



KidVantage Provider Partner Ordering Guidelines

This is a comprehensive document which gives information about ordering policies and is meant to provide additional guidance while ordering products each week for program clients. Make sure to refer it in case of any clarification on quantities or frequency of ordering products.

Who We Serve

KidVantage helps children- from birth through 12 years have what they need to grow, play, learn and thrive. We do this by providing essential care, safety, and health goods for children who are experiencing homelessness, poverty, or family disruption. KidVantage also provides expectant and postpartum mothers maternity wear, personal care goods, and mother-infant support items.

At our **KidVantage – Central (Issaquah)** and **KidVantage – Shoreline hubs** we provide children’s clothing up to size 14, and at our **KidVantage – West Sound (Bremerton)** hub we provide products for unborn babies through age 5 (children’s clothing up to size 7). Our Kent location is a distribution hub only (the orders for providers picking up at Kent get processed and filled at our Central hub in Issaquah) as we establish ourselves in south king county to partner with more agencies to serve more kids!

All of our hubs provide products for expectant and postpartum moms.

Accessing KidVantage Assistance to the program recipients:

In order to access KidVantage assistance, you should have your own ordering system login credentials. Once we have your account established, you can place orders every week for the program recipients based on their needs.

Types of orders:

Depending on the urgency of fulfilling the needs of the clients, KidVantage provides the provision of placing either a STANDARD or an EMERGENCY order. The type of order chosen depends on the situation of the program recipient in need of KidVantage assistance.

Please note, once the order is saved it remains editable with the status as “open” until Thursday at 3:00 pm. On Thursday at 3:00 pm, all the “open” orders will switch to “locked”, and providers can no longer edit those orders and that they are already getting processed for pick up the following Thursday!



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Standard Orders	Emergency Orders
Placed for families who are NOT facing a crisis situation.	Meant for families facing a CRISIS situation . This is not to be used for the provider missing the order deadline.
NO need for an authorization code.	Provider MUST email corib@kidvantage.org , to get an authorization code. We also require providers to share a brief story or a circumstance as a reason for placing an “emergency order.”
Providers can order for ANY ITEM from the list of more than 200 products. However, there is a cap on the quantity and frequency of ordering some of the products. Please follow the suggested guidelines while ordering products. See below.	Restricted to ONLY 8 EMERGENCY products . (car seats, bedding, diapers, formula, clothing, Pack ‘N Play, wipes, baby food)
Must be placed before 3:00 PM on any given Thursday.	Must be placed before 10:00 AM on any given Wednesday.
These orders will be ready for pick up FOLLOWING THURSDAY from the respective Hub.	These orders will be ready for pickup on the SAME WEEK’S THURSDAY from the respective Hub.

Availability of Products:

As part of the community engagement piece of our business model, KidVantage gets more than 70% of its products donated by the community and 30% or less is purchased by KidVantage to make sure kids have ALL the essentials (e.g. diapers, wipes, formula/baby food, Pack ‘N Play’s, and car seats). Products from KidVantage serve as supplemental in meeting children’s needs.

Since a majority of products are donated, they will be checked for quality, cleanliness, and safety before they are made available for program clients. On an occasion, if an item is unavailable it will be marked as NA on the sheet provided to you at the time of pick up. All the products that are marked NA (not available) should be re-ordered until a provider receives them. KidVantage does not keep track of any unavailable products ordered by a provider.



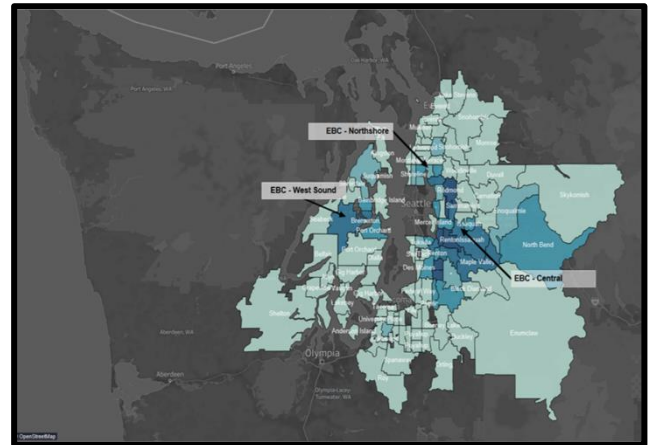
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If a provider orders a product that KidVantage does not provide, then the ordered product will be marked canceled.

DUPLICATION OF SERVICES

KidVantage assistance is accessible through more than 200 access points throughout the greater central Puget sound area.

In order to maximize use of available resources and to serve the most children in need, providers must ensure that program **clients only receive KidVantage assistance through one access point.** Please do this by confirming with the caregiver that they are their only source for getting children's items. If the caregiver is receiving KidVantage assistance through another program/agency, please to check in with the caregiver for preference on who they will receive KidVantage services going forward.



Order Pickup:

It is requested that each provider must schedule a pickup slot for the week they have orders for pickup! Providers will receive an email from Jen Lucas (jenl@kidvantenw.org) on Friday morning to schedule a pickup slot for the following Thursday. Providers must make sure that they arrange pickup of the order at the registered time. If for any reason the provider cannot pick up orders for that week. Please contact your KidVantage Hub coordinator so the orders can be held for a week. KIDVANTAGE is not able to hold orders beyond a week due to logistical reasons.

Suggested Guidelines for ordering products through the KIDVANTAGE ordering system

The need for resources in the community is high and the resources available are limited. In order to ensure that available resources are equitably accessible to all children's needs, KidVantage has guidelines for ordering products. Providers must follow these guidelines while ordering products for their clients. The Ordering System has the capability to capture any violation to these suggested guidelines. If there are any discrepancies, there is a likelihood of KidVantage canceling the ordered product. The KidVantage system administrator will add a note to communicate why the order was cancelled with the respective provider.

Any questions regarding the following suggested guidelines, or exceptions to these guidelines, please contact our Partner Services Coordinator at ruchic@kidvantenw.org.



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Suggested guidelines for ordering products through

KIDVANTAGE ordering system:

Product	Accepted quantities and frequency of ordering	Other Notes
Books	One order/week	Each book ONLY order gets an average of 7 books more or less depending on inventory, sticking to hard-bound books if possible.
Bedding	One bedding set per child	Can be ordered as a bundle or individual. Available Sizes- Twin, Full, Queen, King
Baby Cereal	One order/ week	1 box of baby cereal
Baby Food Jars	One Order / Week	12 jars of baby food.
Bundle – Basic [Season] Bundle – Basic Plus+ [Season]	Twice / Year	Provide a clothing bundle with Spring/Summer or Fall/ Winter <ul style="list-style-type: none"> - Basic = Clothing, Shoes, Dental Hygiene Only - Basic Plus+ = everything in the Basic bundle, plus books & toys <p><i>Note:</i></p> <ol style="list-style-type: none"> 1. Additional clothing bundles can be ordered if the child outgrows the clothing size for previously received bundle. 2. For any individual clothing orders of more than 4 quantities, please choose to select a Basic clothing bundle.
Bundle – Newborn Layette	One per child	Ordered anytime during the 3 rd trimester of pregnancy through 1 month old
Car Seat	One per child, per type of car seat	Car seat/booster seat selection is chosen based off of the child’s age, weight, height and the type of seat belts the vehicle has Types of car seats include: <ul style="list-style-type: none"> - Infant car seat - Convertible - Tall Booster - Short Booster



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Diapers, Pull-Ups and GoodNights	Four / Week	Order contains 10 – 40 diapers depending on product and size. <u>Diapers:</u> Sizes available from preemie to size 7 <u>Pull-Ups:</u> sizes available are 2T-3T, 3T-4T and 4T-5T <u>Goodnights:</u> sizes available are Small/Medium and Large/Extra Large
Diaper Wipes	Two / Week	The order contains approximately 80 wipes
Formula	Four / Week*	One can contain approximately 16 servings.
Gifts - Birthday	One per child, per year	Birthday gifts can be ordered the month before, month of and month after the child’s birthday. Contains about five new, age appropriate unwrapped toys & books.
Gifts - Holiday	One per child, per holiday	Can be ordered for a holiday. For a holiday, other than the December season holidays, please note the holiday you’re ordering for in the comments. Based on our inventory non-December holidays may not be available. Contains about five new, age appropriate unwrapped toys & books.
Newborn Baby Equipment	One per child	Ordered anytime during the 3 rd trimester of pregnancy or later
Pack ‘N Play	One per child	
Stroller	One per child	
Hygiene Products		Only available for children
Hard Goods	One per child	Bikes, beds, bathtub, baby carriers, baby swings, kids table & chairs, step stools, etc.



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Products Available for Moms		
KIDVANTAGE Product	Accepted quantities and frequency of ordering	Other Notes
Breastfeeding Cover-Up		
Breast Milk Storage Bags		20 bags per order.
Breast Pump – Manual	1 each pregnancy	
Bundle – Maternity Clothing Bag		
Maternity Cradle Support Belt		
Nursing Bra		Please indicate bra size. Same bra size as work pre-pregnancy.
Nursing Pads		Have both disposable and washable nursing pads available.
Period Products (postpartum only)	1 order per week	
Rocking Chair/ Glider - Adult	1 per family	

Note: Products with Special Requests-

1. Unless indicated as medically necessary and/or prescribed by the doctor we may not be able to fill the products that are specific requests.
2. If the product is medically necessary and/or prescribed by a doctor please mention it in the comment as **“medical”** in order for the program team to fill the order as requested. We will not be requiring doctors’ notes for medically necessary products.
3. If the special product/brand is something that is a preference and if substituting it is okay- then please mention it in the comment as **“substitute okay”**. This will ensure that the order is filled with a product with a brand available in stock.
4. If the caregiver prefers a specific brand, without medical necessity, and is not okay with a substitute brand then please mention it in the comment as **“sub not okay”**. Please make sure that the caregiver is informed that in such a case, we cannot guarantee to fulfill the request if the special brand is not in stock.

KIDVANTAGE Signature Products:

Newborn Layette

Typically has **100+** items

A “starter kit” for a newborn with seasonally appropriate clothing sized Newborn – 6 months!

18 outfits

9+ Sleepers

10+ Undershirt/onesies

Shoes/socks

Coat and sweater

Set of receiving blankets

Swaddle or sleep sack

Bibs and Burp cloths

Bottle & Feeding Info

Nursing Pads

Soap, Shampoo

Towel, Wash cloths

and much more!

Child Clothing Bundle**

Typically has **50+** items, a week’s wardrobe of seasonally appropriate clothing!

Long and Short Sleeve Shirts

Pants, Sweatpants / Leggings

Shorts

Coat

Pajamas

Sweaters & Sweatshirts

Shoes, Socks, Underwear

Toys, Books, Games*

Toothbrush & Toothpaste (for age 2+) and much more!

**Two types of clothing bundles are available-

Basic Clothing Bundle

(Does not include toys and books)

Basic Plus Clothing Bundle

(Includes toys and books)

**KIDVANTAGE encourages Providers to assist their clients in maximizing access to community programs, e.g. WIC, prior to ordering from KIDVANTAGE ultimately promoting self-sufficiency and independence. WIC is a program for pregnant women, new moms and kids under 5 providing food and nutrition for the whole family! Many working families qualify (annual income under \$44,863 for family of 4). Call 1-800-322-2588.*

Did you know WIC Provides 9 cans of Formula a month?