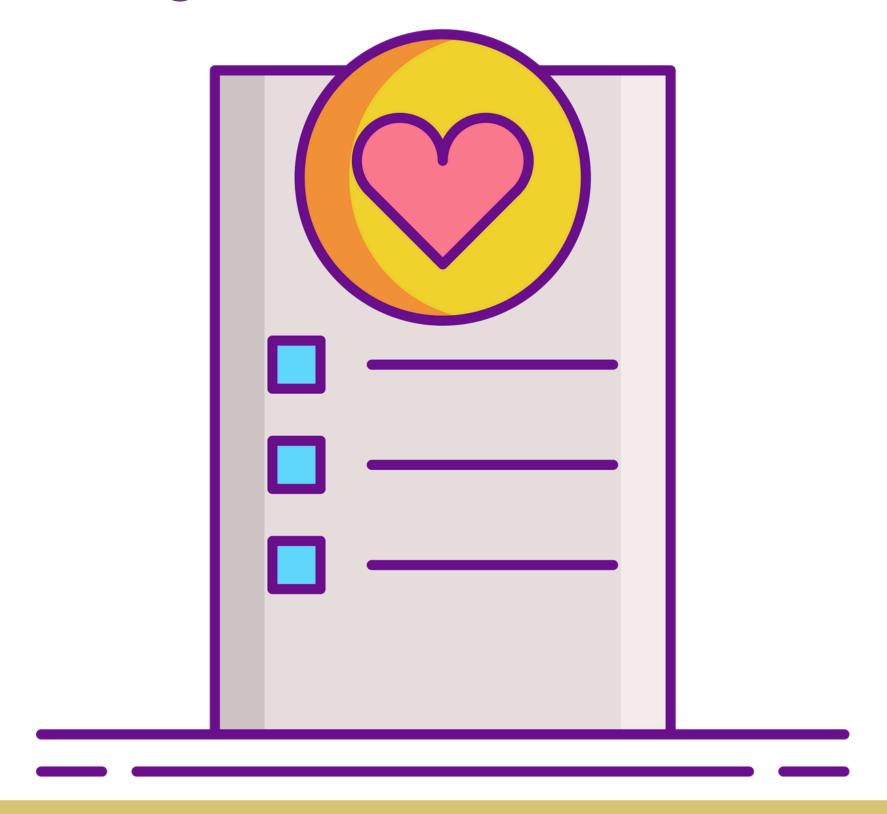
### **SOP Effectiveness - Check Up!**

• Are SOPs documented and up-to-date?



- Are both initial and refresher SOP training provided to all staff? Documented training?
- Are your SOPs centrally located and easily accessible?
- Is SOP adherence part of performance feedback?

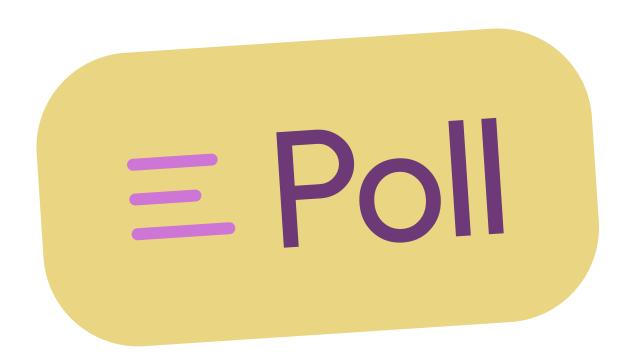
### Anyone else love a good checklist?



### Components of a Solid Checklist

- Goes beyond Yes or No
- Incorporates weighted values
- Trust and Verify "inspect what you expect"
- Promotes culture of continuous improvement
- Encourages accountability paired with SOP
- Drives consistency





### **Audits & Mock Inspections**

How often do you complete mock audits or and/or licensing inspections?

- weekly
- \_ monthly
- quarterly
- we aren't conducting routine mock inspections (but want to)



### What is a Compliance Audit?

## Scheduled, Systematic, Documented Review of Operations

- Evaluates practices, procedures, and records
- Measures alignment with standards & policies
- Identifies gaps, risks, corrective action plans
- Strengthens consistency & accountability
- Supports readiness to share practices with stakeholders



## Compliance Audits & Checklist - TCA Audit Library

| Daily Supervision 14                                 | Playground Assessment 30          |
|--|-----------------------------------|
| Classroom Health & Safety 30                         | Building Postings 12              |
| Staff Files 12                                       | Building Assessment - Exterior 13 |
| Child Files 10                                       | Building Assessment - Interior 13 |
| Medication Management 7                              | Licensing Binder/Documentation 9  |
| Red Flag School/Corrective Action<br>13-20 x 4 weeks | Emergency Preparedness 12         |



### The Power of A Score

| Α   | В  | С   |       |
|---|--|---|-------|
| Date:   |  |   |       |
| Industry Average Risk Score  1 = low risk deficiency 2 = medium risk deficiency 3 = high risk deficiency  *Risk level (1, 2, or 3) has been | Topic  | Level of Risk Assessment Instructions:  Option 1: Select "0 – No Deficiency" if the topic has been evaluated and no deficiencies are identified.  Option 2: Select "1, 2, or 3 – Deficiency Present" if the topic has been evaluated and a deficiency is present. The | Notes |
| pre-determined by TCA   |  | specific risk level (1, 2, or 3) has been pre-determined by TCA.  Please note: The dropdown menu provides only these two options to ensure consistency in data entry.   |       |
| 1   | Surfaces around playground equipment have adequate amount of wood chips, mulch, sand, pea gravel, or have mats made of safety-tested rubber or rubber-like materials | 0   |       |
| 2   | Protective surfacing extends at least 6 feet in all directions from play equipment. Slide exits are clear from all equipment / objects.                              | 0   |       |
| 3   | Play equipment more than 30 inches high are spaced at least 9 feet apart.  | 0   |       |

### Compliance Trifecta for Risk Management



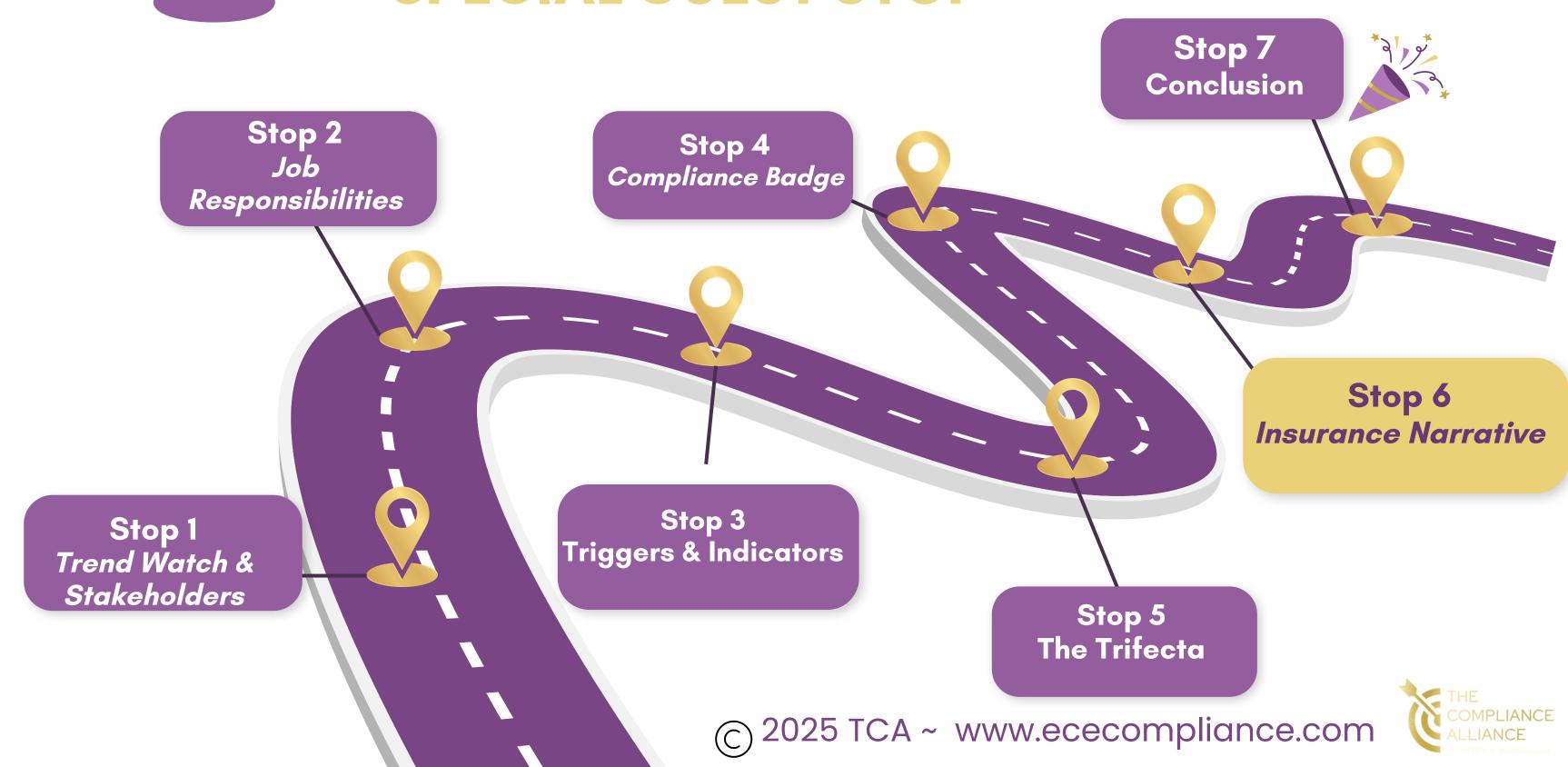
**KPI & System of Accountability** 





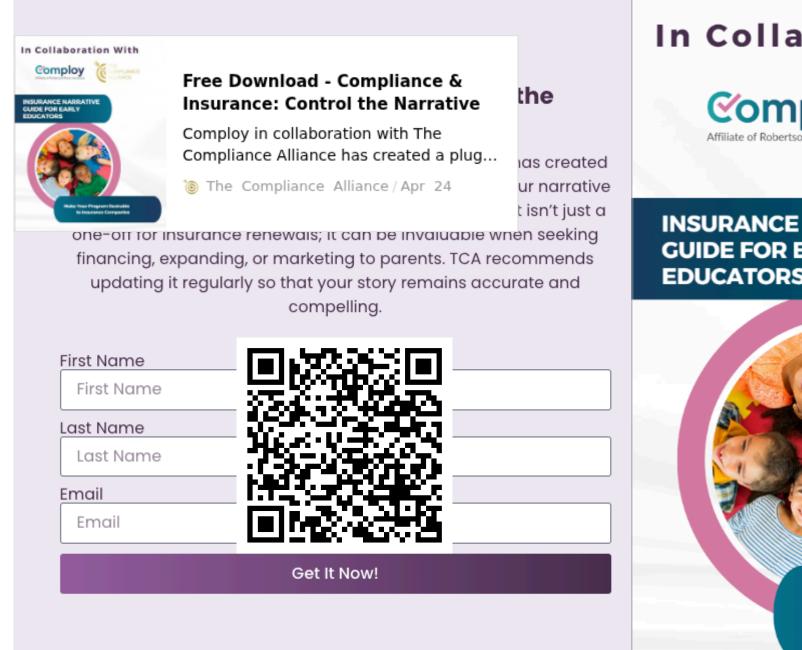
## Compliance Roadtrip

**SPECIAL GUEST STOP** 



### https://ececompliance.com/free-download-compliance-insurance-control-the-narrative/







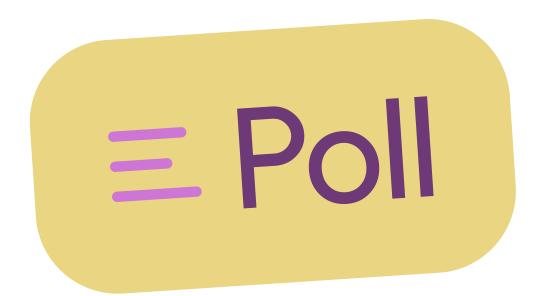
# Introducing Our Insurance Expert Samuel Phillips Comploy Insurance Expert



Stop 6
Controlling the Marrative

Leveraging Compliance





### Insurance Challenges

## What insurance headaches have you encountered in the last 2 years? (select all that apply)

| Skyrocketing premiums                           |   |
|---|---|
| Difficulty finding a carrier that will insure I | _ |

|               | Difficulty | / finding | coverage | or deductibles | that meet | landlord, l | ender or | other red | amts |
|---------------|------------|-----------|----------|----------------|-----------|-------------|----------|-----------|------|
| $\overline{}$ |            |           |          |                |           |             |          |           |      |

|   | Nonrenewal | on | one | or | more | policies |
|---|------------|----|-----|----|------|----------|
| _ |            |    |     |    |      |          |

| B P P             |           | 1.         | •       | . •    |         |
|-------------------|-----------|------------|---------|--------|---------|
| Declinations over | licensina | compliance | or insp | ection | history |
|                   |           |            |         |        |         |

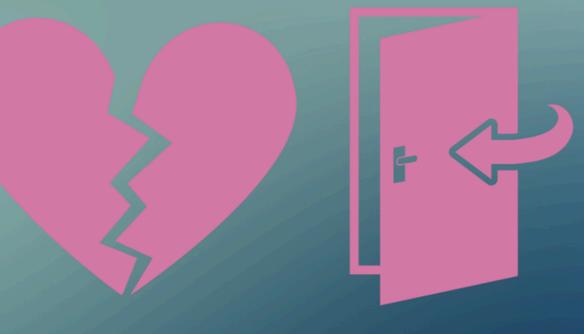
| Accusations that forced you | ou to file an insurance cl | laim |
|-----------------------------|----------------------------|------|
|-----------------------------|----------------------------|------|



## THE CHILD CARE INSURANCE CRISIS







25-40%

200-500%

70%+

2 in 3

2

Approval rate for early education insurance submissions. Most agents won't even get a quote. Premium increased with less coverage, even with no claim history, compared to two years ago.

Of policies now exclude essential services like field trips, injuries on the playground, or transportation.

Early education
businesses are
struggling to operate
because of insurance
issues.

The number of admitted carriers willing (under perfect conditions) to write policies nationally (mostly).





# FROM COMPLIANCE TO CLAIMS



- Trip hazards/uneven ground
- Broken or missing parts
- Protruding bolts or fixtures
- Gaps between 3.5-9"
- Splinters on wood pieces
- Cracks & holes in equipment



- Hot liquids within reach
- Chemical exposure
- Negligent supervision
- Improper discipline
- Diapering
- Out of ratio





- Abuse/Molestation Male employee had improper contact with several children - \$2,874,978
- Child slid down slide with rope around his neck, rope got caught and choked him - \$1,504,572
- Mother of a child attending party slipped & Fell on bubbles from bubble maker - \$863,447
- 8 month old infant found unresponsive while taking a nap, pronounced dead at the hospital -\$846,157

- 10 month old child was burned when he reached and pulled a bottle warmer on himself - \$575,000
- Child was suffocated under a bean bag while playing hide and seek - \$515,000
- Employee handled 2 year old roughly,
   hit the child, and force feeding \$121,969
- Staff was changing child's diaper on changing table, turned to get powder, and the child rolled off, broken arm -\$109,687
- Child Fell from the playground slide and broke her eye socket - \$102,382





## MHATISA NARRATIVE?



- A powerful tool that can have a significant impact on your ability to find insurance and keep it affordable.
- Changes the perception of you from high risk "daycare" to high quality early education facility.
- Makes underwriters see you as a valuable partner.

Gives underwriters peace of mind about areas of concern.

Proves you are NOT high risk by showcasing your risk mitigation efforts.





## **NARRATIVE** DEC 5, 2023 | FIRST CIRCLE LEARNING CENTERS, LEXINGTON MA

#### overview

Client and ac

coaching gr

and frequer

conferences

channels v

dates, incide

communica

ters. We use

tion app th

tion with al

- · First Circle Learning Centers were established in 1997 and are comprised of four individual sites, each owned by a separate corporation.
- · The aggregate licensed capacity of all four sites is 400 children. We employ over 100 staff with an average tenure of 5 years.
- · The owner is very involved in day-to-day operations and oversight with 26 years' industry · We employ a dedicated leadership team,
- each with 20+ years' industry experience, including a Human Resources Manager.
- . The owner believes in proactive mitigation







COMMITMENT TO EXCELLENCE IN CARE

CHILD CARE **INSURANCE NARRATIVE** 

INTENANCE CHECKLI

### **Maintenance Checklist** 00 00 00 00 00 AM FOR MA AM EX AM AN AN AN OUT OUT W 000000000000 00000000000

#### **ABOUT US**

. Club K After School Zone was established in 2006. We provide child care exclusively for school age children ages 5 - 12 in public, charter or private school settings. We provide before/after school care as well as full day care on non-school days, spring break and summer camp. We operate 17 locations under the same corporation. In addition, there are two Administrative Offices serving as the hub for all operations. We have a combined licensing capacity of 846. We employ 70 staff members year around, with 40% being full time and 60% part time. The average tenure of our staff is a little over 2 years, and over 15% of our staff have over 5 years tenure with Club K.

Our Core Values are Safety, Responsibility, Respect, Fun, Continuous Improvement and Integrity. Our Service Standards are Safety, Service, Dedication

 Club K After School Zone operates with better than the state required ratio of 15 students to 1 teacher. We strive for a 12:1 ratio and always have a minimum of 2 staff members present for safety regardless of the number of students in attendance



 Each location receives quarterly Quality Assurance Checks from the Administration Team to
ensure compliance with federal, state and local laws as well as compliance with childcare licensing requirements, Club K After School Zone policy and standards



and risk reduction strategies in all aspects of

 Club K leadership were members of the Child Care Success Academy from 2014-2022 and are current members of Child Care Genius University, We participate at the local level in Washington County Kids, a non profit organization that was formed out of a concern that children and youth were not being served during out of school time (OST). The organization facilitates networking and educational opportunities, the sharing of best practices and fosters collaboration among the county's OST providers. We also participate in the Wilsonville Child Care Provider Consortium that is working to address issues of concern related to child care and develop local solutions. We are frequent attendees at industry conferences.

 We partnered with Secure Education Consultants beginning in 2017 to provide security assessments for all of our locations as well as ongoing emergency response training for our staff on an annual basis.





#### **PREVENTION**

#### facility

Our management team spends a great deal of time anticipating situations that can lead to injury, litigation, or expense and takes steps to prevent them.

- · Heat is maintained at all times.
- · We have water leak detection sensors in utility
- Fire sprinkler systems are inspected and winterized annually.
- · We have a handyman on staff.
- · Plumbing, HVAC, roof and electrical systems are inspected annually.
- Playground surfacing is filled annually.
- · All classrooms, playgrounds, parking lots and entry points have 24-hour audio/visual recording, with management remote access.

Procare

· Active monitoring of all computers by IT vendor.

#### security

- All classrooms are open or have multiple inter-
- We control access to the facility by maintaining
- All individuals picking up children mu thorized in writing by parent and veri ID check if unknown to center staff. We implement strict protocols for sug
- and monitoring visitors to the center they adhere to safety policies.
- checks on all staff.

#### TRAINING

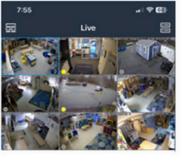
- Oregon for licensed child care programs.
- Staff are provided mandatory professional development opportunities in key subjects related to
- · All employees attend New Hire Orientation on their first day of work.
- All employees are First Aid and CPR certified prior to being responsible for
- Prior to working with children on site, all employees complete the state required safety set courses of:
  - · Introduction to Child Care Health and Safety
  - · Critical Incident Response Training through Secure Education Consultants
  - · Club K Programming Expectations
  - Inclusion Base Camp
  - Customer Service and Parent Communication

  - Department of Early Learning and Care Licensing Regulations
  - · Emergency Plans and Emergency Response Charts

- nal viewing areas to ensure security.

- Club K After School Zone far exceeds the minimum 15 hours of training required by the State of
- student safety, risk management, student behavior management, program structure and safety and other related topics. Provided training hours for the 2023 2024 training year exceeded 35 hours for teaching staff and 45 hours for the management and leadership team.
- · Recognizing and Reporting Child Abuse and Neglect
- · Prevention is Better than Treatment
- · Foundations for Learning
- · Oregon Food Handler's Card
- Additionally Club K After School Zone provides the following training:

  - · Living the Core Values in your Program · Medication Administration, Allergy Plans and Medical Plans







VOTED #1 BEST CHILDCARE VOTED #2 BEST PLACE TO WORK

As a result of our extraordinary reputation and unbeatable brand, we are able to offer a first-rate experience for families from the first inquiry, to registration to orboarding and retention for life! For teachers and students alike, Premier Learning Academy is an unmatched experience AND OUR SECOND HOME!

#### OUR CORE VALUES



#### YES, WE ARE BLUSHING!

We never stop working to please our families. That's how we've stayed #1 all these years! Our biggest compliment is the multitude of praises from countless of families since 2009.

#### facebook

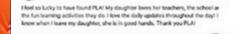






Brandy Cloud D recommends Premier Learning Academy. D -

Our daughter has been going here for a year and a half, Every single person here has been so loving and nurturing to her. Yie could not be any more pleased with every aspect of her learning and care.



Amazing group of ladies that treats your kids like they are their own. I am so happy came upon this great place. Highly recommend?

yeyoon Lee Oh reviewed Premier Learning Academy — 😙 🔃 =

My son just graduated from this school yesterday and we already miss everything

vikidio loved PLA! The ladies loved him like their own, I will forever be grateful



Our disagilter has been going to PLA for almost a your now, and we couldn't be happier. Changing her to this school was the best decision we could make. She's learned so much, so lest? The staff is a making and caring, and feachers like Ms. This and Ms. Tashe definitely washe the difference? Our grif feets safe and leved in there. They're her second family?



#### yelp\*\*



Miss Channelle (splf) as his teacher and I must say she was finblic/OI Would erroll my other child here if we hadn't of moved! Thank you



We have been at PLA for 1.5 yrs and we love it. The stoff is great with the lidth, the app is great at keeping young to date or everything that poss on. They send pattures of your child daily which is great. Highly recommended.







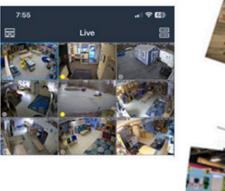
Enumed 10 pre-schools when we moved to Chandler last year. Hound the pre-school my gife attended in Los Angeles and didn't work to settle for engiting less here. Homeowime decirally when leasted on PLA that is worther right for for my desighters as settles my brokenial

children. My kids know all the teachers and all the teachers know th



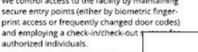












- We conduct bi-annual criminal backgr



#### **OUR PASSION**

#### YOUR STANDARDS

strong academic foundation, we take pride in a unique curriculum



Social learning and fostering independence empower children to develop strong character and build a lasting confidence. Laying a



### **PROTECTION**

To ensure the safety and longevity of our facility, we have made several proactive investments and established ongoing maintenance procedures

across all major system



#### Air Conditioning (AC) System

We utilize MADD AIR for HVAC services.

Several AC units have been recently replaced to improve system efficiency and reliability. The entire system is under a regular service plan that includes filter replacements and pipe bleaching to prevent mold, buildup, and system failure.

#### **Hot Water Heater**

The hot water heater is flushed annually and inspected by a licensed plumber. The most recent inspection and flushing were completed in November 2024.

KIDSENACTION

#### Pest and Wildlife Control

The property is exterminated regularly, with services targeting ants, roaches, mosquitoes, and mice. Poison bait is strategically placed in the shed, and snake deterrent treatments are applied from March through August around the perimeter of the building. The foundation has been cemented to eliminate gaps that could serve as snake shelters. As an added precaution, a realistic fake snake is occasionally placed in the area to maintain staff vigilance. Teachers are trained to inspect their designated outdoor play areas prior to allowing children to enter.

#### Flood Prevention Measures

We have taken extensive steps to mitigate flood risk. A professional flood-proofing company has replaced all doors with certified flood-proof models. Each entry point has been tested, and no water intrusion has been observed. Weep holes have been sealed and raised above the potential flood line. HardiePlank siding has been installed for its resilience and ease of replacement in the event of water exposure. Additionally, a waterproof gel was injected into the crawl space walls to further prevent water infiltration. Staff are trained in flood preparedness protocols, which include elevating equipment, removing carpets, and relocating electronics during flood threats.



KIDSINACTION

#### Fencing and Security

Fencing is maintained on an as-needed basis to ensure structural integrity and child safety. Auto-closing spring latches are installed on all gates to prevent them from being accidentally left open. The entire property is monitored via security cameras, which are observed in real time. We also maintain close communication with a local detective, who is on speed dial should any situation arise. All facility doors are secured with code access to restrict entry, and a panic button is installed at the front desk for emergency use.









#### **Pool Maintenance**

Our pool is maintained in full compliance with chemical and safety regulations. Drain inspections are conducted regularly to ensure proper function and safety standards.

KIPSENACTION

#### **Transportation Safety**

All buses follow a "No Child Left Behind" policy, enforced through daily inspection reports submitted by drivers. Monthly maintenance is performed on each vehicle, and records are maintained via a spreadsheet shared with our local mechanic. Tires are inspected regularly, and each bus is equipped with shoulder safety straps to protect children during transit.







KIPSINACTION





## OVERCOMECON CERN

#### **MANAGEMENT**

Years of relevant experience and educational background, association involvement, and your philosophy toward making the premises safe and secure.

#### **MAINTENANCE**

Documented repairs and updates around your facility, proactive maintenance schedules and inspections on vehicles, plumbing, play equipment, irrigation system, fire sprinkler maintenance & winterization.

#### **TRAINING**

Strong SOP's, training above minimum standards, written abuse prevention policy & frequency of abuse training, remedial staff training efforts to prevent future incidents, compliance management.

#### **CLAIMS**

Full claim details (not just loss runs) including how the incident(s) occurred and corrective action taken to prevent similar claims from happening again.

#### **COMPLIANCE**

Violations happen, but how you own them and revealing what you've changed to prevent them from happening again tells a much better story than the state website does.

#### **PROTECTION**

Camera surveillance, burglar, fire & water alarms, door alarms to keep children from wandering, exterior lighting facing autos, pinch guards, onsite security, catalytic theft deterrent measures.

#### BRAG ABOUT FEATURES THAT REDUCE YOUR RISK

- Wind, Hail or Fire Resistance Construction
- Cameras on Buses/Vans
- LifeVac Choking Devices in Every Classroom
  No Child Left Behind Auto Alarms
- Water Leak Detection Sensors
- Tornado Shelter

#### Watch Me Grow Child Safety Alerts™ & Smart Observations™

- Weapon threat & detection
- Unsupervised kids
- Out of ratio





# NOCCOST TO IMPLEMENTATION OF THE PROPERTY OF T



- Systemize your policies & procedures and have an SOP for everything!
- Park buses in well-lit areas.
- Implement a driver safety training program.
- Team trainings over licensing violations.
- Create a mentorship program for new hires.
- Collect certificates of liability naming you as additional insured from all contractors.
- During freezing temps:
  - Maintain adequate heat.
  - Drop ceilings lift and slide ceiling tiles to allow heat to reach the pipes above.
  - Open cabinets to expose plumbing.
  - Drip faucets to keep water circulating.
  - Cover exterior faucets.
  - Know where your water shut-off valves are!
     Then show your team. Early response is key!





## MINIMAL EXPENSE



#### Inspect what you expect

- Annual inspections by professionals on your:
  - Plumbing, electrical, roof, & HVAC
  - Vehicles
  - Commercial play equipment
  - Exterior irrigation system
  - Fencing
  - Fire sprinkler system
    - Ask about antifreeze solutions in wet-pipe sprinkler systems to prevent freezing.
- Keep drains, gutters, & roofs clear of debris.
- · Utilize floor mats & runners in wet areas.
- Get a Life360 account for the business and place Life360 Tiles in all buses/vans.
- Spray paint catalytic converters & etch your VIN directly on that part.
- Order motor vehicle records (MVR's) on drivers before you let them behind the wheel! Review them annually.
  - PRO-TIP: Speeding & wreckless driving tickets impact premiums more than at-fault accidents with some carriers.





## MEDIUM INVESTMENT



- Replace your water heater per life expectancy.
- · Keep trees trimmed 3' back from the building.
- Get on a winterization contract with the fire sprinkler maintenance company.
- Insulate sprinkler pipes in attics or other areas where heat cannot be maintained especially within 15' of exterior walls.
- Install water leak detection sensors preferably connected to shut-valve app technology.
- Install pinch guards or hinge guards on doors to protect little fingers. These claims are costly to you!
- Save video footage of any questionable circumstances before it's deleted. It might save you!





## MOST COMMITTED

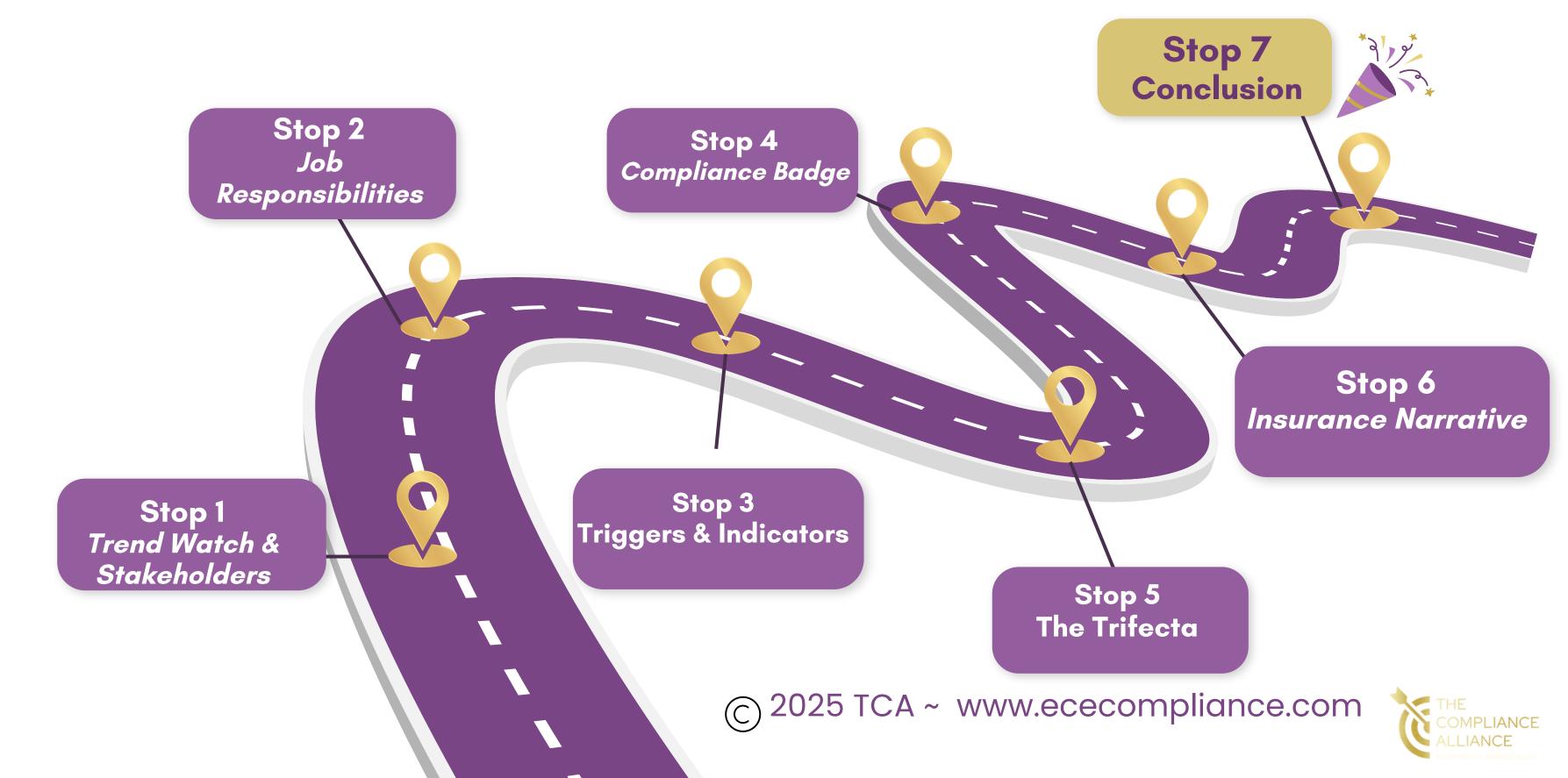


- Implement 1Place compliance software.
- Utilize Watch Me Grow's Ai to detect and prevent unsupervised kids and out of ratio.
- Have cages welded around catalytic converters, or build concrete platforms in bus parking spaces.
- Install heating wrap or heat tracing an electrical system used to maintain heat to the fire sprinkler pipes.
- Back-up generators to maintain power/heat during inclement weather.
- Upgrade fall zone surfacing.
- Work with compliance & risk mitigation experts!





## Compliance Roadtrip





## Actionable Takeaways

What are your top 3 takeaways you wish to implement before the end of the year - specific, actionable, measurable - (Multi-select)

| Create and Implement a Safety Pledge   |
|--|
| Revisit my compliance related SOP - compare and identify gaps                                  |
| Write or update my narrative - "Control the Narrative"   |
| Conduct routine, documented audit walkthroughs - make it comfortable                           |
| Review my website to see how I talk about compliance, safety, quality; is it front and center? |
| Share a licensing report at our next staff meeting (ok to use a competitor's too)              |
| Dovinit who owns compliance released responsibilities  |





## Library of Downloadable Assets Free Tools



www.ececompliance.com

Navigate: Resources >

**Blog & Recordings>** 

**Guides** 

