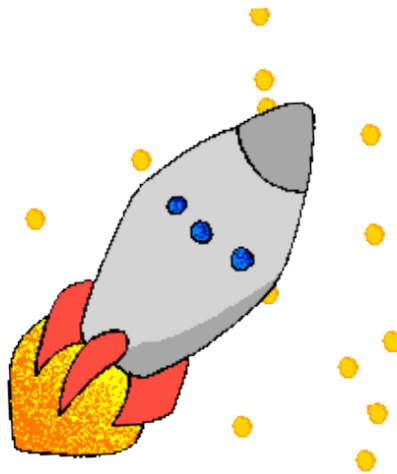


The Adventure Club Center



Parent's Partner ~ Children's Choice

TACC FAMILY
HANDBOOK
AND CENTER PROTOCOL

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Parent's Partner ~ Children's Choice

Sponsoring agency of
THE ADVENTURE CLUB SCHOOL-AGE PROGRAMS
&

THE ADVENTURE CLUB CENTER FOR PRE-SCHOOL CHILDREN

Child Care Consultant Services, Inc. represents a combined field experience of more than 35 years in the fields of child care management, early childhood education and child day care. The corporation was formed in 1989 in response to the community's need and from a stated desire on the parts of employers, government, parents, and child care providers for enhanced child care options.

Since that time, Child Care Consultant Services, Inc. has strengthened the premiere concept of school-aged child care in the public schools throughout the New River Valley. The consulting company has helped establish two new industry-sponsored child care centers in the New River Valley, parental support training programs for local industries, helped to "match" potential center buys with available, pre-existing facilities and provided consultation to child care providers across the United States and Canada.

Donna K. Roberts, founder of Child Care Consultant Services, Inc., has been involved in child day care since 1977 when she opened Christiansburg's first licensed child care center, Tiny Tots Day Care Center, Inc. on Starlight Drive. The child care field was so new to the area that the Town Council issued her a special zoning permit as a nursing home for children. Her administrative experience continued to grow with the 1985 opening of a second center in Shawsville, Virginia, known as the Shawsville Tots Child Care Center. In 1991, she expanded services into Dublin, VA opening Tiny Tots II, located in Pulaski County.

In 1992, Donna won two contracts to provide on-site child care for school-age children in Montgomery and Giles Counties. Today, there are before and after school programs in many public schools in the New River Valley, including Auburn Elementary, Belview Elementary, Christiansburg Primary, Eastern Montgomery, Falling Branch Elementary, Harding Elementary, Kipps Elementary, Margaret Beeks Elementary, and Prices Fork Elementary, and the new Adventure Club Center that services children under the age of 12.

The company has its success based on the core belief that child care is a human-service, early-educational business that must be managed correctly to be successful. Our hope and confidence lies in what we can do together for children with open hearts and minds!

The Adventure Club Center Executive Management Team

Eddie Roberts, Board President

Donna Thornton-Roberts, CEO and Founder

Shelley Butler, CFO

Hannah Steele, Director of Operations

Casey Roberts, Executive Assistant

Cynthia Saunders, Quality Control State Licensing Liaison and Consumable

J.C. Hamilton, Curriculum Quality and Trainer

Chris Saraceni, Site Director

Maria Ferrone, Acquisition Specialist and Pre-School Curriculum Coordinator

Home Office

207 West Main Street, Ste. 1

Christiansburg, VA 24073

Main Office Phone: (540)-382-3783 Fax: (540)-382-6529 or visit us on the web at: www.the-adventureclub.com www.donnakthornton.com

WELCOME to TACC!



Dear Parents:

Welcome to the Adventure Club experience! We extend the warmest welcome to you and your child. We are excited you have chosen to join us at The Adventure Club Center, a full-day, year-round educational program for your child and an invaluable support system for you and your entire family.

Our team is committed to being Parent's Partners and Children's choice in child care. It's a mission we are passionate about.

Our goal is centered on one primary goal: happy children learning and growing in our adventurous environment. We accomplish this goal with your support and well-trained, professional team. Our open door policy encourages parents and guests to visit our programs anytime. Visit as often as you like. Even if your visit is only for five minutes, you will be reassured that you have made the right choice in child care.

Our family-owned company, values the customers we serve, the children we care for, and our team who makes the difference. We appreciate the trust you have placed in us, and commit to providing exceptional services to remain your partner and your child's choice in child care.

The following family handbook can help you understand who we are, what services we offer and how we operate. Hopefully, it will answer most of your questions; however, if there is anything you do not understand, please see your Center Director or call our main office at (540) 382-3783 or stop by our office at 207 West Main Street Suite 1 in Christiansburg.

I hope you will take a moment to visit our websites at www.the-adventureclub.com & www.donnakthornton.com for more information and insight into who we are and what we desire to accomplish for young children.

Once again, thank you for choosing The Adventure Club Center. We're glad you have and thank you for extending confidence and trust in our service!

Sincerely yours,

*Donna Thornton-Roberts, Mba
CEO/Founder*

MISSION STATEMENT

- Our primary goal is to provide a safe, nurturing environment where your child can grow and learn. We are committed to providing quality child care, early education, and work/life solutions for our children and their families.
- Our desire is to make a significant difference in the lives of our children, their families, our staff and the communities we live and work. As Parent's Partner and Children's Choice is our commitment.

PHILOSOPHY

The Adventure Club Center team believes in doing the right thing for children! Meeting children's social, emotional, intellectual, and physical needs motivates our team to provide exceptional care. As we implement developmentally appropriate practices that focus on the process of learning, we infuse an enthusiasm that build's children esteems. **Together, we instill a love of learning that lasts for a lifetime by:**

- Hiring individuals who love, care, and nurture children's development
- Providing a safe, clean, healthy environment that is oriented to young children.
- Arranging classrooms that offer challenging play and learning choices at a range of developmental levels.
- Setting up learning centers allow children the opportunity to explore, to experience and most importantly to succeed!
- Strengthening our program by investing in our team who are empowered and well trained.
- Using the foundations of High Scope, the nationally recognized curriculum in our classrooms.
- Training and empowering our team regularly. We understand the power of those who create nurturing atmospheres that foster a child's creativity, positive self-image and healthy self-esteem.

PARENT'S ASSOCIATION

Because parents are the primary and most significant influencers in a child's life and because we know the power of a consolidated effort, our **Parent's Association** is one of the methods we work together to increase communication and trust. Please be alert for special notices about meetings and opportunities to become more involved.

ADMISSION POLICY

The Adventure Club Center does not discriminate enrollment on the basis of race, color, national or ethnic origin. Applications for enrollment are taken on site, and at our main office in Christiansburg. For additional information please call (540) 382-3783 or visit our website: www.the-adventureclub.com.

PROCESS FOR ENROLLING A CHILD

Enrolling in a State Licensed facility requires family information and important documentation. Please help us expedite your child's enrollment by supplying the following prior to enrollment:

- A completed application with local emergency contacts
- A paid registration
- A sign Enrollment Form
- A copy of your child's birth certificate and immunization record
- A copy of your child's last physical-- the Virginia Physical Exam must be signed by your child's physician
- A sign copy of the Enrollment Status Form
- A visit to your child's classroom for a visit with the teachers.

ENROLLMENT BENEFITS

Discounted Weekly Rates

- Sign the ACH automatic billing form and save valuable tuition dollars
- Choose to pay monthly in-advance and receive an additional 5% off tuition
 - Monthly tuitions are calculated on counting the Mondays of each month and multiplying by the weekly rate.
- Enroll a sibling and receive an additional 5% off tuition

Free First Friday Night Care

First Friday Night Care is free to all families with an active full-time enrollment status that pays tuition by ACH!

Here is how it works:

- 1st Friday night of each month
- For ages 2 and up
- Hours from 7:00 pm to 10:00 pm
- Snack is served along with activities and special 'G' rated movie
- Parents who pay tuition by the **Flex Hourly Enrollment** can also use the service for \$10 per child.

Instant Communication

One Call Instant Connect is another important and valuable benefit to our parents. With **One Call Instant Connect** is an automated voice messaging service that is sent directly to your cell phone. We believe that direct, instant communication is critical to parent's peace of mind and confidence in the child care center.

Account Management

The Adventure Club utilizes an innovative state-of-the-art Management Software Program – EZ Care.

- Provides additional child security with 4 digit code to clock children in and out
- Provides electronic billing and payment options
- Gives instant access to your account
- Saves on weekly tuition rates by the ACH Option - auto drafting from a checking account or credit card--Visa, Master Card, American Express and Discover - just complete the ACH Form to access the weekly discounted rate

Parent Referral Bonus Reward Program

Pleased parents are powerful influencers who need to be rewarded for referrals! Here is how our **Bonus Reward Program** works:

- Parents make a referral to a family member, friend, or co-worker
- An Adventure Club enrollment is the result of that referral
- The referring parent is instantly rewarded with a \$25.00 tuition credit
- There is no limit to amount of money that can be awarded
- The newly enrolling family receives the first week of child care free
- The discounts and rewards are open to all age groups – made to any of our 10 locations. You can make a referral to one of our on-site school age programs and have a child enrolled in our full day care center – and earn the bonus reward.

CHILDREN'S ATTENDANCE

- Attendance is taken automatic with EZ Care when parents use the 4 digit pin number
- Paper attendance is also taken in each classroom.
- No child can enter the center without being signed in with EZ Care
- No child will be released without authorization and a valid 4 digit pin number
- When a child is scheduled to arrive from another program and is absent, every attempt will be made to confirm that child's absence
- With the program, elementary school, and/or the child's parent/guardian. However, if you know that your child will not be riding our bus in the afternoon or will not
- Be attending from another program, it would be most helpful if you would notify the Center Director so she can notify the appropriate staff. If a child cannot be found through our regular means, either the Director or Owner must notify the police, the parent and then the Department of Social Services.

OPERATING HOURS

- The center opens at 7:00 am and closes at 6:00 pm, Monday thru Friday.
- The Late Pick-Up Fee is \$5.00 for each five minute session past closing
- Late parents are asked to complete Late Pick-Up Form to verify time and charges.
- Parents who are past 6:30 pm run the risk of having the authorities notified.

Holiday Closing

New Year's Day Independence Day Thanksgiving Day Christmas Day Labor Day Memorial Day
*If a holiday falls on a Saturday, we will be closed on the Friday prior. If a holiday falls on a Sunday, we will be closed on the Monday afterwards.
If Christmas Eve falls on a week day, the center will close early. Reminders will be posted.*

Inclement Weather Policy

We will strive to open the center as soon as is safely possible in the case of inclement weather. However, if we need to adjust our schedule (delayed opening or early closing) the announcement will be made on TV and One Call. The full day care center follows the VA Tech University closings. You may call our main office number at (540) 382-3783 for more information.

CHILD CARE FEES

We accept the following methods of Payment:

- Check, Cash, or Money Order
- Social Services Subsidy Payments
- Credit Card: Visa, Master Card, Discover, American Express

Payment is made before services are rendered. Payments are due Monday. Late Payments are assessed a late fee on Wednesday of \$35.00 and posted to accounts on Thursday. If child care payments are not received during the week of service, child care will not be extended the following week.

- For returned checks a service charge of \$35.00 plus the bank's service fee will be applied to all returned checks.
- Unfortunately, two returned checks will require a money order, certified check, or cash or ACH credit card.
- Due to space limitations and licensing ratios, we reserve the right to limit the enrollment of part-time children. Preference will be given to full-time enrolling children.
- Full-Time Enrollment Status: rates are flat discounted with automatic payment option—not based on attendance. The automatic draft from a checking account or payment by credit card allows you to receive this discount and to access your account anytime, online and receive online statement reviews.
- Flex-Rate Enrollment Status: rates are flexible based on the hours used. Available for ages two years old and up to \$8 per hour per child and based on availability.

VACATION Payment Policy

Parents earn two free weeks a year!

- Every child enrolled continuously for six months earns one free vacation week – limit two free weeks per calendar year.
- Vacation Forms are due two weeks in-advance to process billing so no tuition will be posted and properly credited.
- Pick up Vacation Notification Form.

OUR TEAM

The Adventure Centers team has been selected, skilled, and advancing in their knowledge of child development and developmentally appropriate practice. Our winning strategy depends on two assets- people and skill. You can have confidence in the people we hire to care for your children!

Staff members are required to complete:

- an application
- have group care experience and education
- have references checked
- complete a criminal background check and pass it
- get a TB test and be free from it
- read the Center's policies and procedures
- complete the Handbook Feedback Test
- and sign a confidentiality agreement along with other pertinent forms

All staff members are required by State Law to receive annual continuing education to remain employable with the Adventure Clubs and Center.

We know children's care is our business; exceptional customer service is what we provide; and with a dynamically empowered team we will be successful! That has been the philosophy The Adventure Club has held since its creation.

- The primary asset is our people who create excellent services for the families we serve are critical.
- The secondary asset is our ability to train, develop, and manage child care operations.
- Together we believe and practice these company values to protect our assets.
- We hire competent, professional, trained caregivers who are committed to giving children a great experience while in our care.
- We believe that blending corporate values and processes make a smooth transition if staff are informed, share the company's values and priorities, and understand how the process work.

HEALTH AND MEDICATION

- All medications must be in the original container.
- If your child has a pre-existing medical condition that requires medication, we require a doctor's note and a telephone number in order to contact the doctor in case of emergency.
- We cannot administer **any** medication without a completed medical form for the date medication is to be administered. Please make sure we have local emergency numbers in case your child becomes ill.

- Medication is administered by the staff member trained in accordance with 22 VAC 15-30-310D.
- The program's director will only dispense medication to a child with parental permission. Any special instructions must be provided in writing as well.
- Duration of the medicine will be no longer than 10 working days unless specific authorization is obtained from the physician. This is to simply ensure the prevention of outdated medicine.
- When an authorization for medication expires, the parent shall be notified that the medication needs to be picked up within 14 days or the parent must renew the authorization.
- Medications that are not picked up by the parent within 14 days will be disposed of by the center by either dissolving the medication down the sink or flushing it down the toilet.

INFECTION CONTROL/SICK CHILDREN

- We make every effort to protect children from exposure to an infectious or contagious disease; however if your child is exposed to a communicable disease, you will be notified. *The Adventure Club Center* reserves the right to obtain appropriate medical advice should the need arise.
- A child will not be able to attend the center if they are experiencing any of the following symptoms:
 - Fever over 101degrees F
 - Unidentified rash or eye infection/drainage
 - Recurring vomiting or diarrhea
- Any child showing signs of illness shall be isolated until he/she leaves the program. A staff member shall be available to comfort and observe him/her periodically. The parent/guardian shall be notified immediately.
- All children should be fever free and/or symptom free for a minimum of 24 hours prior to returning. The Director will use his/her discretion in making the final decision.
- The center must be aware of any physical impairments or conditions that your child may have (i.e. diabetes, epilepsy, hearing or visual impairments, or mental disorders).
- Parents are required to notify the program director of any changes in the child's health history and whenever immunizations are due and received, a copy needs to be given to the center for your child's file.
- Parents are required to notify the center within 24 hours should your child or anyone in your household become infected with a communicable disease so a notice can be posted and we can take necessary precautions.
- Emergency care will be given to any child enrolled. Please note your hospital and physician preferences for emergency care on your enrollment form.
- Prescription and non-prescription medication shall be given **only** with written authorization from a parent (the program provides a medical authorization form which must be filled out in its entirety by your child's physician). All medication will be labeled with the child's name, amount, and time of dosage.
- In case of emergency, please let us know how to contact you if you cannot be reached by phone.
- If you cannot be reached, we will make every attempt to contact the emergency contacts you provided. Please be sure that this information is always current and up to date. You will be required to review your file at least twice per year; however, we welcome you to update the information on file at any time. Please see the Center Director.

SUPPLEMENTAL ACCIDENTAL INSURANCE

Each child enrolled in *The Adventure Club Center* is insured by Nationwide Insurance with a supplemental accident policy. If your child is injured during supervised activity, your child's accident will be covered by our supplemental accident insurance policy. As a supplemental policy, parents **must** submit the claim to their primary insurance carrier first. After this is done, our liability insurance will cover the remaining balance. If parents do not have any insurance, our policy will cover the expenses.

ACCIDENT POLICY and PROCEDURES

If your child is involved in an accident at *The Adventure Club Center*, the following steps will be taken:

1. Standard first aid will be administered immediately. Depending upon the type and severity of the child's accident, the child's condition will be stabilized immediately by a staff member that has been trained in first aid.
2. If the injury is to the head or face, the parent will be contacted by phone.
3. If a severe accident occurs (i.e. broken bones, cuts that require multiple stitches, concussion, allergic reaction, etc.), the director will call **911** immediately, and then contact the parents and the Executive Director.
4. If the child is transported to receive emergency care, the director will accompany the child.
5. An Accident Report will be filled out for all types of injuries. Two copies will be made; one copy for the parent, and one to be signed and left in the child's file. Please note: your signature is required prior to filing the report.

MEALS

- Breakfast, Lunch and an Afternoon snack is provided. Our weekly menu is posted in your child's classroom and copies are available for review. Please be sure to note the times meals are served.
- When appropriate, meals are served family style and the teacher(s) will join the children at mealtime, sharing in conversations, and manners.
- If your child has a food allergy, please be sure to let us know so that we can post an Allergy Alert and make the staff aware. When appropriate, we will encourage children to sample new foods.
- Parents are encouraged to bring special treats on special occasions such as picnics, birthdays, or other social events. Please check with your child's teacher in case there are severe food allergies in that particular classroom.

DONATIONS

Many items (*i.e. plastic bags, egg cartons, toilet paper rolls, newspaper, magazines, milk jugs, etc.*) which you might consider trash can be turned into treasures by our children! If you are not sure, ask your child's teacher or bring it in! Since we're very creative, we can put just about anything to good use!

SEPARATION OF CARE

Because there is a Reservation List, parents are required to give *The Adventure Club Center* a minimum **2 week notice** prior to withdrawing a child.

Unfortunately, if a parent withdraws a child without a 2 week notice, the charge of 2 weeks will be assessed and billed to your account.

(Please place initial for acknowledgement. A copy will be made and placed in your client file.)

If it becomes necessary to terminate a child's care, *The Adventure Club Center* will make every effort to extend the same courtesy. We will give a 2-week notice to parents before terminating a child's enrollment in the program unless the Administrator and Executive Director decide otherwise for safety reasons.

TRANSPORTATION AND FIELD TRIPS

The Adventure Club Center provides transportation for school age children to and from area schools and also transports children to and from field trips. Lesson Plans and Field Trip Notices will list times and location of field trips. While being transported, children will use seat belts, remain seated at all times, and follow all directions from the bus driver. Children are never left unattended.

All children attending field trips must have written parental permission to participate.

Supervision on Field Trips/Off-Site Locations: Anytime a driver transports children, attendance should be taken during the following instances, making eye to eye contact with each child. At a minimum, attendance should be taken:

- Prior to leaving the center
- Once on board the vehicle
- Upon arrival to the destination
- Once on board the vehicle, ready to return
- Upon the return arrival at the center
- Once inside the center classroom

As a reminder, if your child arrives late at the center and your child's class is on a field trip, the itinerary for that trip will be posted in the window along with a cellular phone number to call. The parent can catch up with the class and sign-in with the teacher or can bring the child back when the class is scheduled to return. If the child is two years or older, he can be left at the school with a different class provided the allowable student to teacher ratio is not exceeded.

POLICY CHANGES

From time to time, it may be necessary to make policy changes. Changes will be given to parents in writing. It is the parent's or guardian's responsibility to add new policies to their *Adventure Club Center* handbook for future reference.

OUTDOOR PLAY/WEATHER POLICY

Outdoor play is a very important part of *The Adventure Club Center's* curriculum. Children can play outside when the temperature is above 40 degrees- if it's not rainy, windy or muddy. Please make sure your child has the appropriate clothing so that they will be able to participate in outside playtime. Our teachers use good judgment in determining if the weather conditions allow for outdoor activities.

EMERGENCY PROCEDURES

In the event of a true emergency, teachers will make sure all children are safe. The director or designee will call 911. Teachers will remain calm, give all relevant information to 911 and will not hang up until told to do so. In the situation where we lose our water or electricity, the children will be required to be picked up immediately per licensing standards. We will call the emergency numbers until a person is reached. ***It is imperative that your emergency contact information be up to date at all times. That is why, twice per year, you are required to "sign-off" and check all of your personal information, making sure that the content is up to date and valid.***

If evacuation becomes necessary, the children will be transported to The University Mall, located directly across the shopping center. This location is considered to be our emergency shelter. All emergency procedures are available for your review. Please check with the Director if you would like to review our complete Emergency Preparedness Plan.

In the event that an unauthorized person/intruder enters the building, the Director, or designee will call 911.

Fire Drill Procedure

1. Alarm will sound-this is the signal to leave the building.
2. Teachers will close all doors.
3. Each room will follow individual escape plan and meet at designated spot.
4. Teacher will have an attendance roll and once outside they will count all their children and compare to the original sheet.
5. Director will check each room to make sure everyone is out and give 3 blows on a whistle to indicate it is safe to come back in the building.
6. Teachers will recheck attendance and make sure everyone is accounted for.
7. Director will time each drill and evaluate performance. There will be fire drills done at least monthly.

PLAN FOR INJURY PREVENTION

All *Adventure Club Center* staff has been trained in documenting each injury regardless of severity. An Accident/Incident Report Form is used for any injury, accident or incident. The information is recorded and then signed by the parent and teacher. Once the signatures have been obtained, a copy will be placed in the child's file, and a copy is given to the parents.

Accident/Incident reports will be reviewed bi-annually to monitor areas of concern for training, equipment or supplies that may cause harm. Furthermore, the review will disclose areas of minor accidents such as kicking, biting, aggressive behavior, etc. This information will help staff determine if a pattern is present or if certain activities are provoking incidents unnecessarily. At that point, an injury prevention plan will be developed and implemented.

PLAYGROUND/OUTDOOR PLAY & SAFETY PLAN SUPERVISION

All staff will actively supervise and participate when children are outside. This policy will help eliminate and hopefully prevent accidents from occurring. Staff understands the importance of visibly roaming the playground continuously to ensure safety.

STAFF POSITIONING

Staff has been trained to actively cover the areas of the playground where the children are playing. This includes a designated person for children going inside to use the restroom or to get a drink of water, thus insuring children's safety when entering and exiting the school.

RESILIENT SURFACING

Resilient surfaces are used on all of our playgrounds to provide a safe surface that absorbs falls. We also try, whenever possible, to provide blacktop or hard surfaces for riding toys, ball playing and other outdoor games. Playground Safety Checklists will be completed on a rotation schedule by teachers and the director to ensure that all equipment is safe, resilient surfacing is adequate, etc.

Each classroom's daily schedule will reference times for outside play, weather permitting, and in accordance with State Licensing Regulations. During the summer months, parents may be asked to provide sunscreen for their child and complete a permission form which must be signed and kept on file.

ARRIVAL AND DEPARTURE OF CHILDREN

Children are required by State Law to be escorted into their designated classroom by a parent or guardian and picked up in the same fashion. This allows parents the opportunity to share pertinent information about their child and for the teacher

to acknowledge their child's arrival and departure. For safety concerns, children cannot be permitted to arrive or depart directly from the playground.

Parents are required to sign their child in and out each day.

Children arriving early may be grouped together until attendance requires that they move into their classroom or until their lead teacher arrives. Children of different ages will then have a chance to interact with another and learn from each other. The same is true of the late afternoon. Children being picked up late in the afternoons will be grouped together.

- **The parent or Guardian is the only person who can authorize the Center to release their child to another individual.**
- The names and addresses of at least two adults that have permission to pick up must be provided on the registration form as Emergency Contacts.
- Any changes in authorization must be in writing.
- **A photo ID will be required before any child who will be released to an unknown individual.**
- If any parent is prohibited from picking up their child, a written custody order is required to be in your child's file.
- The center is mandated by law to abide by all legally served court orders and will communicate with the custodial parent ONLY.
- If the program closes and a parent is late picking up a child, the staff person in charge will attempt to notify the child's parent or another emergency number.
- While the child is in attendance, additional calls will be made to contact an alternative person to pick up the child.
- The Adventure Club Center Director may be required to **notify Child Care Protective Services by 6:30 PM** if the parent or the designated emergency contact person has not been reached to pick up the late child.

ARRIVAL AND DEPARTURE OF CHILDREN

- If your child arrives at the center and your child's class is on a field trip, please notify the center director or manager on site so that your
- Child can be placed in the care of another teacher until his/her classroom returns back to the center.

STORAGE OF CHILDREN'S EXTRA CLOTHING & BELONGINGS

- **Children** learn thru experiences and having fun! Play can be messy - fun may spill over and clothing may need to be changed. Potty accidents can happen so each child is required to have a complete change of clothing in his/her cubby.
- Please dress your child in comfortable clothing and safe, soft-soled shoes on a daily basis.
- A special blanket and a soft cuddly item are acceptable for rest time. These can be kept in his/her cubby but should be taken home each Friday for laundering and returned on Monday.
- Please be sure that ALL items brought from home are clearly labeled with your child's name. This includes coats, sweaters, hats, mittens, show n' tell items, etc.

DISCIPLINE GUIDELINES

- Discipline shall be handled in a fair, consistent, timely, and age-appropriate manner
- Staff redirects negative behavior and discussed appropriate interactions
- When redirection fails, sit-out can be used to help children understand consequences of behavior
- No form of physical punishment will ever be administered
- Children will never be isolated in a confined space or take an uncomfortable position
- It is important for children to understand why a certain behavior is inappropriate and how to modify it
- If age-appropriate, children will often be asked to help problem-solve

- *Staff will never restrain a child or force a child to assume an uncomfortable position, unless physical restraint is necessary to prevent a child from running away or causing harm to him/herself. If that situation occurs, staff will immediately call for additional assistance and notify the Center Director.*

REPORTING ABUSE/NEGLECT

According to Virginia State Law, any teacher who suspects child abuse is required to report it to the local Department of Social Services. Any member of staff who notices a child with particular bruises, attitude, or disposition related to abuse is to report and discuss it immediately with the Center Director.

BITING

Biting is a normal phase of child development, occurring typically between the ages of 15-30 months. It is a result of a child's inability to communicate effectively. Many young children are not very verbal and may become easily frustrated. A child may bite when a toy is taken from them or they are faced with a new situation.

When a bite does occur:

- the child receiving the bite will be comforted and the bite will be thoroughly cleaned.
- the biting child is removed from the situation or redirected to appropriate activities.
- the parent is notified and an incident report is completed
- the teacher will review the individual situation in an attempt to minimize frustration for the child.
- the child who bit will be closely supervised and the parents may be asked to have a conference to discuss ways to redirect the behavior.
- the identity of the children involved will be kept confidential.
- should a child's biting behavior become excessive such that another child's safety is a concern, the Director reserves the right to separate child care.

POTTY TRAINING

- Once your child is showing signs of readiness, we will be happy to work with you on Potty Training. Your child's teacher knows what indicators to look for and will discuss this with you.
- Potty training requires consistency and patience. It should be a positive experience with lots of encouragement. You will be asked to provide underwear and several changes of clothing during this training period.
- Regular communication will be maintained, especially during this time, as parents and teachers both need support.

TEAM PROTOCOL

Children's Care: Children and parents will be greeted daily. Morning attendance will be taken and absentees will be reported to the Center Director. Please be sure to sign your child in and out each day using our E-Z Care Computer Check In Real Time Program.

Evacuation Drills are practiced each month so the children can be taught where to go and what to do in the event of an emergency evacuation. In the event that we have to Shelter in Place, teachers receive training twice a year. If at any time we wish to review our Emergency Plan Manual, feel free to ask your Center Director. Our Emergency Plan Manual is kept on site at all times.

TEAM DEVELOPMENT

- All employees are required to obtain “in-service training” each year.
- Workshops and local conferences will be posted so staff can have the opportunity to see what may be of interest to them.
- Regular, mandatory, paid staff training are held to increase skill and knowledge

SWIMMING PROCEDURES

- Public pools or lakes are used for swimming field trips.
- Roll is taken upon arrival and departure.
- A qualified lifeguard will always be on duty. Check the procedures list for additional information.

SUNSCREEN

- Sunscreen shall be in the original container labeled with the child’s name and address.
- Written parent authorization noting any unknown adverse reactions shall be obtained.
- Staff members without medication administration training may apply sunscreen, unless it is prescription sunscreen, in which case the storing and applications of the sunscreen must meet medication-related requirements; and children nine years of age and older may administer their own sunscreen if supervised.

INSECT REPELLENT

- Written parent authorization noting any known adverse reactions shall be obtained.
- Insect repellent shall be in the original container and labeled with the child’s name and address.
- A medication log shall be kept that includes the child’s name, date of use, frequency of application and any adverse reactions.
- Manufacturer’s instructions for age, duration and dosage shall be followed.
- If your child requires prescription insect repellent, you will also need to fill out a medication form with the physician’s signature (Regulation VAC 15-30-585 requires these new changes).

HANDLING BEHAVIOR CONCERNS AT THE ADVENTURE CLUB CENTER

We realize that children go through many developmental changes and stages in the early years of development; some changes affect behavior positively and others may affect it negatively. When a child’s behavior is unacceptable, intervention may be necessary to correct the behavior before harm can come to the child, other children, or staff members in the program.

As a pro-active measure to eliminate a behavioral problem before it occurs, we have developed a set of guidelines for handling difficult situations in our program. We trust these guidelines will strengthen the lines of communication between teachers and parents and help solve problems that occur in a social setting.

- | | |
|--------|---|
| Step 1 | A problem is noticed by the team |
| Step 2 | The lead teacher consults with the child to correct the behavior |
| Step 3 | If the problem continues the teacher talks with the child and parent together.
The child communicates to the parent about the situation (via note, phone call or in person). |
| Step 4 | If a behavior solution is not achieved, a meeting is called among the child, parents, teacher, and Center Director in order to devise a plan aimed at correcting the behavior. |

- Step 5 After a predetermined amount of time---if no progress has been documented---the parents may be asked to seek outside counseling for further help.
- Step 6 If the problem still has not been corrected or the parent is unwilling to seek outside help, we reserve the right to terminate the child's care from the program.
- Step 7 Please be advised that if your child endangers him/herself or other children during the two-week notice period, immediate withdrawal will become necessary.

We realize children often express undesirable behavior. As role models, we recognize that it is our combined responsibility to provide positive guidance and leadership so that each child will build a positive self-image and have a rewarding experience while attending The Adventure Club Center.

THE ADVENTURE CLUB PARENT'S PARTNERING WITH US FOR SUCCESS

Quality Childcare takes commitment, training and dedication. Keep in mind that your child's teacher is a professional caregiver. Parents often ask, "What can I do to help out my child's teacher?"

Here are a few suggestions which show your support:

- Be consistent when dropping off your child so his/her day runs smoothly.
- Call if your child is going to be absent, please let the center know if he/she is ill or on vacation.
- Discuss food allergies and physical restrictions.
- Keep your child's immunizations current and provide us with an updated copy each time.
- Share your views on your discipline and guidance.
- Please pay your tuition by ACH to avoid any late fees.
- Visit unannounced occasionally.
- Have lunch with us periodically.
- Tell your child's teacher if something has happened that may affect the child's emotions/behavior (for example, death in the family, separation of parents, a move, went to bed late, etc.)
- Give written permission if medication is prescribed. Please be sure that all paperwork is complete and signed as required to give medicines.
- Share information about family customs and celebrations.
- Escort your child into his/her classroom and make contact with the teacher.
- Allow a few minutes each day to visit with your child's teacher.
- Make certain that all information on file is current. Be sure we know: who to contact in case of an emergency, parent's work number, cell number and who can pick up your child.
- Don't be offended if your child's teacher asks you to sign an agreement/contract, or permission slips.
- Attend Parent-Teacher conferences -- semi-annual to gain feedback and have opportunities to ask questions and give comments on the services you are receiving.
- Provide a copy of custody papers should be kept in the child's file at all times. Update as changes occur.
- Please notify your Center Director if your child's schedule changes; this is very important for part-time children.

- Be sure that diapers and wipes are brought in when your child's teacher requests them.
- Be sure all formula, baby bottles and baby food are clearly labeled with your child's name and date.
- Please be certain that your child has a complete change of clothing in his/her cubby.

Children's Curriculum and Program Standards

The Adventure Club Center is proud to use The High/Scope Curriculum as its foundation to early care and active learning. The High/Scope Curriculum is a research based and validated, comprehensive curriculum that integrates all area of child development across an intentionally planned daily routine.

The High/Scope Curriculum uses an initiated learning approach based on children's play. Initiated learning combines teacher intentions and child initiation. Teacher intention focuses the lessons on concepts to be learned. Child initiation allows for children to make choices, plans, and decisions, thereby taking ownership of their learning. The combination of these two allow for children to learn through education experiences that are both encouraged by their teacher and initiated on their own. This is called active learning through play!

The High/Scope Foundation bases its educational approach on four guiding principles:

- From birth through adulthood, the individual develops awareness and understanding through **active involvement with people, materials, events and ideas**
- Learning is most effective when the individual **plans, carries out, and reflects on intentional activities**
- A variety of developmentally appropriate **active learning experiences** contribute to the individual's intellectual, social, emotional, and physical development.
- **Consistent support and respect for personal decision-making** strengthen the individual's confidence, self-control, and sense of personal effectiveness and responsibility.

At The Adventure Club Center we believe each child is an unique individual. We also realize that children feel happy and secure when they are given opportunities to succeed each day. When children celebrate success, their self-confidence and self-worth will soar. This will allow them to actively search for information and work towards finding solutions to their problems. This is the first step in creating life-long learners through interactive adults who know children learn through play.

Children learn through play and must be actively engaged, guided and encouraged along the way. Children will be placed in classrooms depending on their age and their developmental level. In each classroom, our lead teachers have taken the liberty of posting their weekly lesson plans so you can reinforce learning and skills at home with your child.

High/Scope classrooms use the Child Observation Record (COR) as a continuous child assessment. It is designed to measure children's progress in all early childhood programs. The COR measures 32 dimensions of learning in six broad categories critical for school success.

The Child Observation Record is used to assess the degree to which the Virginia Foundation Blocks for Early Learning are achieved and help to determine the sequence in which the children experience the Foundation Blocks.

Administrators and teachers can generate a variety of child and program reports that indicate factors like: individual child progress, overall progress of children in the entire program, classroom patterns and identification of potential strengths and weaknesses in implementing the High/Scope curriculum which helps to identify staff training needs.

Please review the TACC Guide to Implementing High Scope Curriculum.

Infants, Toddlers and Two Year Olds ... The Early Years

Infants must be at least 6 weeks old in order to enroll at The Adventure Club Center. An individual schedule, provided by the parents, will be followed by your child's primary caregiver.

This schedule will include feeding and sleeping schedules, until your child is eating table food. Since we believe that meal times are a time for nurturing and interaction, your child will be held during bottle feedings.

However, when your infant or toddler shows signs of wanting to feed themselves, we will encourage them to do so.

Parents should provide the following:

- Formula or breast milk for your child labeled with your child's name and date
- Disposable diapers and wipes
- Baby food labeled with your child's name and date
- At least two changes of clothes
- If you provide a pacifier or blanket for your child's personal use, please be sure to label it with your child's initials

Our Pre-School Program....The Emerging Years

A child's personality is truly emerging during the preschool years. They will begin to express their likes and dislikes. And you'll be able to see their talents bloom during these years.

In our preschool and Pre-K programs, we combine the seven learning centers in order to meet their needs and the needs of the Foundation Blocks of Learning.

- Creative Art/ Individual Expression
- Dramatic Play/ Role Playing
- Blocks/ Woodworking
- Math & Manipulative Play

- Discovering Science
- Music & Movement
- Language Arts / Kindergarten Readiness Skills

Before & After School Programs

The Adventure Club Center has the distinct advantage as partners with The Adventure Club’s located in the elementary schools.

- **If you currently have a school age child enrolled with the Center, transportation for your school-age child will be provided to the Adventure Club sites at schools.**
- One van run will leave the center each morning at 8:00 am to deliver children to the on-site Adventure Club at the public school. Children will be greeted and delivered to classrooms.
- One van run will pick up children at the on-site Adventure Club until 4:30 for pick up from the Center. Children will be greeted and delivered to the van.
- All school-age children will be at the Center by 5:00 pm. For parent pick-up. If parents need an earlier pick-up, your child can be picked up directly at the Adventure Club site at school.

Direct Phone Numbers
ADVENTURE CLUB SITE LOCATIONS
Montgomery County

Auburn Elementary	(540) 381-6237
Belview Elementary	(540) 633-0964
Christiansburg Primary	(540) 382-4041
Eastern Montgomery Elementary	(540) 268-5300
Falling Branch Elementary	(540) 381-5928
Harding Avenue	(540) 552-1180
Kipps Elementary	(540) 961-3958
Margaret Beeks Elementary	(540) 951-5300
Prices Fork Elementary	(540) 951-5175

CLASSROOM TRANSITIONS- Moving up to the next classroom

- “Graduation” or moving up to the next classroom/program depends on your child’s age, their developmental readiness, and physical space of the next classroom.
- Prior to transitioning your child to the next classroom a full assessment will be completed and shared with you.
- Four to six weeks prior to your child’s actual move in to the next classroom, he/she will be given lots of opportunity to visit the new classroom, spend some time getting comfortable with routine, new teachers and new friends.

School Photos

Please provide your child's photo and a family photo to be hung in classrooms.

Annual Center Evaluations

Parents are asked to complete a bi-annual Survey. Sharing their comments through-out the year freely with staff members as well as the director.

LICENSING INFORMATION FOR PARENTS

The Commonwealth of Virginia helps assure parents that child day care programs that assume responsibility for the supervision, protection, and 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 gives the Department of Social Services authority to license these programs. While there are some legislative exemptions to licensure, licensed programs include child day programs, family day homes, child day 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, and 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 unannounced visits to the program by licensing staff within the 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 of up to \$100 or imprisonment of up to 12 months or both for each day's violation. If you would like additional information about the licensing of child day programs or would like to register a complaint, please contact the Regional Office of Social Services closest to you or call 1-800-KIDS-ILL (1-0800-543-7545).

Western Regional Office
320 Hospital Drive, Suite #23
Warrenton, Virginia 23229-5008
(540) 347-6345

Northern Regional Office
190 Patton Street
Abingdon, Virginia 24210
(540) 628-5171

Teacher to Child Ratio

1 to 4	Infants and Waddlers	Ages 6 weeks to 15 months	
1 to 5	Toddlers	Ages 16 months to 23 months	
1 to 8	Twos	Ages 24 months to 35 months	Ratio doubles during naptime
1 to 10	Threes	Ages 36 months to 47 months	Ratio doubles during naptime
1 to 12	Fours	Ages 48 months and up	Ratio doubles during rest-time

Weekly Fees

ACH Rates are discounted and automatically pulled from your account each Monday before 5:00 pm through Visa, MC, Amex, Discover, Checking or Savings accounts. Please complete the ACH Form to begin service.

• Children under 24 months	\$158 ACH	\$168 Non-Ach
• Pre-school children 2-5 year old	\$146 ACH	\$156 Non-Ach
• School-agers		
AM	\$60 ACH	\$65 Non-Ach
PM	\$62.50 ACH	\$70 Non-Ach
AM/PM	\$75 ACH	\$80 Non-Ach

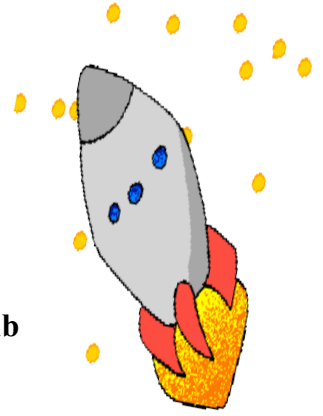
Monthly Payers:

- **Receive a 5% discount for monthly in-advance payers – plus multi-child discount.**
- **Discounts apply to the oldest child.**
- **Sibling Discount - 5% discount for each additional child in the same family**

Hourly Rates

- **24 months and older** \$8.00 per hour per child- automatically billing only

ACH Payment Option
Release Form for
Flat-Discounted Rates and Flexible Hourly Rates



**AUTHORIZATION to AUTOMATICALLY DRAFT for The Adventure Club
CHILD CARE FEES**

**Please complete, fax to 540-382-6529 or
email to info@the-adventureclub.com**

Today's Date: _____

Parent Name: _____

Address: _____

Cell Number: _____ Email Address: _____

Charges are for: _____ (Children's Names)

At The Adventure Club program located at: _____.

Card Holders Name (as it appears on Credit Card): _____

I _____ authorize **Child Care Consultant Services, Inc.** DBA The
Adventure Club to deduct weekly child care charges of _____ (weekly fee)

from my _____ (list auto draft method).
VISA/MasterCard Discover/American Express Card, or debit card.

From this date: _____ to this date: _____.

Card Member Signature: _____

Credit Card Number: _____

Security Code: _____ (This is the 3 digit code on the back of your credit/debit card.)

Expiration date: _____ Zip Code of billing address: _____