



PARENT HANDBOOK

Hours of Operation

7 a.m.—5:30 p.m.

Monday—Friday

6011 Jahnke Road, Richmond, VA 23225

(804) 312-8442

Welcome to Children's Village Learning Academy! We are so happy you chose us to take care of and instruct your child. Our primary goal is for your child to have a positive experience while learning about themselves and the world around them. Children's Village is a place where young children come to grow and develop intellectually, socially, and emotionally. We will do everything we can to help your child be successful, happy, and safe. At Children's Village, we provide children with firsthand learning opportunities that enhance their abilities in language arts, mathematics, motor skills, social skills, and much more. Our entire approach revolves around preparing children for kindergarten readiness and beyond. We thank you for choosing Children's Village and we look forward to working with you to ensure that your child has an exciting learning adventure.

- E. Denise Wilson (Owner)

Children’s Village Philosophy

We believe that early childhood experiences provide the foundation for one’s lifetime. Therefore, our Early Childhood Program provides experiences that promote the social, emotional, physical, and intellectual development of each child.

We believe that each child is unique. Therefore, the Children’s Village Program provides for individual needs and differences.

We believe that a child’s self-perceptions are influenced by the attitudes of significant others in his/her life. Therefore, we provide a positive, supportive, and accepting environment in which to grow.

We believe that a young child learns about his or her environment through direct and concrete experiences. Therefore, Children’s Village provides opportunities for discovery, exploration, and experimentation.

Children’s Village Goals

Children’s Village provides a variety of developmentally appropriate activities and materials that emphasize concrete experiential learning in order to achieve the following goals:

- Foster positive self-concept
- Develop social skills
- Encourage cognitive development through thinking, reasoning, questioning, and experiencing
- Encourage and demonstrate sound health, safety, and nutritional practices
- Enhance physical development and skills
- Encourage creative expression and appreciation for arts

About The Center

Children’s Village Learning Academy is a state-licensed program established to service children six weeks to 12 years of age, regardless of race, creed, color, or origin. We are committed to providing superior childcare service because we believe that “*children are our future.*” Children’s Village Learning Academy is a place of bright beginnings that helps develop and nourish firm foundations with active learning through play and discovery. Our focus is to help students develop their social, emotional, literacy, language, creative, cognitive, and physical skills.

Striving for Excellence

Our Staff

The Children’s Village Staff has been carefully screened to find special people who teach from the heart. Our teachers are selected based upon their nurturing skills, experience, and educational backgrounds. Here at Children’s Village, our staff is committed to seeing children excel and reach their potential.

Our staff has formal training in childcare or a related field with extensive experience in childhood group learning settings. Additional continuing education is a must! Your child's health and security are our first priority and each of our caregivers are certified in daily health screening, bloodborne pathogens, First Aid, and CPR, and trained on COVID-19.

Enrollment and Orientation

Before enrolling children in the Children's Village Program, we encourage parents and children to visit the center, meet the directors, and see the teachers and children actively participating in activities.

Children 6 weeks to 12 years are eligible for enrollment at Children's Village Learning Academy. All families will receive information about the childcare programs. Included with the information packet will be a variety of forms to complete and return before your child begins. Each student must have on file in the Center's office the following completed and signed forms.

- Enrollment Application
- School Entrance Form
- Medical—emergency authorization form (if applicable)
- Emergency Contact (2 with complete addresses and phone numbers)
- Permission form
- Viewing proof of identity birth record
- Transportation Form
- Handbook Signature Form

These forms will be kept on file in the. All information is kept strictly confidential.

A non-refundable registration fee of \$100 is due once the director has assigned a start date along with the first week tuition.

Things To Bring

- 2 changes of clothes to be left at the center to include underwear, socks, pants, and shirt.
- Bottom sheet and blanket (For students 16 months and older)
- Pull-ups for Toddlers toilet training
- For Infants: Pampers, 3 Labeled Bottles with child's name, 2 changes of clothes, Baby Food, Formula, Cereal

Your Child's First Day

It is natural for young children to feel anxious when you say goodbye. Although it can

be difficult, separation anxiety is a normal stage of development. Here are other ideas to help your child adjust:

- Practice separation beforehand by leaving your child with someone for a brief time.
- When dropping off your child, say a quick good-bye. Children usually become calm and happy quickly after the parent leaves, and long goodbyes only prolong the upset feeling in the child. It is generally harder for the parent than the child to say goodbye when the child is upset, as the image of the upset child tends to stay in the parent's mind while the child has moved on. Parents are welcome to call the office at any time to find out how their children are doing or utilize their Procure App to communicate with the teachers.
- Let your child know you are leaving, as sneaking out instills a sense of distrust and disappointment in the child.
- Bring in a photo of your family to put on the wall in the classroom. This may help your child feel more secure and connected to you.
- Stay patient and consistent, and gently but firmly set limits. Try not to give in.
- Give it time. Resist the temptation to pull your child from the program if the adjustment does not happen quickly. Remember, separation anxiety is normal and can last for several days. Separation is inevitable at some point, and Children's Village offers loving caregivers who will make the adjustment as easy as possible.

Open House

An Open House is scheduled for all families at the beginning of the school year. At this time, parents and children can meet teachers and visit the school and classrooms. This program provides families an opportunity to meet other parents and children.

Our Programs

"A challenging mixture of fun and education to nurture inquisitive minds."

Curriculum

Creative Curriculum – Infants, Toddlers, and Twos – provides strong support for teachers to scaffold children's learning through the discovery-filled days. It includes knowledge-building and daily practice resources for early childhood and supports growth and development for children from birth to age three.

Creative Curriculum Preschool – is a comprehensive research-based based curriculum that focuses on exploration and discovery as a way of learning. It includes robust daily resources that provide teachers with tools and materials to engage children in project-based investigations that

span across each developmental domain (physical, social/emotional, cognitive, language/literacy). It has been proven to increase kindergarten readiness. ***The Creative Curriculum***

Frog Street Curriculum – is designed around the latest early brain research. The curriculum has child-centered intentional activities that cover all developmental domains (physical, cognitive, language, social/emotional, and approaches toward learning). Frog Street Infant is designed for children ages zero to 18 months and gives teachers the tools to foster essential growth.

Frog Street Pre-K includes 9 Thematic Units and 180 days of instruction that support developmental learning domains (language, social/emotional, cognitive, physical, and approaches toward learning). It is engaging for both students and teachers. ***Frog Street Curriculum***

Children’s Village prides itself in implementing quality programs that are developmentally appropriate for children of all ages. We maintain this by staying abreast of new policies, and legislation, and partnering with organizations in Early Childhood Education. We not only desire to have cutting-edge programs for our students but also our overall program that includes staff. Thus, we participate in the use of the Classroom Assessment Scoring System C.L.A.S.S.

C.L.A.S.S is a measurement tool for Early Childhood Programs that includes: Emotional Support, Classroom Organization, and Instructional Support. This tool allows us to measure the quality of our program and provides professional development for our staff.

Each age group is special at Children’s Village Learning Academy. Our program is designed to teach, guide, challenge and nurture the process of listening, speaking, thinking, and problem solving in all content. We know the importance of exploration and discovery where children learn to be comfortable with themselves and their surroundings.

Our program is divided into five programs:

- Infants
- Toddlers
- Preschool
- School age
- Summer Camp

All children grow and mature at their own pace and we respect their uniqueness. To help make your child’s learning experience a positive one, we need your support and involvement. We are partners in your child’s development. Children’s Village Learning Academy is a state licensed facility with an “open door” policy. We encourage you to visit your child’s classroom and discuss his or her specific needs at any time.

We strive to involve you in your child’s growth and progress. Parents of infants and toddlers receive daily reports. Preschooler lesson plans are posted. Parents are invited to attend center

seminars, special activities, and field trips. You are also encouraged to be a part of your child's learning by participating in reading or story hours, special career days, and arts and crafts.

Infant Care/Toddler Program

Creative Curriculum, Frog Street Curriculum (Researched Based)

Every infant is special at Children's Village Learning Academy and we know that peace of mind and security are preeminent for you as a parent. An infant must be at least six weeks old before enrollment. Parents shall provide the center with a schedule of feedings for their infants. Parents use the formula provided by the center. Parents shall provide the center with:

- two complete changes of clothes kept at the center
- bibs
- current physical examination and immunization prior to admission, no more than thirty days old, which shall be renewed every six months thereafter.

Infants or toddlers showing evidence of wanting to feed themselves will be encouraged.

Infant/Toddler learning experiences include activities surrounding children's developmental milestones in social/emotional, cognitive, language/literacy, and physical, and approaches toward learning that include curiosity, persistence, attention, and communication. These activities align with Head Start School Readiness Goals.

Assessments: A developmental screening is given during the first month of enrollment to assess basic skills and school readiness. Other assessments are used to assess social-emotional milestones.

It is important that caregivers and staff be aware of the following:

SIDS

Sudden Infant Death Syndrome (SIDS is the unexpected, sudden death of a child under age 1 for which cause of death cannot be identified. It is not known what causes SIDS, however, several sleeping practices have been linked to an increased risk for SIDS. Therefore, Children's Village has a strict policy for infant sleep placement. All infants less than 1 year old will be placed on their back to sleep. Infants shall not be allowed to sleep in a care seat or swing for a period of longer than 15 minutes. Once a child has been placed in his or her crib for nap, if the infant rolls from back to front – and is also able to roll from front to back – it is acceptable to leave the infant sleeping on his or her stomach. NO blankets, stuffed toys, or pillows should ever be placed in a crib. A request for alternative sleeping positions must be accompanied by a signed and dated physician's not stating the reason for the request.

SHAKEN BABY SYNDROME/ABUSIVE HEAD TRAUMA(AHT)

The purpose of this policy is to inform teachers about Shaken Baby Syndrome/Abusive Head Trauma and to provide strategies on developmentally appropriate care for infants. The policy

will be reviewed with all teachers and parents within 30 days of its adoption, and upon new hire/new enrollment following adoption. Playful interaction with an infant, such as bouncing the baby on the lap won't cause the injuries associated with Shaken Baby Syndrome. Instead, these injuries often happen when someone shakes the baby out of frustration or anger. You should never shake a baby under any circumstances. Shaking a baby is a serious and deliberate form of abuse.

By the age of 5, a child's brain will have grown to 90% of its adult size. But even earlier than that, by age 3, it's already reached 82% of its size. This proves that the earliest days, months, and years of your child's life matter so much when it comes to early experiences that shape brain growth and development. Shaken Baby Syndrome/Abusive Head Trauma (SBS/AHT) is a term used to describe the signs and symptoms resulting from shaking and impacting of the head of an infant or small child. The American Academy of Pediatrics describes Shaken Baby Syndrome as a term often used by physicians and the public to describe abusive head trauma inflicted on infants and young children. Although shaking an infant has the potential to cause neurologic injury, blunt impact or a combination of shaking and blunt impact cause injury as well.

Practice and Procedure

Recognizing Possible Signs and Symptoms of SBS/AHT:

- Extreme irritability; high pitched crying
- Difficulty staying awake or loss of consciousness
- Difficulty breathing
- Inability to lift head
- Seizures
- Lack of appetite; poor sucking or feeding
- Vomiting for no apparent reason
- Grab-Type bruises on the arms and chest

Reporting Possible SBS/AHT:

If a parent/guardian suspects child maltreatment occurring in child care, they must report the instance to the Virginia Department of Social Services by calling 1-800-552-7096. If a teacher or any other school personnel suspects child maltreatment in the home, they are to report the

instance to their respective county's Department of Social Services.

Calming Strategies:

- Understand that infant crying is worse in the first few months of life, but it will get better as the child grows.
- Try calming a crying baby by rocking gently offering a pacifier, singing or talking softly taking a walk with a stroller, or allowing the child to rest on your chest to feel and hear your heart beat.
- You could also gently rub or stroke the child's back, chest or tummy, or play soft music or 'white noise'. These steps may soothe both you and the child.
- If you are getting upset or losing control, focus on calming yourself down. Take deep breaths and show the child how to breathe deeply.
- If the baby won't stop crying, check for signs of illness and call the doctor if you suspect the child is sick.
- Call for help from a friend, co-teacher, administrator, or trainer who will then offer relief and allow time for a break.

Resources and References for Parent and Staff

- Shaken Baby Syndrome or Abuse Head Trauma is a preventable form of child abuse. The following resources can help parents and staff members better understand and prevent this abuse.
- www.arcnc.org
- <http://www.cdc.gov/violenceprevention/childmaltreatment/abusive-head-trauma.html>
- <https://www.preventchildabusenc.org/>
- <http://www.dontshake.org>

Pre-School Program

Creative Curriculum, Frog Street Curriculum (Researched Based)

Every preschool student is unique at Children's Village Learning Academy. Preschoolers are very curious and eager to learn. Our program utilizes scientifically based curriculums that enhance students social/emotional, cognitive, language/literacy, and physical development.

Preschool learning experiences include:

Art: Mediums such as paint and clay provide an opportunity for the child to experience satisfaction with manipulation, experimentation, and exploration of the medium and provide outlets for the expansion of ideas, feelings, and emotions. Activities are open-ended and are process oriented rather than product oriented.

Dramatic Play: This enables the child to reenact the experiences in his/her world to understand and explore their meaning. With the help of props such as dolls, hats, and other items a child may explore being a parent caring for a baby, a doctor giving shots, or a space person on the moon.

Large and Small Motor Activities: Climbing, running, pushing, and pulling are a few of the large muscle activities encouraged by the availability of slides, balance beams, and various climbing apparatus. Activities such as cutting and pasting, art activities, puzzles, and other manipulative materials, provide opportunities for the practice and development of small motor skills.

Music: Opportunities include singing, rhythms, listening, rhythmically moving, experimentation with various instruments, and creation and interpretation of music.

Experience with Literacy: Provide books, child-dictated stories, discussions, puppets, storytelling, and many experiences with printed materials with aid in the Library Day.

Science/Technology: Students will use current technology. Basic keyboarding and subject-specific applications will be taught. Students are introduced to the rudiments of computer technology, which will be further developed in their next level of education.

Assessments: A developmental screening is given during the first month of enrollment to assess basic skills and school readiness. Other assessments are used to assess social-emotional milestones.

School-Age Program

Our early morning and late afternoon school-age program is a mix of learning and recreation, designed to complement the structured day of learning at school. **If you will be taking your child to school or picking up your child, please notify the center.** It is our goal to provide a safe, healthy, and happy environment with the following purposes in mind:

- To develop an enthusiasm for life
- A strong sense of self-respect as well as respect for others
- Responsibility for actions
- Ability to express and develop control of emotions and feelings;
- And an awareness of academic excellence

Potty Training

Learning to use a toilet is a gradual process that takes place over a period as a child

matures physically and emotionally. Successful toilet learning depends upon the physical, cognitive, and language development of the child. For example, for a child to be ready for toilet learning he or she must:

- Be aware of bowel and bladder fullness.
- Have the muscle development to control elimination.
- Have the language and physical skills to signal the need to the caregivers.
- Have the gross and fine motor skills to get to the bathroom on time, remove clothing, and then to use the toilet.
- Be willing to participate.

As you can see these are complex abilities that develop over an extended period.

A child shows his readiness to begin toilet learning when he recognizes his diaper needs to be changed. At this point, a child may be ready to learn and able to control his bowels and bladder. Beginning the bathroom learning process too early will cause frustration for children. Toilet learning is recommended for children between the ages 2 and 3 years old.

A child's cues and mannerisms initiate toilet learning. These may include verbal requests, gestures of pulling down pants, leading the caregiver to the bathroom, squirming in place, and pointing gestures.

We will be sensitive to these cues by asking the child to use the toilet, assisting the child on scheduled visits to the bathroom when they are most likely to need to use the toilet, giving frequent verbal reminders during the day, posting pictures of sequenced potty routines, and communicating with you to establish consistency between the school and home.

Custody Orders

It is our policy to not interfere with the custody relationship of a child's parents. As such, we assume both parents/guardians have equal rights to pick-up/drop-off, visit, or request documents about their child. If that is not the case, it is the parent's/guardian's **responsibility** to provide court documents and/or legally binding parental agreements to clarify the rights and responsibilities of the parents and/or guardians. We will follow the last dated court documents, without prejudice, to either parent/guardian. We ask that parents/guardians keep the school, our staff, and other children out of any legal entanglements or other custodial issues and resolve these issues in another forum. Failure to adhere to this request may result in disenrollment.

In the case of a family in which the parents and/or guardians are divorced, both parents, regardless of which parent enrolled the child, are entitled to obtain the following documents and information typically contained in a child's file:

- Medical Documentation (i.e., immunization records, doctor's notes, medical diagnosis)
- Incident and Observation Reports

- Academic Progress Reports and Individualized Educational Plans
- Attendance Records

All Financial records and the Enrollment Registration Information Packet are considered private and confidential to the enrolling parent. They will not be provided to the non-enrolling parent without proper service of a subpoena and/or court order.

Attendance

Regular attendance at the Daycare Center is extremely important for children to settle in well. Routine becomes part of each child’s day. **We ask that you call the Center at least by 8:00 a.m. if your child will be arriving late or will be absent. Students will not be allowed to attend after 9:00 am** unless the parent has notified the office at least 24 hours prior regarding an appointment. In this case, the student must arrive no later than 10:00 a.m. or will be asked to return the next school day.

Withdrawal & Dismissal Policy

A two-week notice is required before withdrawing a child from our center. Account must be paid in full before withdrawing—including your child's tuition for that two-week period. If tuition is not paid, we will contact a third party to collect fees. The director reserves the right to cancel the enrollment of a child at his/her discretion or for the following possible reasons:

- Non-payment or excessive late payments of tuition and fees.
- Not observing the center's rules as outlined in the parent agreement.
- Child has special needs that we cannot adequately meet with our current staffing patterns.
- Physical and/or verbal abuse of staff or children by parent or child.
- Expired or non-immunizations and/or physical unless religious exempt.

Here at Children’s Village, we believe there is always room for improvement. To assist us in these efforts, please complete the questionnaire to provide possible areas of improvement and your reasons for withdrawing.

Bus Policy

Children’s Village provides transportation to and from school. Please see the director or designee for the list of schools that we service.

Parents, please review the following bus rules with your children to ensure safe transportation to and from school.

Students should always conduct themselves in a manner that allows the driver to concentrate on traffic and not on behavior problems. Therefore, we will always maintain strict discipline on the buses. If a behavior problem persists, we will not allow the student to continue riding the bus.

1. Children must remain buckled in child safety seats until instructed otherwise.
2. No loud talking or noise is permitted.
3. No pushing, shoving, or similar conduct is allowed.
4. Students are not to eat, drink or chew gum on the bus.

5. Name calling and teasing, especially between children of different ages is not permitted.
6. Students are not to carry sharp objects or glass on the bus. Students should carry pencils and markers in a holder or book bag.
7. Each student is to hold his/her own books or bookbag.
8. Students are to remain seated during the entire trip. Students are to sit in the seats assigned by the driver and are not to move around on the bus while it is in motion. Hands and arms are to remain inside the windows.
9. Students are not to throw things out of the windows, or shout to others outside.
10. The bus is an extension of the classroom. Students are to respect the driver and/or assistant as they would a teacher.
11. We require drivers to report violations of these rules to the office.
12. We urge parents to report violations of these rules to the driver and/or the office.

These rules are for the protection of our students. Remember that the safety of everyone on the bus is at stake.

Parents, please note that you must notify the Center anytime your child(ren) will not need transportation. When students are taken to school or to the doctor, notification is also required. After (3) times of no notification, transportation will be cancelled.

Summer Program

Children's Village Learning Academy offers an exciting adventurous, fun-packed program during the summer for children 2 1/2—12 years old. Parents interested in the summer program for their school age children should contact the Center'.

Vacation Rates

Each full-time child enrolled for one full year is allowed one free week. This is based upon your child being at the Center for one entire year.

Health—Illness

We are concerned about the health of every child in our program. **We are asking that you inform the office immediately when your child is ill.** To ensure the well-being of all children in our school, we strictly enforce the following policies.

A child who has a fever or is otherwise ill (vomiting, pain, diarrhea, frequent coughing, excessive nasal discharge, signs of conjunctivitis etc.) should be kept at home. If a child becomes ill while at school, parents will be notified so that the child can be picked up and taken home. **When called, you (or alternate emergency person) are expected to pick up your child within one hour of being notified. There are no exceptions to this rule.**

After your child has been ill, it is important to adhere to the following guidelines when determining whether or not your child is ready to return to school:

- **Mood, appetite, behavior, and activity are again normal**

- **NO fever for one day or longer**
- **Antibiotics (if prescribed) have been used for a full day**
- **Vomiting, diarrhea, cleared for one day**
- **Frequent coughing and excessive nasal discharge resolved**
- **Pain (earache, cramps, headache, etc.) resolved**

Bringing a child with any of these symptoms to the Center usually causes other children and/or staff to get sick. If ALL parents will help by keeping sick children at home, everybody's children—including their own will be sick less often.

Ringworms

A child who has ringworms while at school parents will be notified so that the child can be picked up and taken to the doctor. The child must be out for one day and can return with a doctor's note stating that the ringworm is being treated and it is okay to return to school. The infected area must be covered until gone.

Other Illnesses

Parents will be notified if their child is exposed to a potentially contagious disease while at school. Likewise, parents should notify the school if their child has been exposed to or has contagious diseases—such as conjunctivitis, head lice, ringworm, chicken pox, fifth disease, influenza, measles, bacterial meningitis, Mumps, norovirus, pertussis, rubella (German measles), scabies, streptococcal diseases (strep throat) etc. **Please notify the school if your child will be absent.**

Child Abuse/Neglect

Children's Village employees are required by law to immediately report suspicion of child abuse or neglect to the Protective Services Unit of the Virginia Department of Social Services.

Medication

Administration of Medication to Children

If your child requires medication during the day, you should deliver the medication directly to the Office in its original container along with a completed medication form (which may be obtained from the office). Authorization forms are valid for 10 work days, after which no medication will be administered. **To ensure the safety of all children, never leave medication in your child's back pack.**

Prescription medications will be administered only when the medication is in the original container labeled with the child's name, date, directions, and physician's name. The medication will be administered only as stated on the label directions.

Non-prescription medication will be administered only if it is in the original container and will be administered according to written directions given by parents as long as they align with the directions on the medication's label.

Over-the-counter skin products (diaper cream, sunscreen, insect repellent, lotion, lip balm, and vaseline) shall be used in accordance with the manufacturer's recommendations and an authorization form may be required. Nonprescription drugs and over-the-counter skin products shall not be kept or used beyond the product's expiration date.

No medication will be administered to a child without a completed medication authorization form. Staff will document each dose of the medication given and keep all medications inaccessible to children at all times. **The parent is responsible for retrieving the medication at the end of the day. The Center will dispose of medication not picked up within 14 days.**

Long-Term Medications (such as asthma, allergy, epinephrine). A Medication Authorization Form must be completed and signed by the child's physician and parent. The medication form along with the current medication in the original container is to be brought to the office and received by the director or designee. Please note that in addition to the Medication Authorization form an Asthma Action Plan, an Allergy Action Plan will also be required before medication will be received or administered to the child. **Please be advised that forms must be updated once every year.**

Program Policies

Accidents - Emergencies

All staff members are certified in First Aid and Cardiopulmonary Resuscitation (CPR) and is present at all times. Should emergency actions be needed, staff will provide immediate care; call EMS, and call the parent and the child's physician.

Every consideration will be taken to ensure the safety of your child while in our care. Should an injury occur, an Accident Report will be completed by the closest adult and signed by the Center Director, Assistant Director or appropriate person. A copy of this report will be sent home. A parent or guardian will be notified regarding any injury that occurs. These incidents will also be logged in our "accident log" as required by licensing. In the event of a major medical emergency or accident, the center teacher or director will call 911 first. The child will be transported to the hospital noted on the Child Information Record (or the closest hospital). The parent/guardian will be called immediately.

Licensing

Children's Village Learning Academy Program is licensed by the Commonwealth of Virginia Department of Education. The Department of Social Services has developed standards for licensed child day centers. The Children's Village Program adheres to these "Standards", which are more stringent.

Nutrition and Food Services

The Center will follow the Child and Adult Care Food Program's (CACFP) most recent, age-appropriate nutritional requirements sponsored by the Virginia Department of Health (VDH).

The center will provide breakfast, lunch, and an afternoon snack. Parents will provide formula or breast milk for children up to 12 months. Whole vitamin D milk will be served for children between the ages of 12 and 23 months and 1% milk will be provided for children from 24 months to 12 years of age. If there are dietary needs or allergies, the parent must notify both the center director and the classroom teacher. **An Allergy Action Plan and/or a Medical Action Plan must be completed and signed by the child's physician and parent and submitted to the office.** No outside food is allowed in the center. Children's Village practices family-style meals. (Since the pandemic, individual meals are served to children). The meal schedule is as follows:

Breakfast	7:00 am – 8:30 am
Lunch	11:00am – 12:00 pm
Snack	1:15pm – 1:45 pm (Head Start) 2:00pm – 3:00 pm (Daycare and EHS)

As a participant in this program, we must maintain an Enrollment and Income Eligibility form for each child enrolled. That is updated annually.

Immunization and Medical Records

By the first day of school, each child must have a School Entrance Form that includes Physical Examination and Immunization certification completed by their physician. These forms are provided by the Commonwealth of Virginia. In addition, School Entrance Forms are available in the Office. These records should be no older than 30 days. Should immunization records expire, services will be temporarily discontinued until records are updated.

Lost and Found

Labeling all your child’s belongings (coats, sweaters, gloves, hats, lunch boxes, baskets, smocks, etc.) helps prevent loss. Children and adults should turn in any items they find and look for anything they have lost in the office.

Occasionally an item belonging to another child may be accidentally sent home with your child. If you find an item not belonging to your child, check with the staff as well as the lost and found. Lost and found articles will be cleared out periodically during the year. Unclaimed items will be given to a charitable organization.

Personal Items from Home

Toys may not be brought to school unless required by the teacher. Toys tend to get lost or broken and are difficult to share.

Children’s Clothing

Because of the wide range of activities, it is recommended that children be dressed in washable, comfortable clothing. Water activities, sand play, and occasional bathroom accidents necessitate that extra sets of clothing be kept at the center at all times. **All extra clothing should be weather appropriate, marked with the child's name and placed in a labeled plastic bag. We are asking that 2 changes of clothes be left at the center to include underwear, socks, pants, and shirt. If wet or soiled clothes are sent home, please return a clean extra set of clothes the next morning.**

Please do not send jewelry to school or allow children to wear jewelry. It can inhibit physical movement and can be easily lost.

All articles removable clothing (jackets, sweaters, hats, etc.) should be marked clearly with the child’s name.

Outdoor Play

Licensing requires that children be taken outdoors each day for at least an hour for children that are in our care for over 6 hours and 30 minute or 30 minutes for 6 hours or less. The children will

play outdoors if the temperature is above 32° and based upon the air quality color code chart of Department of Environmental Quality.

Nap Time

The Virginia Department of Social Services requires that all children be provided a regularly scheduled nap or rest time. Children will not be forced to sleep but may be encouraged to lie quietly for a period of time. The length of time a child should have to remain resting varies by child. Alternative quiet activities will be provided for those who are unable to rest. Parents should provide a blanket and sheet for nap time (Toddlers and Preschoolers).

Toilet Training

We welcome children toilet trained or not toilet trained into our program. Our teachers are experienced in training young children in how to use the bathroom. It is essential that the parent and teacher communicate about the needs of the child and work together to make this developmental milestone positive and successful. We recommend that when in training, your child be dressed in "user-friendly" clothing. Overalls, zippers, snaps, and belts with buckles are difficult for small children to manage-- especially in a hurry!

Children who are in the toilet training process should bring several extra pairs of underwear, as well as two complete changes of clothing (shirt, pants, socks, and underwear). Toilet accidents will be dealt with in a calm, pleasant, and casual manner.

Please do not send your child to school wearing "pampers". Pull-ups with the opening on the side help make the toilet training process successful.

Home—School Communication

We believe that direct, effective communication are at the heart of a stimulating, safe, caring program for young children. Teachers will be sending home information on a regular basis. Infant and toddler parents will receive daily reports. You are welcome to call to arrange a meeting with your child's teacher--even just to become better acquainted! Concerns about any aspect of our program, or your child's care, may be expressed to the center director. Please check your child's book bag daily for notes, homework, newsletters, and completed projects. The staff may also communicate with you through an app.

Remember to communicate in writing any changes in your child's schedule. We must be informed, in writing, regarding any changes in the person picking up your child. You may add or delete names of authorized adults allowed to pick-up your child on the Child Information Update Form. Our main office must be informed of any of the following changes:

- address and/or phone numbers, or e-mail address
- parent/guardian employment,
- health/immunizations up-dates, or;
- other pertinent information related to your child.

In addition, if you are a family that uses English as a second language, we will make an effort to

communicate to you in your chosen language if requested.

Drop-off and Pick-up Policies

Parents are expected to accompany their child into the center. A paper sign-in and out log will be available. The teachers are glad to assist you and your child at your drop-off time.

Only the individuals listed on the Enrollment Application, Child Information Update Form, or on a written permission note from the parent, will be allowed to leave with a child. The staff is expected to request an official picture I.D. from any unfamiliar person (including grandparents). The person must be at least 18-years of age. If there is any concern, the staff of Children's Village reserves the right to deny a person's request to pick-up a child.

Your child's classroom teacher may be available at pick-up time for short questions. For longer discussions or particular concerns please schedule an appointment.

Parents are expected to assume full responsibility of their child once they are released to you.

Your child has waited all day to see you and is excited when you walk in the door. **At drop off and pick up please put away your cell phone and give your full attention to your child.**

The parent or guardian of a child not picked-up until after the agreed time, or past closing (5:30 p.m.), will be charged \$25 per 10-minute increment per child. Families who pick up late more than 3x, in a one-year period, will pay \$50 per 10-minute increment per child after agreed upon time or 5:30 pm. All late fees are expected on the day of late pick-up but no later than 5:30 p.m. the following day. This fee applies per family per child. Payment should be given directly to the Director or Designee on duty. Excessive abuse of late pickup times can result in disenrollment.

We discourage leaving your idling vehicle during drop off and pick up times. In cases of extreme cold or heat please make your transitions brief so the vehicle is not left unattended for a long period of time. **NEVER leave a child in an idling vehicle unattended.**

For your child's safety please do not allow your child to touch the exit door handles or open the doors. We work very hard at teaching the children not to touch the exit doors/gates.

Acceptance/Exclusion

Children's Village reserves the right to exclude children that poses a direct threat to others, or whose presence or necessary care would fundamentally alter the nature of the childcare program.

Suspension/Expulsion

If for any reason your child has been suspended/expelled from Richmond Public Schools, Children's Village will be unable to accommodate your child during school hours.

Changes in Policies

The fees, procedures, and policies stated in this handbook are subject to change at the discretion of the center owner.

School Closings

New Year's Day, Good Friday, Easter Monday, Memorial Day, Juneteenth, Teacher's Workday, Martin Luther King, Jr. Holiday, President's Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, the Day after Thanksgiving, and Christmas Holiday. If any holidays fall on a weekend, we will be closed either that Friday or Monday. Since we are closed so few holidays, **THERE WILL BE NO REDUCTION IN TUITION RATES DURING THE WEEKS THAT THESE PARTIUCIAL HOLIDAYS FALL.**

Whenever the Center is opened for a minimum of three days it is considered a full week and there is no reduction in tuition.

Inclement Weather

In case of inclement weather conditions, the center will be closed if highway conditions are so hazardous that none of our staff members could get to the center. We would expect to close on an emergency basis with the same consideration as paid holidays

Closings are announced on Channel 6, and the center's voicemail.

Field Trips

Each class may take several field trips during the school year. Parents will be notified as to the day, times, and destination of each field trip. Permission slips must be signed and returned to us prior to the designated trip which should include the emergency contact numbers for that day. Parents are encouraged to join the classes to assist on field trips. A child may be excluded from participation in a field trip for safety, health, or disciplinary reasons. In some instances, an adult may be required to go on the field trip with the child. *Please let us know if you would be available to volunteer to help with an outing.*

Newsletters—Calendars

A school newsletter will be published quarterly and sent home with your child or posted on our website. We urge you to read these as they contain news pertinent to what is happening in your child's classroom and the school. We feel that it is very important for each parent to stay informed.

Parent Meeting & Workshop Sessions

Parent meetings and workshops dealing with child development and related issues will be scheduled throughout the year.

Attending age group meetings, open house, are important ways in which you can become involved in our school. Sharing of knowledge about goals, curriculum, classes, and children all help to enhance your understanding of our Early Childhood Program.

Grievances

Grievances about happenings in the Children's Village Program should be directly expressed to the Program Director. If concerns still exist, parents should contact the Executive Director followed by the Board of Directors. Parents are always welcome to contact the Program Director to discuss any questions, concerns or suggestions about the program.

Parents as Volunteers

Each school year many opportunities exist for parents to become involved. Many special events cannot take place without parents' involvement. We do expect our parents to volunteer in some capacity. Communicate with your child's teacher your availability. Please schedule your time with the teacher.

Activity Plans

Teachers send homework home on upcoming classroom activities. Units of study and special events are explained. Please read plans carefully so that you will be informed about your child's preschool program.

Weapons/Violent Play

There is a strict policy of allowing no weapon play at Children's Village. Children are not permitted to play with weapons of any type or size or to pretend that other items are weapons, including their fingers, hands, or blocks. Redirection should be used when a child is engaging in weapon or violent play. If a child brings a weapon to Children's Village, the weapon should be placed out of sight and sent home the same day with a note explaining the policy about weapons. Competitive behavior is minimized in our programs. In young children, competition often increases negative behavior and decreases acceptance of others. Bullying is not considered acceptable behavior; all efforts will be made to guide children in finding appropriate ways to interact with others.

Biting Policy

Biting is a behavior that usually appears between the ages of one and three years. While biting is an age-appropriate behavior, it is important to remember it is also an unacceptable behavior in a childcare environment. Children bite for a variety of reasons: teething, sensory exploration, cause and effect, imitation, crowding, seeking attention, frustration, and stress. The parent of the child who is having challenges with biting will be contacted. A partnership will be formed with the Director and Teaching staff in order to correct the behavior.

Behavioral Policy

Behavioral issues will be discussed with parents and teachers. We do not suspend young children who exhibit normal developmental behaviors within normal time frames.

For children aged 3 and older, if a child causes any type of injury or endangerment to anyone including him/herself, he/she will first be given a warning, and parents will be contacted.

The second occurrence will result in a three-to-five-day suspension, during which time the parents are expected to correct the behavior. If the behavior continues, the child will be expelled from Children's Village. A child who causes serious and intentional harm may be expelled immediately at the director's discretion.

If a child continuously disrupts the classroom in any way, we will do everything we can to correct the behavior with the parents' help. When the disruption continues beyond the teacher's control, the parent will be called to pick up the child. If the behavior does not improve, the child will be removed from Children's Village.

We reserve the right to provide accommodation in special cases and to refuse care for a child for any reason and without warning. We are not trained to care for children with severe behavioral problems. It may be in the best interest of the child to have specialized and/or more one-on-one attention. We reserve the right to exclude children who pose a direct threat of substantial risk or serious harm to the health and safety of others.

Physical/Verbal Punishment of Children on School Property

We **do not** allow parents or their guests to use any type of corporal punishment on any child, whether enrolled in our program or not, while on school property. This includes our parking lots, playgrounds, and bathrooms. Further, while verbal reprimands may be appropriate, it is not appropriate for a parent to verbally abuse their child while on our premises. Doing so can cause undue embarrassment and emotional distress to your child or an observing child. Violations of this policy will result in **immediate** disenrollment from our program.

Threats and Threatening Behavior

We have a responsibility to provide a safe environment for our employees, the children we serve, and other adults. Therefore, we have a **zero-tolerance policy** regarding threats or threatening behavior in our schools, whether the threat comes from a child or an adult, and regardless of who is the target of the threat. This includes, but is not limited to, threats to do physical harm to someone or threats to retaliate in any way. This type of behavior will result in immediate disenrollment from our program.

Firearms and Weapons Ban on School Property

At no time is any person permitted to possess firearms, ammunition, or other weapons on school property, or at events sponsored by the school. For persons authorized to carry concealed weapons, we respectfully request that any/all weapons be left in your vehicle during the period when you are in the school.

Any violation of this policy may result in **immediate dismissal** from our program as well as criminal prosecution.

Persons Appearing To Be Impaired By Drugs Or Alcohol

If a parent or other adult enters the school to pick up a child and appears to be **intoxicated** either by the **smell of alcohol/marijuana** or his or her actions appear to be impaired, we may refuse to release the child to them and call another contact on the emergency contact list to pick up the child. If the intoxicated individual becomes aggressive or unruly, the director may notify the local authorities.

Parent—Teacher Conferences

Conferences with the teacher will be scheduled at least twice a year to discuss our child's development and progress. Teachers will be glad to schedule additional conferences at mutually agreeable times. Both mothers and fathers are encouraged to participate in parent-teacher conferences. These conferences provide opportunities to understand the uniqueness of your child and to get an in-depth view of your child as part of a group. It is an essential give-and-take experience, which helps teachers, parents, and children.

Program Evaluations

At least twice a year a questionnaire about the Children's Village Program will be distributed. This will give parents an opportunity to objectively comment on our program and staff. We welcome your input!

Schedule of Fees

Please see Director or Designee.

Payment Policy

Payment will be due in advance for children enrolled at Children's Village Learning Academy. No adjustment can be made in cases of daily absences, since we are required by the licensing agency to adhere to strict budgeting, and our financial obligations do not decrease with individual absences. However, in instances of prolonged illnesses or other causes of extended absences, an adjustment will be made after the first consecutive week of absence. The first week of absence will still require payment in full unless accompanied with a doctor's excuse. If a doctor's note is submitted half tuition is required.

Payment is due weekly on Monday, no later than Tuesday of each week. A late fee of \$15 will apply to all accounts not up to date by Tuesday of that week. A bookkeeping fee of \$35 will be applied for all returned checks and rejected credit card payments.

DSS Recipients:

We do not trade a scheduled day for another day.

Parents who are receiving DSS child care assistance will not be able to start until we receive a purchase order or you have been approved in the system. You are expected to pay your DSS co-pay the first of each month which may vary according to the purchase order received. If DSS purchase of service order ends, it is your responsibility to pay the full tuition amount owed. Your child will be disenrolled until the contract renews unless other arrangements are made with the director.

Photographs and Publicity

Photographs of the children in our programs may be taken from time to time and may appear in newspapers, website, social media outlets, newsletters, brochures, publicity materials and/or educational trainings. Your permission for photographs of your child, to be used without compensation, is part of your agreement.

Pandemics

Our Preparedness and Response Plan (available upon request) will be followed during any pandemic period. Center for Disease Control, Department of Health and/or State Child Care Licensing Rules will be followed. Response will include, but is not limited to, monitoring symptoms in staff and students, practicing social distancing, following proper hygiene protocol, implementing any/new safety equipment, isolating staff and/or students infected, decreasing class sizes, and transparent communication with families and regulating agencies.

Daily Routines

Every classroom has their daily routine posted on the parent information board. An infant's activities will be based on individual needs.

Frequently Asked Questions (FAQ's)

- **What are your hours of operation?** We operate Monday – Friday, from 7:00 a.m. – 5:30 p.m.
- **When is tuition due?** Full tuition is due by Monday of each week, no later than Tuesday. Monthly payments are the first week of each month.
- **Late Charges?** – If a child is not picked-up by 5:30 p.m. a \$25 charge will be added in 10-minute increments per child.
- **Does the Center provide meals?** Yes, breakfast, lunch, and snack are provided at no additional cost. We are a **peanut-free zone**. No peanuts or products containing any nuts are allowed inside the facility.
- **Do children participate in field trips?** Yes, ages three and up may take several field trips during the school year and summer camp. Parents will be notified of the day, time, and destination of each field trip.
- **When is the Center closed for holidays?** We will be closed on the following holidays: New Year's Day, Good Friday, Easter Monday, Memorial Day, Juneteenth, Teacher's Workday, Martin Luther King, Jr. Holiday, President's Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Break, and Christmas Break. If any holidays fall on a weekend, we will be closed either that Friday or Monday. Should any dates change advance notification will be given.
- **If the Center is closed will full tuition be required?** Whenever the Center is opened for a minimum of three days, it is considered a full-week and there will be no reduction in tuition.
- **Toilet Training?** Our teachers are experienced in training young children in how to use the bathroom. It is essential that the parent and teacher communicate about the needs of

the child and work together to make this developmental milestone positive and successful. We recommend that when in training, your child be dressed in "user-friendly" clothing. Overalls, zippers, snaps, and belts with buckles are difficult for small children to manage-- especially in a hurry! When students reach the age of 36 months staff will only verbally guide students in this self-help skill, no physical contact will occur.

- **What do I bring the first day?** On the first day of school, the parent shall provide two complete changes of clothing, along with a top and bottom cover for napping. All personal items should be labeled with the child's name. Closed-toe shoes, preferably sneakers, are strongly encouraged (heels, flip-flops, sandals, and platforms are not allowed).
- **Is Medication Administered?** – Yes, we have qualified staff on-site to administer prescription medication (*On the skin (topically); by mouth (orally); Inhaled (child breathes through nose or mouth), by putting it in the ear or eye and by using an epinephrine auto-injector (EpiPen)*), as needed. A medication authorization form must be completed by the child's physician and medication can only be received by authorized personnel in its original container that includes the prescription.

Over-the-counter (Non-prescription) medication does not require a signature from an authorized physician. The parent must complete and sign the medication authorization form and the medication must be provided in its original container.

- **Authorized Pickup** – Children's Village provides an additional form for parents to list those authorized to pick-up children who must be at least 18 years of age. Additional persons can only be added in writing **prior to** their first pick-up and must produce an official government picture ID.
- **What is your procedure for inclement weather** – In the event that the Center is closed or closes early due to inclement weather, parents will receive a message advising them of closure. Parents may also view closures on Channel 6 news.
- **What happens when a child has a Doctor's appointment during school hours?** Notify the Center 24 hours prior to the scheduled date of the appointment. The student must arrive no later than 10:00 a.m. or will be asked to return the next school day.
- **What is the latest time that my child/children can arrive?** Students must arrive:
 - Infant/Toddlers/Preschoolers no later than 9:00 a.m.
 - Before School Students – 8:00 a.m. (when school is in session)
 - Summer Camp and Closings - All students must arrive no later than 9:00 a.m.
- **If my child is sick will full tuition be required?** Students that miss three or more days within the same week that return with a Doctor's note will pay ½ tuition.
- **What is your policy on Communicable Diseases?** The Center must be informed within 24 hours or by the next business day after your child or any member of the immediate household has developed any reportable communicable disease, as defined by the state Board of Health, except for life-threatening diseases which must be reported

immediately. If your child has a fever or is otherwise ill (vomiting, diarrhea, frequent coughing, excessive nasal discharge, signs of conjunctivitis, etc.) he/she must be kept home. If symptoms develop while at school, once notified, you (or an alternate emergency person) must pick up your child within one hour.

- **Are vacation rates offered?** Each full-time child enrolled for one full year is allowed one free week. This is based upon your child being at the Center for one entire year.

Licensing Information for Parents

The Commonwealth of Virginia helps assure parents that child day programs that assume responsibility for supervision protections and the well-being of a child for any part of a 24—hour day are safe. Title 63.1, Chapter 10 of the Code of Virginia give the Department of Social Services authority to license these programs. While there are some legislative exemptions to licensure, licensed programs include child day care centers, family day homes, child day care systems, and family day systems. The state may also voluntarily register family day homes not required to be licensed.

Standards for licensed child day centers address certain health precautions; adequate play space, a ratio of children per staff member, equipment, program, and record keeping. Criminal records checks and specific qualifications for staff and most volunteers working directly with children are also required. Standards require the facility to meet applicable fire, health, and building codes. Compliance with standards is determined by announced and unannounced visits to the program by licensing staff within the Virginia Department of Social Services. In addition, parents or other individuals may register a complaint about a program, which will be investigated if it violates a standard.

Three types of licenses may be issued to programs. Conditional licenses may be issued to a new program to allow up to six months for the program to demonstrate compliance with the standards. A regular license is issued when the program substantially meets the standards for licensure. A provisional license, which cannot exceed six months, is issued when the program is temporarily unable to comply with the standards. Operating without a license when required constitutes a misdemeanor, which, upon conviction, can be punishable by a fine up to \$100 or imprisonment of up to 12 months or both for each day's violation.

***Central Regional Office
1604 Santa Rosa Road, Suite 100
Richmond, Virginia 23229-5008
(804) 662-9743***