

Parent Handbook



Cuddlebugs Child Development Center, LLC.

503 Hamilton Boulevard

Warsaw, VA 22572

(804) 333-4443

Owner- Mrs. Sara Carroll

Center Information

Beliefs & Philosophy

At Cuddlebugs Child Development Center, caring for children is our first and foremost priority. We believe that each child is a unique individual that deserves a safe, nurturing, and developmentally appropriate environment. We provide activities for children that cater to their specific, emotional, physical, social, and intellectual needs. We also recognize that you, as their parent/guardian, are their first teacher and want to work closely with you to provide the best care available.

Hours of Operation

Doors will be open Monday – Friday, promptly at 6:30 am and close promptly at 6:00 pm. We will close for the following holidays: New Year's, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas. In the event of snow or severe weather make sure you are signed up for Remind messages by texting @ekd2kg to the number 81010. You can also tune your radios to WRAR 105.5 or check our Facebook page for updated information

Enrollment/Attendance

Upon enrollment the registration fee and first week of tuition is due. Please refer to the current tuition rate handout for the schedule of payments. We reserve the right to close in emergency situations (weather, illness, etc.) with tuition charges continuing.

Parents/guardians are expected to notify the center if your child is going to be absent for the day, to include before or after school transportation. If a child does not arrive according to their normal care schedule or from another program the director and the parents will be notified immediately.

Transportation Policy

All transportation will be provided by parents/guardians, unless prior written permission has been obtained. In cases where the children are transported in vehicles other than a school bus, Virginia Child Passenger Safety Laws will be followed. Parents/Guardians will be responsible for providing car seats/booster seats as needed.

Drop-off and Pick-up Policy

Drop-off and pick-up must take place inside the building by signing in and out as you come and go. Only authorized persons will be allowed to pick up the children. Authorized persons consist of the parents or guardians and those that the parents or guardians have given written permission to pick up. To prohibit a biological parent from picking up their child there must be official court ordered documents on file. All persons must be able to provide photo identification.

Late Pick-up Policy

Arriving late to pick up your child occasionally happens due to traffic or unforeseen events. If you know that you are going to be late, please contact us as soon as possible. At 6:05 pm, you will be charged \$15.00 and \$1.00 for every minute thereafter.

In the event that your child is not picked up within 30 min of closing or 1 hour after you and/ or your emergency contacts have been contacted for an emergency, illness, inclement weather, or any other situation that would require your child to be picked up early, the authorities will be contacted.

Withdrawal & Termination

In the event of withdrawal, a two (2) week written notice is required. If you have made payments beyond this time, they will be refunded. In the event of an emergency, a conference will be scheduled with the administration. All accounts must be settled in full at this time. When an enrolled child has not attended without notification for two consecutive weeks, the child's enrollment will be terminated and payments due, including the two weeks that we were not notified, will sent to collections. If at any time, the administration sees a need to terminate a child's enrollment, (2) weeks written notice will be given.

Emergency Situations

In the case of an emergency during operating hours, the parent/guardian will be notified as soon as possible by telephone. If we are unable to reach the child's parent/guardian, then the child's emergency contacts will be notified. Please be sure to update your child's emergency information as needed. In the event of an emergency, we will follow our emergency preparedness plan, which is located, for your viewing, on the parent board by the office window.

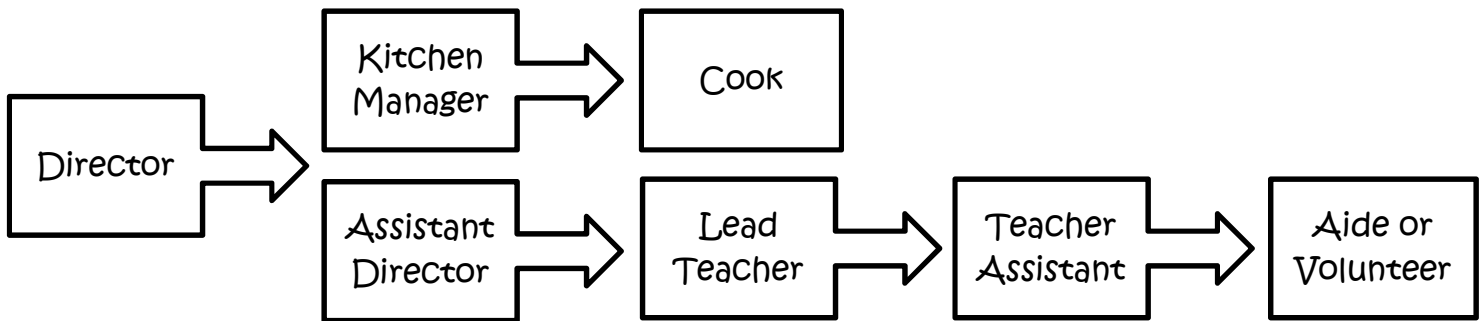
Suspected Child Abuse and/or Neglect

We are mandated by law to report child abuse and/or neglect. Any signs of abuse and/or neglect will be reported to the appropriate authorities.

Fieldtrips

In the event of a field trip, the schedule and list of events will be posted at the school and parental permission forms will be obtained for transportation to and from as well as for the trip itself. During the field trip all regulations in accordance with the Virginia Standards for Licensed Child Day Centers, Section 22 VAC 40-185-580, will be followed.

Established Lines of Authority for Staff



Payments & Fees

Registration Fee

Upon enrollment and annually during Registration, a non-refundable registration fee is due. There is an additional registration fee for School Age Summer Camp.

Tuition

Weekly payments will be due at 12 pm (noon) Friday for the upcoming week. Payments will be accepted in the form of personal check, cash, or money orders. Care provided outside of your child's regular schedule is at the discretion of the administration based on the needs and availability of the center. There is a 10% discount for two (2) or more full time children of the same immediate family being enrolled. This discount applies to the total tuition amount.

Rate Changes

If at any time, a determination has been made to change the tuition rates, you will receive a two (2) week advanced notice of all rate changes. At that time, you can choose to continue your enrollment or give two (2) weeks withdrawal notice.

Vacation & Holidays

You will be allotted three (3) weeks of vacation per year. To apply your vacation your child must be out for five (5) consecutive days during a single week (Sunday-Saturday). Your vacation discount is 50% of your tuition. The payment for your vacation week(s) is due on or before your regular payment schedule. These weeks must be used during the current school year and cannot be passed on to the next school year. Scheduled days the center is closed (see annual calendar) have been prorated into the tuition fees.

Public School Closing, Early Dismissal, Holidays

On days Richmond County Public Schools is closed, Cuddlebugs will do it's best to be open. On scheduled public school holidays or early dismissals, there will be sign up sheet to account for who will be in attendance at Cuddlebugs on those days. It is critical for staffing purposes that you sign up at least a week prior to the date. If care is found to be

needed after that time, it is left to the discretion of the administration based on the needs and availability of the center.

Late Payment Policy

If your account is past due, a \$20 late fee will be added to your account. For any accounts that are two (2) weeks past due, the child will not be accepted until the account is updated. After four (4) weeks, the child will be considered for disenrollment and legal action may be considered.

Returned Check Policy

If a check is returned there will be a \$30 processing fee along with any charges from your financial institution. If two (2) personal checks are returned for any reason, all further payments will only be accepted in cash or money orders.

Caring for Your Child

Supervision & Continuity of Care

To help build and maintain healthy and nurturing relationships between staff, families, and the children, we strive to maintain a regular working schedule for our staff. Due to absences and other factors, there may be times where other staff members have to fill in that are not regularly in a child's classroom. We do our best to make sure that every staff member that is in each classroom is familiar with our routines and children.

During times when child attendance is low, children may occasionally be placed in a different class to maintain proper staffing ratios. We do our best to keep this at a minimum or only do this during times when children may be preparing to transition to a new classroom.

It is of our highest priority to make sure that every child is always supervised properly. At a minimum, an hourly head count will be taken. As children go outside and return inside for recess, an attendance count will be taken to ensure that all the children in care are accounted for. Staff members are expected to provide sight and sound supervision at all times.

Behavior Policy

We use redirection and positive reinforcement to help guide children's behavior. We believe that proper prevention of behaviors, by keeping children engaged in learning is the best way to prevent negative behaviors from happening. We work to build positive and nurturing relationships with each child to be able to help them be and do their best.

In the event of extreme behaviors, the administration reserves the right to send the child home for the day. If there are repeated occurrences of extreme behavior then a conference will be scheduled before the child can return to school. Under no circumstances will there be any spanking, physical or verbal abuse, name calling, or isolation used. Neither food nor sleep will ever be withheld as a means of punishment.

Medication Administration

Only staff members authorized and trained to give medications will administer prescribed and over-the-counter medication to your child. Fever reducing medication will only be given in pre-approved situations, when provided by the parent, with a doctor's authorization. To allow us to administer prescription or nonprescription medication to your child, you must fill out and sign the *Medication Authorization Form*. All directions for administration must be consistent with physician or manufacturer's instructions for age, duration, and dosage. If this medication is given longer than 2 weeks or the age, dosage, or duration is different than the manufacturer, a physician will need to fill out the bottom of the form and sign it with an original signature. In accordance with the Virginia State Standards, two (2) weeks after the expiration of your *Medication Authorization Form* the medicine will be properly disposed of if it has not been picked up.

All over-the-counter skin products (sunscreen, diaper ointment, insect repellent, etc.) will require an *Authorization Form for Non-Prescription Over-the-Counter Skin Products* and cannot be used or kept beyond the product expiration date. The *Authorization Form for Non-Prescription Over-the-Counter Skin Products* can be authorized by a parent/guardian for up to one year.

All medications and over-the-counter skin products will be checked for an expiration date at each use. The month before a medication or over-the-counter skin product is due to expire, the parents will be notified. If a medication or over-the-counter skin product is out of date, it will be sent home immediately.

Illnesses Before & During School Hours

If your child has any communicable disease they must be symptom free for 24 hours before returning to school. This includes but is not limited to a fever of 100 or above, diarrhea, vomiting, unknown rashes, and/or hives. This is left to the discretion of the center. If your child exhibits any of these symptoms while at school they will be sent home until they are either symptom free for 24 hours or have a note from the doctor stating that they are not contagious.

The Virginia Department of Health will be contacted for guidance on any illnesses that are unknown and their guidance supersedes any policies Cuddlebugs may have in place.

Toys from Home

No toys or electronics from home will be allowed, except for

- naptime cuddle toys as needed,
- or special days to include show-n-tell (see Classroom teacher) or electronics day.

If you have toys, board games, art supplies, or outdoor equipment that your family is willing to donate, please speak with the director.

Supplies

Please see What to Bring to School list provided in your Registration Packet.

Please make sure your child's name is on all belongings.

Injuries

There will be written notification of any injuries occurring while your child is attending the facility. In the case of an injury that requires medical attention the facility will act as the child's guardian until a parent or guardian is able to be present. Parents or guardians will be notified immediately.

Meals

For children under 12 months, parents are required to send in bottles, either premade or water in the bottles and the formula already separated into individual serving sizes and labeled with the child's name and date. We also ask that parents of children just learning to eat, send in baby food as needed, labeled with the child's name. Parents of children who are under 12 months are required to fill out the Getting to Know Your Infant form that lists a general daily schedule and the type of milk & food the child eats. We ask that parents write the last time your child ate on the Classroom dry erase board and as your child's feeding schedule needs changes, to inform your child's teacher.

We provide a morning snack, lunch, and an afternoon snack for all children once they turn 12 months old and the parents are comfortable with their child eating provided meals.

Please make sure your child has finished breakfast prior to entering the center. Snacks from home will not be permitted after 7:30am and need to take into account any classroom allergies. See the daily schedule for scheduled meal times. Meals will be served only during their designated times. If your child comes after the scheduled meal time they will need to have that meal before they arrive. A menu for snacks and lunches provided will be sent home and posted monthly.

If a child has an allergy or intolerance to a specific food, the parent must notify us and provide an alternative that is equivalent to the item on the menu.

Naptime

Infants will sleep as needed. We provide a two (2) hour naptime for toddlers and preschoolers. If your child has not fallen asleep after thirty (30) minutes, he/she will be given a quiet activity to do for the remaining time. Infants crib sheets and receiving blankets are changed daily and are provided by the center. The toddler and preschool blankets are washed weekly, and we ask that each child has an adult size lap blanket to keep at the center. During days where School Aged Children attend full day, a quiet period no longer than 1 hour is provided to allow for quiet and calming activities.

Communication

All infants will have a daily report sent home that indicates important events about their day. All toddlers, twos, and preschoolers will have a weekly report sent home that indicates important events about their day to include eating and sleeping habits, as well as diaper changes if needed. All children will receive a bi-annual progress report in January and May. Parent Teacher Conferences will be scheduled as needed to discuss these reports. If at any time you have any concerns or questions, the staff will be happy to help you.

What to Wear

Your child should come to school in comfortable, washable play clothes. There will be a lot of messy activities and outside play. Keep this in mind when selecting your child's clothing for the day. Please be sure that all articles of clothing fit well and have no loose accessories. Footwear should consist of rubber soled shoes or sneakers. This allows your child to move with independence and ease. As the seasons change, please keep in mind that we will be going outside everyday as required by licensing. Layers are helpful in balancing the outside and inside temperatures. All outerwear (coats, mittens, hats, etc.) should be labeled with the child's name.

Change of Clothes

For children under 3 or still potty training, please provide at least two (2) full changes of clothes, including shoes. For all other children, please provide at least one (1) full change of clothing, including shoes to allow for spills and other accidents that might happen. Be sure to label the clothing with your child's name and change the clothing as your child grows and seasons change.

Birthday Celebrations

Birthday celebrations in the classrooms are allowed. We typically celebrate birthdays during afternoon snack. Please coordinate any celebrations with the teacher to avoid any miscommunications. All food must be store bought, no homemade foods.

Volunteering

Volunteering is strongly encouraged. If you wish to volunteer or visit in your child's classroom, just talk with your child's teacher to make arrangements. We have an open door policy, meaning custodial parents are allowed to enter the center at any time while their child is in care.