

PARENT HANDBOOK

THE ENRICHMENT CENTER AT ADVENTURE WORLD



The Enrichment Center At Adventure World

200 Midway Plaza, NW
Christiansburg, VA 24073
(540) 260-9024

www.theenrichmentctr.com

Welcome Parents

Dear Parents/Guardians:

We look forward to an exciting adventure with your child! This program was opened to help parents and guardians have a safe, fun filled and educational place to bring their loved ones without worries. Please feel free to ask questions, share concerns or give ideas. Together we can make this the best place in the New River Valley. Thank you for allowing your child to participate in our program.

Sincerely,

Faculty & Staff

The Enrichment Center at Adventure World

Purpose of Handbook

Both the home and school have important functions to serve in educating your child. Neither can work effectively without the understanding, support and assistance of the other. Guiding the education of your child is a cooperative endeavor. Therefore, it is very important that there is open communication between parent(s)/guardian(s) and the teacher

PROGRAM DESCRIPTION

Our Mission

"Our focus is to provide a stimulating educational experience which promotes each child's social/emotional, physical and cognitive development. Our goal is to enrich a child's desire to be a life-long learner."

Philosophy

We believe child care should reflect and establish the skills and talents necessary for each individual child to reach his/her full potential, while feeling loved and secure. Our teaching will reflect a high regard for each child's uniqueness with respect as well as understanding of societal and cultural diversity. This is done with a sensitive and caring staff that works in collaboration with the child, parent(s)/guardian(s) and families.

Center Telephone & Address

(540) 260-9024 office (540) 382-0707 fax
200 Midway Plaza, NW
Christiansburg, VA 24073

Goals

As an instructional facility in which children are trained to care for and enhance the child's educational progress, The Enrichment Center at Adventure World has the responsibility to the community as well as to individual parents/guardians and children. The Centers aim is to fulfill such a responsibility by way of the following goals and purposes:

1. To provide supervised educational environment; this will meet the physical, emotional, social, and intellectual needs school age children.
2. To provide a developmental and intercultural learning experience for young children in a setting congenial to the spirit of harmony, generosity and goodwill.
3. To provide a setting that allows children to learn by doing, as the move from concrete "hands-on" experiences to more abstract conceptual thought processes.
4. Welcome and love each child and family, appreciating their worth and individuality.

5. Provide a stable environment so that children feel comfortable and parents/guardians may attend to their tasks knowing that excellent care is being provided.
6. Keep parents/guardians informed of their children's progress and knowledgeable about the events occurring within the center.

Curriculum & Services Provided

The philosophy behind our activities is that students who learn in a hands-on program will remember the material better, feel a sense of accomplishment when the task is completed, and be able to transfer that experience easier to other learning situations. Learning through well planned activities and experiences in a well executed program is a wonderful instructional approach. It makes children to learn from seeing evidence, instead of only believing based on the authority of what other say. It provides children with a similar set of experiences, regardless of previous knowledge. It provides a level playing field in which all are able to learn and participate in discussions. Hands on learning forces students to think and observe rather than merely memorize correct responses.

Ages of Children Served

The Enrichment Center we will be serving children from age 5 up to age 12.

Rates-* Prices are subject to change without notice.

Age Group	Rate
Schoolers (5-12) - B & A	67.00/week
Before School	40.00/week
After School	57.00/week
Part Time 3 Days a Week	42.00/week
Part Time 2 Days a Week	30.00/week
Daily Rate for School Days off	24.00/Day
Daily Drop-in Rate	27.00/Day
Summer School Age Rate	120.00/week
Registration Fee	30.00/one child 40.00/for a family
Late Pick up	\$5.00 per child for every two minutes late or a portion thereof
Transportation Fee	20.00/monthly

The Enrichment Center At Adventure World Chain of Command

Mark Kinser- Owner

Tammy Godbey- VP of Operations

Scottie Potter- Program Director

Rachel Culter - Administrator

Robert Wiencko - Assistant

Tiffany Bell - Assistant

Licensing Information

The center is licensed by the Virginia Department of Social Services (VADSS). Unresolved concerns about your child's care may be directed to VADSS.

Hours & Days of Center Operation

The Enrichment Center will be open Monday through Friday year round. At 6:00AM the doors will open allowing parents to escort their child into the center and sign them in. We will close promptly at 6:00PM and all children are to be out of the building at this time. Late fees will apply as listed in the Rates section of this Handbook. This fee is to be paid at the time of pick up directly to the staff which stayed with your child.

Holidays

Normal child care payments are to be made during the weeks that The Enrichment Center observes.

- Labor Day
- Thanksgiving Day and the Friday After
- Christmas Day
- New Year's Eve
- New Year's Day
- Week of July 4th: 2010-July 5-9th
- Memorial Day

ADMISSIONS & TERMINATION POLICIES

Enrollment Criteria

The Enrichment Center at Adventure World does not discriminate against any family based upon race, color, religion, gender, national origin, age, disability, creed, marital status, status with regard to public assistance, or sexual orientation.

Children between the ages of 5 years to 12 years may enroll. Before a child can attend, we must obtain all registration forms, correctly completed. Incomplete forms may delay your start date.

Enrollment Procedures

In the back of this Handbook there are several forms which include the Enrollment Application. This needs to be filled out and returned to the center so that a decision may be made about enrollment of your child to our program. Once it is found that enrollment criteria is met the following information is required. No child will be admitted if any of these forms are not received by your child's start date. Exceptions are only to be made by the Program Director in accordance with Licensing Policies. Please review the documents to make sure that all can be completed.

1. Registration Form
2. Physical/Immunization Record (from doctor or Health Department) must be received no later than one month after start date
3. A Pre-enrollment visit with the classroom teacher or director before they can attend the center.
4. Child's social security number
5. Signed parent agreement form (located on last page of handbook)
6. Signed tuition agreement form (located on last page of handbook)
7. Proof of birth-(we must see an original birth certificate, verification of birth letter or passport)
8. A registration fee of \$30.00/per child and/or \$40.00 maximum per family.

Information of Child History

It is very important that we are provided a brief history of your child so that we may be made aware of any issues which may prevent your child from learning on the level he/she should and so that exceptions can be made. Also this is to inform us of any health issues which may have occurred on a single occasion but could possibly happen again. Also we are required by Virginia Department of Social Services and the Department of Health to have a current physical and immunization record which is filled out by your child's physician along with a care plan for a child with asthma if this applies to you. This is something we **MUST** have prior to your child beginning their pre-school experience with us. Please fill out the form at the end of this Handbook and once you have made an appointment with your child's physician take the physical and immunization record as well as the care for a child with asthma form with you to that appointment for completion and signature.

Termination Policy

We reserve the right to terminate a child for the following reasons (but not limited to):

- Failure to pay
- Routinely late picking up your child
- Lack of parental cooperation
- Failure of child to adjust to the center after a reasonable amount of time
- Physical or verbal abuse of any person or property
- Our inability to meet the child's needs
- Lack of compliance with handbook regulations
- Serious illness of child

We appreciate as much advance notice as possible when terminating, and will give you the same courtesy in return. Parents are required to give two weeks written notice when they decide to terminate child care. The two weeks will be paid in full, regardless of whether or not the child is in attendance.

We will give two weeks notice of termination for which full tuition is due, whether or not the child is in attendance. The provider reserves the right to give written notice of immediate termination where there are extreme circumstances that affect the well-being of the provider or other children in attendance.

Anyone who terminates daycare and has a balance that is outstanding will need to have the account settled within 30 days. All accounts not settled within 30 days will be turned over to a collections agency regardless of amount owed. All accounts turned over to collections will have a \$20 per week late fee plus 35% collections fee added to the amount due.

Payment Agreement

All parents must sign a payment agreement. This is a legal and binding contract. Payment Agreements are renewed each time a child your child has a birthday.

If your child is registered as part-time, and is in the center past the agreed upon time, an additional fee will be assessed for the day.

Fees should be paid on Friday's of each week or bi-weekly. Teachers cannot accept payments. Payments made by checks should be made payable to: The Enrichment Center at Adventure World, LLC. Please include your social security number on all checks.

Past Due Accounts

Parents/guardians are required to pay the agreed amount of child care fees on Friday's either weekly or bi-weekly. A parent/guardian whose account is two weeks delinquent will be denied access to the Center, and the child may not attend the center until the account is paid in full. The Enrichment Center is willing to work with parents who are making an

effort to pay the child care fees, and have had a conference with the Director regarding financial plans.

Returned Checks

There will be a \$35.00 returned check fee for all checks that are returned by the bank due to insufficient funds. Parents will be required to pay cash or money order after the check is returned.

Withdrawal from Program

A child may be withdrawn from the center's program only when by the following steps:

1. The director and parent/guardian have discussed the reason behind the withdrawal.
2. A two weeks notice has been given
3. Payment is still required for the two weeks

* If a situation comes up without notice please review with us and we can help determine how we can help.

DAILY ROUTINE, PROCEDURES & POLICIES

Authorized Release of Children (Parental Custody)

In order to gain entrance parents/guardians are welcome anytime but are asked to sign-in at the office to record their attendance.

All children must be signed in and out daily, with the time-in and out, at the main desk. If you need your child to have different drop-off or pick-up arrangements, you must tell the teacher or the director promptly. A child will not be released to any individual that has not had pre-authorization in verbal or written consent. If a worker does not know the individual picking up the child, you may be asked for a picture id. This is for the safety of the child and not to question the individual. In the enrollment application is an area to list individuals authorized to sign your child in or out. Virginia state law requires that we keep a copy of any custody papers on file in order to honor a request that a parent or any other relatives not be allowed contact or to pick up a child.

Arrival and Departure Procedures (late arrival, late pickup, no pickup)

PLEASE call ahead and notify staff any time you will be late! Upon arrival to the center a parent is to escort the child or children into the building. This is not only due to safety and accountability but to be able to gain entrance into the building you must ring the doorbell. Your child may be signed in as early as 6:00AM when the doors become open. Every child must be signed in by a parent or pre-authorized individual. At this time you should notify staff if your child will be leaving early that day. If you see that you are going to be arriving late, please call ahead. This is to prevent interruption to the daily routine. If you are unable to call please be as quiet as possible when entering the building.

When a parent or pre-authorized individual comes to pick a child up they must be signed out and I.D. may be requested for security purposes. The center closes promptly at 6:00PM and all children are to be out of the building at this time. If a child is picked up late a fee of \$5.00 for every 2 minutes will be due at that time and is to be paid directly to the staff member who stayed late with your child. If there is failure to pickup a child from the center within 15 minutes of closing a phone call will be made to contacts listed on the enrollment application until a parent or authorized individual is reached and arrangements are made for the child to be picked up. If circumstances given for late pick-up or no pickup are beyond the control of the individual who was picking the child up and there was no way to contact the center it will only be documented in the child's file. Once it is 30 minutes passed center closing and no parent or authorized individual can be reached, the proper VADSS licensing procedures will be followed and documentation will be made in the child's file.

Attendance Records

All daily sign-in sheets will be kept so that any question of a child's attendance can be referenced as well as for the company records. If there is ever any time a parent may have questions regarding a child's attendance you may ask to see previous sign-in sheets.

Absences

Your child may take a week vacation per year without charge, but will require a two weeks written notice prior to the period of vacation in order to reserve your spot. Parents are still required to pay if the center is closed for the week of July 4th or due to inclement weather or if your child is ill. If your child is going to be absent due to illness it is imperative that the center be contacted as soon as you are aware of this. We must document this in your child/children's file for our records.

Meals & Snacks

At this time the center offers two snacks a day. Fruits, vegetables, dairy products, whole grains products are the part of our daily snack menu following the USDA guidelines. All food is served with 2% milk or fruit juice.

Breakfast and lunch are to be brought from home on days that they are applicable. Meals can be heated in a microwave. You are encouraged to bring nutritional food for your child. The center will provide adequate storage space for the food brought from home as well as adequate refrigeration space for those foods requiring refrigeration in order to protect against food contamination or spoilage.

Morning snack time will be from 7:00am to 7:35am. If your child comes after that they will need to have had breakfast at home. Please let staff know whether your child needs breakfast or not.

Children are encouraged to eat but not forced.

Children at snack time will be using "Family Style dining" to serve them and learn to use proper manners.

Rest Time for Summer Program

Every day for each classroom there will be 2 hours out of the day in which the children will be offered time for rest. If after 30 minutes any child who is not sleeping will be allowed to get up and move to an area away from those sleeping so that they may have quiet activities such as reading a book or looking at pictures. Sleeping children will be checked every 30 minutes. The center provides cots for each child and a bottom sheet/covering; a blanket will need to be brought from home. These items will need to be washed every Friday.

Outdoor Play for Summer Program

Children will enjoy outside play at least twice a day in 30 minute increments, except during inclement weather. Please make sure that your child is dressed for the appropriate weather. During the summer, please provide your child's teacher with sun block, which will be kept on file in your child's classroom.

Children are required by the state licensing codes to have an hour of outdoor time daily. If you feel your child is too ill to participate in our required daily activities, they should not be in attendance. We do not have extra staff that can stay inside with one child while the rest of the class goes outside.

Behavior Management

Handling children's disruptive behaviors is primarily the responsibility of the parents/guardians. We consider it our job as staff to coach our parents in effective management of such behavior.

When a child's behavior is disruptive at the Center (such as biting, hitting, throwing objects or using "inappropriate" language, etc.) the parents will be notified by the teacher. If the child continuously repeats disruptive behavior, the Director may call the parents and invite them to a parent conference.

We use redirection as our main method of discipline at the Enrichment Center. We will redirect the child's behavior; ex. John is jumping on the chair instead of sitting in the chair. The staff would state, "John you can jump on this carpet square." Instead of being negative with the child we will redirect the child's unwanted behavior.

If redirection does not seem to be beneficial the child may need to sit and think about their behavior in our thinking chair. This will be time for the teacher and student to think and reflect on the behavior.

At any time corporal punishment is not permitted at The Enrichment Center. Verbal abuse, threats, cruel and unusual punishments will not be tolerated! Children will not be deprived of meals for disciplinary reasons.

Items from Home

As a rule it is recommended that children do not bring in toys from home except on share days. It can be difficult to keep track of each child's personal play-things. If your child needs a certain toy as a comforting agent, we certainly will accommodate this. All items from home will need to be clearly labeled. The center is not liable for a lost toy.

Clothing

Children should wear comfortable play clothes to the center. Keep in mind that we frequently offer messy activities such as painting and the children need to be in clothing that allows them freedom to use such media. For safety reasons, tennis shoes are the best footwear for playtime. The children go outside frequently so be sure to send along appropriate outdoor gear.

Communication

Open communication between parents and staff is essential. The avenues of communication that is provided by the Enrichment Center include:

1. Newsletter: Our monthly newsletters include calendars, an overview of lesson plans, reminders, parent tips, and news from each classroom.
2. Bulletin Board: Each classroom will have a parent board where you will have access to information on daily schedules, lesson plans, menus, etc.
3. Conferences: Parent/Guardian/Teacher conferences will be held a minimum of twice annually. As well if parents feel the need to request a conference please contact the director and a conference will be scheduled.
4. Phone and Written Information: The staff will make every attempt to notify parents via telephone or written message whenever important information needs to be shared. We ask that parents do the same.

PROGRAM INFORMATION

Daily Schedule & Planned Activities

Each classroom teacher will have a daily schedule posted in his or her room. Parents are encouraged to involve themselves in their child's daily activity. The center will post notices

of special events and activities. We also provide an opportunity for outdoor play everyday. There is an example of the schedules below.

School Aged Schedule

BEFORE SCHOOL

6:00-7:30-MORNING SNACK

7:30-8:00-FREE TIME

8:00-GET READY FOR SCHOOL AND MAKE SCHOOL VISITS

AFTER SCHOOL

2:30-3:30-DROP-OFF OF CHILDREN

3:30- 4:15-HOMEWORK HELPERS

4:45-5:30-HANDS-ON ACTIVITIES

5:30-6:00-FREE TIME & SKATING

Materials & Equipment

The Enrichment Center At Adventure World will use child safe and friendly equipment as well as teaching materials. It is our goal to provide a positive along with well balanced educational experience as to encourage each child to develop at their own individual learning rate.

Off-Center Activities & Special Events

Field Trips: For special field trips, transportation may be arranged. Parents/guardians will be notified prior to any field trips. Parental permission is required before children may be transported on a field trip. Parents/guardians may be requested to join a field trip event. Please watch for special event information.

Birthdays: Birthdays may be celebrated at the center. Please contact your child's teacher or the director or assistant director a week in advance so that it can be substituted for snack. Please keep in mind that all supplies must be brought from home and that it should include enough for all children.

Holidays: Holiday's provide an opportunity for children to learn about the celebrations of various cultures observed. Certain holidays are recognized in the preschool classrooms in ways that are consistent with the individual curriculum and the age of the children. Examples include, but are not limited to, Halloween, Thanksgiving, Hanukkah, Christmas and Easter. The center staff, however, recognizes and understands and values other holidays which reflect cultural diversity represented among our families. Teachers encourage all parents to purpose the observance of additional holidays that reflect their family background and traditions. Such celebrations represent unique opportunities for children to experience and understand various cultural heritages.

Grouping of Children (group size & transitions)

We have chosen to group children by age to provide the most valuable learning experience possible and for age appropriate learning activities to be taught.

Class Breakdown:

Rooms: Ages 5 - 8 with a 1:18 teacher to child ratio

Ages 9 - 12 with a 1:20 teacher to child ratio

In order for any child to transition into the next age level room the Lead teacher and the Center Director/Assistant Director will meet and come to an agreement about the child being moved up. Once it is agreed upon both will sign off on the transition up to the next age group and then meet with the parent to present the decision. This decision will only be made if the child is ready and able to excel in learning if moved up. If the parent is in agreement of the child being moved up to the next age group they must sign off on the transition also, and the child will be moved.

HEALTH & SAFETY POLICY & PROCEDURES

Communication Of Illness & Emergency Situations

Illness and the spread of viruses is something we strive to prevent. Anytime your child has been ill at home, vomiting, had a temperature of 100.4 or higher, has seen a doctor and/or a doctor was contacted you **MUST** wait 24 hours from the time the doctor was seen or contacted before returning to the center. If your child becomes ill at school either vomiting or having a temperature of 100.4 or higher you will be contacted to pick your child up. Your child is welcome to come back to the center 24 hours after seeing a doctor. Accidents are inevitable wherever large numbers of children are gathered. We strive to prevent mishaps through safety instructions, elimination of dangerous equipment, alert supervision, and other safety procedures. However, despite precautions, we cannot completely avoid injuries; so certain policies have been established to insure immediate and adequate care when such occasions arise. At the time of registration, parents must sign an agreement giving the Center permission for emergency medical care, and list the name and

address of a doctor to call in case of emergency. Please keep emergency contact information current.

Daily Child Inspection/Observation

Every child will have a daily health check for the inclusion and exclusion of the children from the class when the child is exhibiting physical symptoms that indicate possible illness. This is in accordance with 12 VAC 5-90-80,90 and available through the Virginia Department of Health local office and website.

Illness/Injury/Accident & Report Form

A form will be provided to you for signature at the end of the day that any illness, injury or accident occurred on. You will be provided a copy for your records and we will also keep a copy for our records.

Fire Safety Drills & Evacuations

Fire Drills:

Emergency fire drills are held monthly to acquaint your child with evacuation procedures. Our center is equipped with a fire alarm system, ceiling sprinkler system and fire extinguishers are placed throughout the building.

Emergency Evacuations: In the event of an emergency at The Enrichment Center at Adventure World, all students and staff will be evacuated to a secure location and parents/guardians will be called accordingly.

The center will make every attempt to reach you if an early closing will be anticipated.

*** In all classrooms, by all exits and in the office you will find The Enrichment Centers' Emergency Preparedness Plan. Please feel free to review this at any time.**

Fire Drill & Evacuations Drill Form

We are required by Virginia Department of Social Services to conduct Fire/ Evacuation Drills to ensure each child knows the proper procedure should such an event ever occurred. The information will be kept on file should you ever feel the need to request to view the document.

Snow/Hazardous Weather:

If the weather is extremely hazardous, please watch for closings or delays on the local news channels.

Safety Rules

Helping hands, listening ears, quiet voices, looking eyes and walking feet.

These rules will be posted in each classroom and throughout the building and will have

Pictures by each rule so that children of all ages can either read or interpret what the posted rules are.

Sick Child & Infection Control Policy

If your child becomes ill while at the Center, he/she will be isolated and you will be notified at once to take the child home. Facilities are not available for sick children. If the Center calls a parent/guardian when their child becomes ill, parents/guardians are expected to pick up the child in a timely manner.

If your child develops an illness, rash, fever, etc., you should call the Center and state the nature of his/her condition. Other parents may have to be notified in case of a contagious disease. A doctor's note is required upon return to the center.

A child with an elevated temperature, diarrhea, vomiting or known illness will not be admitted to the Center. If your child has a fever, vomiting or diarrhea the night before, you are requested to keep them home to limit exposure to infections in the center. If your child is between 5 years old and above we do not recommend bringing your child to the Center with a fever above 99.9 degrees.

The child must be free of any fever, vomiting, or diarrhea at least 24 hours before returning to Center without medication.

Transportation Safety

During transportation of children to the facility or to off-center activities the correct age ratios will be maintained and all child will be transported in VADH approved child safety seats at all times while the vehicle is moving. It is our goal to make sure your child/children arrive to their destination safely.

Street Safety

All children will only be allowed to play in the area outside which is fenced in. While out during off-center activities no child will be left unattended by an adult and when crossing streets or around public streets adults will be placed in areas so as to stop traffic so children may cross the street safely.

Prevention of Communicable Diseases

We are required to inform parents/guardians of exposure to communicable disease listed on the Department of Health's communicable disease chart. In order to confirm to this policy, parents must inform administration within 24 hours when your child or a member of your household is diagnosed or exposed to a communicable disease. Your name and your child's name will be kept confidential, however we must post exposure notices. If a parent fails to inform us, we are unable to do our part to help prevent the spread of disease.

The Enrichment Center requires a doctor's note stating your child does not have a communicable disease in order for them to return to the center when they have been sent home with symptoms of a communicable disease.

Administration of Medication & Authorization (sunscreen & insect repellent)

All Medications must have a doctor's prescription to administer, including over-the counter medication. If your child needs to have medication administered during school hours, each day the parent will need to complete a medication authorization form indicating dosage and times of administration. Please bring the appropriate measuring utensils for administering the medication as sharing may promote the spread of infectious disease. The medication must be plainly labeled, contain the name of the child for whom it is prescribed, dates to be administered, and expiration date. Please make sure you fill out the form at the end of this handbook or a Medication Administration Trained staff will not be permitted to administer medications to your child under ANY circumstances. Children are required to have sunscreen with at least an SPF of 15 and be paba free applied to all areas of skin showing and insect repellent when outdoors. The products will be used in accordance with the manufacturer's recommendations on the back of the container and can not be expired. Items sent from home must be labeled with the child's name on it in black permanent marker, in the original container, and not expired. If you choose not to provide these items from home we will provide hypo-allergenic products, sunscreen which is paba free and has an SPF of at least 15 or higher.

PLEASE NOTE: All unused or expired medication must be removed from the center by the child's parent.

Annual Updated Information

We are required by the State Licensing board to acquire annual updated information. When given information to be updated please fill out promptly and return. Failure to return these required updates will result in a suspension of your child care services until they are received.

Confidentiality

The Virginia State Standards for Licensure require centers to keep children's records confidential. Custodial parents and legal guardians may request information regarding your child at any time.

The Enrichment Center will not release names of children involved in accidents or injuries to anyone other than the custodial parents or legal guardians.

All children's information is to be kept confidential from others. The only time that the center will release information is if a parent/guardian requests it be released by written

statement. The only other way information can be released is to the Department of Social Services or the Police in an emergency situation.

LICENSING

Contacts & Offices

Montgomery County Department of Social Services.....540-382-6990

Julie Kimbrough, Abingdon Regional DSS Licensing Office.....276-676-5492

MISCELLANEOUS

Reporting of Suspected Child Abuse

Our legal responsibilities:

-Child day program workers are required by law to report any suspicion of child abuse or neglect to the Protective Services Unit of the Department of Social Services.

At The Enrichment Center, we require that all our staff report their suspicions to the administration as well as the Department of Social Services.