

Welcome

Tots N Toyland Preschool and Daycare

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About Us

Welcome to Tots N Toyland! We are a state-licensed preschool and childcare center serving children from birth through age 6. Our leadership team includes Erica Dorsey, our Administrator; Callie Dean, our Program Director; and Jacqueline Morales, our Assistant Program Director. Together, we bring decades of experience, professional knowledge, and a shared commitment to providing high-quality care in a safe, nurturing environment.

Erica is a former nationally registered EMT with expertise in child safety and life-saving techniques. She places a strong emphasis on prevention, preparation, and planning and holds a Child Development Associate (CDA) credential in Preschool Early Childhood Education.

Callie, co-founder of Tots N Toyland and our Acting Program Director, plays an important role in guiding our daily operations and supporting our teaching team. She brings a strong foundation in childcare and holds multiple certifications in Early Childhood Education, including a Child Development Associate (CDA) credential in Toddlers. Her leadership helps promote consistency in our classrooms, support our teachers, and maintain a positive, engaging environment for children and families.

Jackie, our Acting Assistant Program Director, is an experienced member of our leadership team who has been with Tots N Toyland since the center opened in 2018. She holds multiple certifications in Early Childhood Education and contributes to the daily coordination of our program, helping support staff, maintain classroom quality, and ensure that children receive attentive, dependable care.

Our leadership team is knowledgeable about childhood development and age-appropriate educational milestones. We are dedicated to making each child's day meaningful, engaging, and enriching. Our team includes 12–14 dedicated teachers, each bringing unique experiences and perspectives to our center. All of our teachers are full-time childcare professionals who are committed to their work in early childhood education. This allows us to provide children with consistent caregivers, familiar routines, and dependable relationships throughout the day, every day. Rather than relying on part-time staff who may have other primary commitments, we prioritize a professional team focused on the care, development, and well-being of the children entrusted to us. We value every team member and recognize that our success depends on a shared passion for early childhood education and an unwavering commitment to the children in our care.

At Tots N Toyland, our core focus areas guide the care and education we provide every day:

- ✧ Building character and responsibility: We encourage children to become respectful, grounded, well-behaved, and productive members of their communities.
- ✧ Encouraging child-driven interests: We recognize that children learn best when they have opportunities to explore their curiosity, develop their interests, and take an active role in their learning.
- ✧ Maintaining a clean and safe environment: We prioritize children's health and well-being through careful supervision, consistent safety practices, and a strong commitment to cleanliness.
- ✧ Keeping communication open and easy: We believe families should feel connected to their children's day. We strive to make communication between parents and center staff frequent, convenient, and accessible throughout the day.

Tots N Toyland is conveniently located at 1634 Spring Port Drive in Rockingham, Virginia, approximately five minutes from Interstate 81 and a short distance from Sentara Rockingham Memorial Hospital. We are also near the Stone Spring Road bypass and Port Republic Road. Our location allows us to serve families in Harrisonburg, Elkton, Broadway, Timberville, Fort Defiance, Dayton, Bridgewater, Penn Laird, Grottoes, Weyers Cave, Mount Crawford, and McGaheysville, with these communities generally within 15 minutes of our center.

We are committed to making quality childcare accessible to children of all abilities. Through our ongoing partnership with The Speech and Language Center, we support an inclusive environment for children who receive speech or occupational therapy services. This partnership allows children to receive additional services while remaining in our care.

We are grateful for the opportunity to be part of your child's early years. We look forward to building a strong partnership with your family and creating wonderful memories together!

Sincerely,
Erica, Callie, and Jackie

Curriculum and Classroom Groups

At Tots N Toyland, we use Streamin3, an accredited early childhood curriculum, to guide learning at every age. Teachers use age-appropriate activities, play, and hands-on experiences to support children's development and prepare them for the next stage of learning.

Our program undergoes biannual observations by highly educated early childhood professionals. They evaluate our curriculum, classroom environments, teaching practices, and teacher-child interactions. We use their feedback to identify areas for improvement and maintain a high-quality program.

Small Classrooms, Meaningful Connections

We believe children thrive in environments where they feel seen, heard, and understood. Unlike larger, busier childcare settings that may combine groups of children for portions of the day, we prioritize smaller classroom groups and consistent care. Each classroom has one dedicated teacher who can focus on the individual children in their group, build meaningful relationships, and become familiar with each child's unique personality, interests, strengths, and needs.

By keeping groups smaller, we create a calmer environment with less overstimulation and more opportunities for children to express themselves, participate in activities, and receive individualized attention. We want every child to feel that their voice matters and that they are an important part of their classroom community. This approach supports stronger relationships, more purposeful learning experiences, and a greater sense of security and belonging throughout the day.

Toyland Teacups - Ages 0–23 Months

Our Teacups classrooms support infants and young toddlers through responsive care, consistent routines, and age-appropriate exploration. Activities include books, music, sensory experiences, outdoor time, and toys such as puzzles, blocks, dolls, and cars. Infants benefit from supervised tummy time before crawling, while older toddlers explore through active play, early art, and hands-on activities. Our smaller groups allow teachers to respond to each child's cues, support emerging skills, and provide the comfort and attention that are especially important during the first two years of life.

Toyland Travelers - Ages 24–47 Months

Travelers focus on language, motor skills, independence, early academics, and positive peer relationships.

Children learn through blocks, imaginative play, art, water play, puzzles, books, and other hands-on activities. Teachers encourage sharing, kindness, communication, cooperation, and problem-solving.

Children also practice everyday self-help skills, including toilet training, handwashing, putting on shoes, and cleaning up. Introductory literacy and math activities help build the foundation for future learning.

Toyland Trailblazers - Ages 48 Months Through Kindergarten Entry

Trailblazers prepare children for kindergarten through an accredited curriculum aligned with the Virginia Foundation Blocks for Early Learning: Comprehensive Standards.

Learning includes:

- ✧ Literacy: Language, vocabulary, letter recognition, and early reading and writing.
- ✧ Mathematics: Counting, numbers, patterns, shapes, and measurement.
- ✧ Science: Observation, experimentation, and exploring the natural world.
- ✧ History and Social Science: Families, communities, and the world around us.
- ✧ Visual Arts: Creativity and artistic expression.
- ✧ Music: Singing, rhythm, and movement.
- ✧ Personal and Social Development: Independence, cooperation, confidence, and self-regulation.
- ✧ Physical Development: Fine motor skills, coordination, balance, and movement.

Learning remains play-based and age-appropriate. Children build academic skills while practicing the independence, cooperation, and self-regulation needed for kindergarten.

Our Commitment

Across all age groups, we provide a safe, nurturing environment with consistent teachers, smaller classroom groups, and developmentally appropriate learning experiences. We continually evaluate our practices to help children grow, build relationships, and prepare for their next stage of learning.

Kindergarten Prerequisites

Virginia's Foundation Blocks for Early Learning: Comprehensive Standards

<u>Literacy</u> Oral Language Vocabulary Phonological Awareness Letter Knowledge and Early Word Recognition Print and Book Awareness Writing	<u>History and Social Science</u> History/Similarities and Differences History/Change Over Time Geography/Location Geography/Descriptive Words Economics/World of Work Economics/Making Choices and Earning Money Civics/Citizenship
<u>Math</u> Number and Number Sense Computation Measurement Geometry	<u>Visual Arts</u> Visual Communication and Production Art History and Cultural Context Analysis, Evaluation, and Critique Aesthetics
<u>Personal and Social Development</u> Self-Concept Self-Regulation Approaches to Learning Interaction with Others Social Problem Solving	<u>Music</u> Music Theory/Literacy Performance Music History and Cultural Context Analysis, Evaluation, and Critique Aesthetics
<u>Physical Development</u> Skilled Movement/Locomotor Skills Non-locomotor Skills Manipulative Skills Movement Principles and Concepts Personal Fitness Responsible Behaviors Physically Active Lifestyle Health Knowledge and Skills Nutrition Habits that Promote Health and Prevent Illness Information Access and Use Community Health and Safety	<u>Science</u> Data Collection and Statistics Patterns and Relationships Scientific Investigation, Reasoning, and Logic Force, Motion and Energy Matter/Physical Properties Matter/Simple Physical and Chemical Reactions Life Processes Interrelationships in Earth/Space Systems Earth Patterns, Cycles, and Change Resources

Vacations, Holidays & Closings

We believe we can provide the best care to your children when we care for ourselves and our families as well. We are closed for the following holidays:

- New Year's Day — January 1
- Staff Training Day — Third Friday in January
- Good Friday — Friday preceding Easter Sunday
- Easter — Monday following Easter Sunday
- Staff Training Day — Third Friday in April
- Memorial Day — Last Monday in May
- Independence Day — July 4
- Staff Training Day — Third Friday in July
- Labor Day — First Monday in September
- Staff Training Day — First Friday in October
- Veterans Day — November 11
- Thanksgiving Day — Fourth Thursday in November
- Black Friday — Day after Thanksgiving
- Staff Training Day — First Friday in December
- Winter Break — Christmas Eve through December 31

If a holiday falls on a Saturday or Sunday, it will be observed either the preceding Friday or the following Monday. All scheduled closings will be announced in advance to help families make alternative arrangements.

Staff training days may vary from year to year and will be announced each January.

Delays, closings, late openings, and early dismissals may occur due to inclement weather, power outages, outbreaks of dangerous illnesses, staff training, or other circumstances deemed necessary by administration. Decisions will be made as early as possible, and families will be notified promptly.

Tots N Toyland does not follow the public school system's schedule for weather-related delays or closings. All decisions regarding closures, late openings, and early dismissals are at the discretion of administration.

Notifications will be sent through the Brightwheel app, our primary method of communication. Families are responsible for staying connected to Brightwheel to receive important announcements and updates.

Behavior & Discipline

Children are still learning how to manage emotions, follow directions, and interact appropriately with others. Our goal is to help every child become a respectful, confident, and productive member of the classroom community. We use a consistent three-step process to teach positive behavior.

Our Three-Step Behavior Process

1. Redirection and Modeling

We use positive redirection, offer choices, and model appropriate behavior. Rather than focusing only on what a child should not do, we teach them what they can do instead. Our goal is to help children develop self-discipline, manage emotions, and cooperate with others.

2. Removal and Conversation

If redirection is ineffective, we may remove the child from the situation and calmly discuss their behavior and more appropriate choices.

3. Time-Out (*Teacups classrooms excluded*)

If redirection and conversation do not resolve the behavior, we may use a time-out to reinforce a consequence or give the child time to calm down before returning to the activity. Time-out duration will correspond to the child's age in years (for example, a three-year-old may have a three-minute time-out). ****Time-Out is not a behavior strategy used for children under age two.***

This process will be applied consistently, except when immediate action is necessary to address a dangerous situation. Classroom Expectations and Individual Needs

We want every child to succeed at Tots N Toyland, but we recognize that childcare is not the right fit for every child. Some children have difficulty adjusting to group-care expectations and may withdraw from activities or engage in disruptive behaviors.

Disturbances to the Classroom Environment or Failure to Thrive

A successful classroom depends on children being able to participate in activities, follow reasonable directions, and respect the needs of others. When behaviors are frequent or prolonged, they may interfere with learning and indicate that a child needs additional support. We use the following criteria to evaluate whether our environment can adequately meet a child's needs.

Examples include, but are not limited to:

- ✧ Noncompliance with teacher directives
- ✧ Failure to remain seated during meals or group activities
- ✧ Back-talk
- ✧ Elopement or refusal to remain with staff
- ✧ Screaming lasting more than 30 minutes
- ✧ Purposefully dumping material bins or unreasonably destroying organized materials
- ✧ Refusal to assist with cleanup
- ✧ Climbing furniture
- ✧ Withdrawing from or hiding from the group
- ✧ Disrupting other children's sleep
- ✧ Intentionally aggravating peers

These behaviors may indicate that a child is struggling to adjust to the classroom environment. We will work with the child to improve behavior and keep families informed through Brightwheel, documenting progress and ongoing concerns.

If these disturbances are not sufficiently improved within two months, or if we cannot resolve behaviors that significantly interfere with the group's learning and well-being, we may ask the family to arrange an alternative care environment better suited to the child's needs.

Behavior & Discipline - Continued

Forbidden Actions w/ Incident Report

A parent signature is required for each Incident Report to ensure families are aware of the behavior, its frequency, and the circumstances surrounding it. The following behaviors require an Incident Report each time they occur:

- ✧ Biting, kicking, hitting, punching, or slapping
- ✧ Foul language, verbal threats, spitting, or screaming lasting longer than 30 consecutive minutes
- ✧ Choking or pinching
- ✧ Property destruction
- ✧ Inappropriate physical contact or exposure
- ✧ Elopement or intentional refusal to stay with staff

Progressive Action Timeline (PAT)

Our Progressive Action Timeline is designed to address recurring behaviors and protect the well-being of all children.

Step 1: First Parent Conference

After 5 Incident Reports within a 28-day period, we will request a parent conference to discuss the behaviors and develop an intervention plan.

Step 2: Second Parent Conference

We will continue observing the child's behavior and evaluating the intervention. If an additional 5 Incident Reports occur within the next 28-day period, we will hold a second conference to develop additional or alternative interventions.

Step 3: Alternative Care Arrangement

If the behavior continues and an additional 5 Incident Reports occur within another 28-day period after the second conference, we will be unable to continue accommodating the behavior and will request that the family arrange an alternative care environment.

Ending care is a difficult decision. We are committed to working with families throughout this process so they remain informed, involved, and aware of their child's behavioral progress and our efforts to provide support.

Biting Provision

Biting always requires an Incident Report but follows additional guidelines based on the child's classroom. Bites are evaluated in groups of five within a 28-day period, unless a more specific policy below prevails.

Bite Severity Levels

Level 1: A red mark, superficial tooth marks that fade within an hour, or a welt.

Level 2: A bite that leaves bruising.

Level 3: A bite that breaks the skin and causes bleeding.

Toyland Teacups — Ages 0–23 Months

Children in Teacups are not subject to removal from care due to biting, except when five Level 3 bites occur within any 60-day period.

Toyland Travelers — Ages 24–47 Months

Level 1: Follows the standard Progressive Action Timeline.

Level 2: An intervention is required after five occurrences. Biting is tracked over 12 consecutive weeks beginning with the first bite. A calendar week is considered “Bite Positive” when more than two bites occur during that week.

If more than eight weeks within a 12-week period are Bite Positive, whether consecutive or not, we may request removal from care.

Five Level 3 bites within any 60-day period may also result in a request for removal from care.

Toyland Trailblazers — Ages 48 Months Through Kindergarten Entry

Removal from care may be requested if either of the following occurs:

Five Level 1 or Level 2 bites within any 180-day period.

Two Level 3 bites within any 180-day period.

Arrival, Departure, and Transportation

Drop-Off and Pick-Up Expectations

Please limit drop-off and pick-up time to less than three minutes per classroom. Multiple families often arrive simultaneously, and brief transitions help staff maintain supervision and keep children safe.

If you need to discuss your child for more than three minutes or would like to observe the classroom for longer, please notify us in advance so we can schedule a time to give you our full attention.

Arrival and Departure Procedures

Children must be accompanied by an adult inside the building at all times and must be transferred directly to or from a staff member in their classroom. A transfer is complete only when the parent and staff member acknowledge one another through a verbal greeting, eye contact, and a clear understanding that responsibility for the child is changing hands.

Parents must scan their child in and out using the Brightwheel QR code at the entrance or classroom door.

At drop-off: Parents are responsible for their child's care and supervision until the child is directly transferred to a staff member in the classroom.

At pick-up: Parents assume responsibility for their child once the transfer to the parent takes place. Staff are no longer responsible for the child's supervision after the transfer.

Drop-off and pick-up are intended for brief parent-teacher communication. Please schedule a separate meeting for longer conversations.

Separation Anxiety

Separation anxiety is common in young children, and we understand that goodbyes can be difficult. We recommend a clear, reassuring goodbye followed by a prompt exit. Our staff will comfort your child and help them settle into the day.

Parents who need additional time to comfort their child should do so before entering the building. **Parents may not remain in the classroom for more than three minutes during drop-off.**

Operating Hours and Late Pick-Up Fees

Opening time: 7:30 a.m. No early admittance is permitted.

Closing time: 5:30 p.m. Parents and children must gather their belongings and exit the building by 5:30 p.m. sharp. Any parent and child still inside the building after 5:30 p.m. will be considered late, regardless of the child's Brightwheel checkout time.

Late fees apply to pick-ups after 5:30 p.m. and after an early dismissal:

Pick-Up Time	Minutes Late	Late Fee
5:31–5:35 p.m.	1–5 minutes	\$25
5:36–5:39 p.m.	6–9 minutes	\$35
5:40–5:45 p.m.	10–15 minutes	\$50
5:46 p.m. or later	16 minutes or more	\$75

If a child remains at the Center for 20 minutes after closing and neither the parents nor emergency contacts can be reached, we will contact the appropriate authorities to help arrange appropriate care for the child.

Transportation

Tots N Toyland does not provide transportation to or from the Center under any circumstances.

Custodial Parent's Right to Access the Center

A custodial parent has the right to enter the Center while their child is in care and must be granted immediate access when their child is present, unless the parent's behavior poses a danger to children or staff. A noncustodial parent will also be granted access unless a court order restricts that access.

Illness, Injury, and Emergencies

Illness Policy

We work hard to keep our children and staff healthy. Children showing signs or symptoms of illness may not attend Tots N Toyland until they meet the Center's return-to-care requirements.

Symptoms include fever, vomiting, rash, fatigue, loss of appetite, pink eye, diarrhea, productive or nonproductive cough, muscle aches or pains, chills, or sweating.

If your child becomes ill while at the Center, we will contact you to arrange prompt pickup. A child sent home due to illness may not return the following day. They may return the day after that if symptoms have not returned and they otherwise meet the Center's return-to-care requirements.

Medications will not be administered at our center unless necessary for life-threatening conditions such as asthma, anaphylaxis or bacterial/fungal infections. The following medications are administered: Epi Pen, Nebulizer, Inhaler, Benadryl, antibiotics needed three or more times daily.

Cold sores or Warts must be dried up and healed before your child can return to daycare. This communicable virus is easily spread through saliva and skin contact.

Head Lice evidenced by adult bodies or eggs will be considered an active infestation and will need to be treated and removed before your child can return to care.

Influenza and RSV: Children who test positive for influenza or RSV may not return to care for at least four days.

Return-to-Care Requirements

Children sent home due to illness may return to Tots N Toyland only after being free of symptoms for at least 24 consecutive hours.

If a child continues to show symptoms, a written note from a licensed healthcare provider clearing the child to return to care is required before readmission. The note must indicate that the child is well enough to participate in normal daily activities and does not pose a risk to the health of other children or staff.

Tots N Toyland reserves the right to exclude a child who continues to exhibit symptoms that interfere with participation in care or raise concerns about the spread of illness, even if a healthcare provider's note has been provided.

All children must also meet any additional return-to-care requirements applicable to their specific illness, including any required exclusion periods.

Injury and Emergency Preparedness

We take every precaution to prevent illness and injury, and trained staff are always on-site while children are in care. Tots N Toyland maintains an Emergency Plan, which is included in this welcome packet and available for review at the Center or online at www.totsntoyland.com.

Communicable Disease Reporting

Parents must notify Tots N Toyland if their child or a member of their immediate household has been exposed to, or is suspected of having, a serious communicable illness, including influenza, measles, chickenpox, rotavirus, hepatitis, whooping cough, RSV, meningitis, COVID-19, or other significant infectious diseases.

Parents must report any reportable communicable disease, as defined by the State Board of Health, within 24 hours or by the next business day after diagnosis in their child or a member of the immediate household. Life-threatening diseases must be reported immediately.

Prompt notification allows us to take protective measures and help prevent the spread of illness to other children and staff. Failure to report required communicable disease information may result in termination of care.

Health and Safety

Nothing is more important than your child's health and safety. Tots N Toyland follows established procedures to help prevent illness, reduce risks, and protect every child in our care.

Handwashing

Handwashing is one of our best defenses against illness. Staff and children wash their hands regularly with warm, soapy water, including before and after meals and before and after diapering or toileting. We encourage thorough handwashing for approximately the time it takes to sing the ABCs twice.

Immunization Records

Immunization records must be provided before care begins. Children must meet applicable vaccination requirements or have a valid medical or religious exemption, as permitted by Virginia law.

Shoes in Classrooms

Shoes are not permitted beyond the entrance of our classrooms, including shoes worn by children and parents. Please walk only on the hard-surface flooring and keep shoes off the carpets where children crawl and play.

Food Safety

We follow proper food-handling procedures to protect children from foodborne illness. Food is checked for freshness and safety, handled appropriately, and served using clean equipment and sanitized surfaces.

Cleaning and Sanitation

Classroom surfaces, toys, and shared materials are cleaned and sanitized daily and as needed throughout the day to help reduce the spread of germs.

Diapering and Bathroom Assistance

Girls are wiped from front to back during diapering and toileting. We encourage children to develop bathroom independence while assisting with hygiene and cleanup when needed.

Childproofing and Hazard Prevention

We regularly check the environment for potential hazards. Safety measures may include outlet covers, secured gates, drawer locks, door knob covers, and safeguards against choking hazards, trip hazards, and hazardous cleaning materials.

Reporting Suspected Child Abuse or Neglect

Tots N Toyland staff are mandated reporters and receive training in recognizing and reporting suspected child abuse and neglect, including at least sixteen hours of annual training as required by our policy. Any employee who suspects abuse or neglect must report it to the appropriate authorities as required by law.

Our Center uses a 25-channel audio and video surveillance system that records continuously. Surveillance is one part of our broader commitment to maintaining a safe environment and protecting children from mistreatment.

Environmental and Facility Safety

Our facility is in a building constructed after the bans on lead-based paint and asbestos. We regularly monitor the environment for potential hazards, including poisonous plants. The Center uses Rockingham County water and does not keep animals on-site. Fire safety measures include a monitored alarm system, fire extinguishers, and established evacuation routes. We also maintain stocked first-aid supplies for use when needed.

Hours of Operation & Notice of Change in Services

We are open Monday through Friday from 7:30am until 5:30pm. We are closed on Saturday and Sunday. Our opening and closing times are not flexible and will result in fees or possible dismissal from our program if they are not adhered to. We are full-time, full-year center. You are free to utilize our center during any operating hours as you need. Tuition is a flat weekly rate regardless of days attended by the child or authorizations from subsidy organizations.

3 Week Notice

We hate to see you go, but we understand that life happens and circumstances change. If you plan to discontinue services, we require three weeks (15 operating days) of paid advance notice. This allows us to say farewell to your child and make the necessary arrangements for our schedule.

The deposit will be refunded at the end of care, provided the required notice has been given and all tuition fees are up to date. If notice is given midweek, a prorated charge of \$60 per day will apply, regardless of the child's age group.

Please remember that subsidy agencies authorize payment only for the period during which your child is in care. You must make appropriate arrangements with your subsidy agency and coordinate your child's expected withdrawal date to comply with this 15-operating-day notice policy.

Unfortunately, consistent violations of our policies would result in the end of care for your child here at Tots N Toyland. We hope never to see this happen. However, if we feel we are no longer the best fit for your needs, we will give you notice and do our best to help you find a suitable alternative.

Regardless of any policies written elsewhere in this document, dangerous behavior that cannot be brought under control and risks the safety of others will result in the end of care from our preschool immediately. Tots N Toyland reserves the right to terminate care at any time and for any reason determined necessary by admin.

Rates will be reviewed the first week annually in November and are subject to adjustment up or down as the industry suggests. We will always give you adequate time for adjustments and keep a transparent record of why rates are being altered. Rates are weekly and flat regardless of days attended or reduced day authorizations from Subsidy organizations.

Vacation time, daily curriculum, and holidays should stay the same. We do not anticipate any of these to change, but if they do, we will provide adequate notice.

Tots N Toyland Emergency Preparedness Procedure

Procedural Components for:

1. Sounding of Alarms - In the event of an emergency of any kind, staff who recognize the threat will immediately alert all other staff/administrator/program directors by messenger app.
 - a. If the threat warrants an evacuation such as fire, flood, fumes, leak, or chemical hazard, the manual pull-station for fire will be activated and the building sirens and strobes will activate. The evacuation procedure will be initiated as planned. In the event of an intruder, the Lockdown procedure will be initiated without sirens if the intruder is still outside the building. If the intruder enters the building, the Intruder Lockdown Plan will be initiated; including pulling the manual pull station to sound the sirens and strobes. The lockdown will occur by classroom to keep children/adults from being targets of the intruder. If children can exit, they will do so. If they are unable to evacuate without becoming highly visible, children will/adults will hide. As a last resort, adults will defend children using force as necessary to prevent injury or loss of life.
 - b. If the threat is a weather/natural disaster related event such as high wind, tornado, earthquake or lightning storm, all children will shelter in place away from windows, towards the interior of the building, and underneath tables. There will be no sounding of alarms.

2. Emergency Communication

- a. Primary Emergency Officer: Erica Dorsey — 540-282-7453
- b. Backup Emergency Officer: Callie Dean — 540-292-6924

Local Authorities and Emergency Contacts

Emergency Services: 911

Rockingham County Police: 540-564-3800

Rockingham County Fire & Rescue: 540-564-3175

Rockingham County Department of Social Services / Child Protective Services: 540-574-5127

Poison Control: 800-222-1222

Local Media (WHSV): 540-433-9191

- c. The administrator or program director on duty will notify the appropriate local authorities and parents as required by the circumstances. The administrator or program director on duty will also notify local media when appropriate.
- d. The center has a main telephone line connected to the administrative office, cellular phones available to staff, Wi-Fi internet access throughout the building, and a messaging app for direct communication. These communication systems support coordination and the safe operation of the center during an emergency.

3. Evacuation

- a. The primary assembly point is in the front of the building on the playground. The secondary assembly point is in the front of the building in the grass area located on the side of the building. Head counts will be performed before evacuation and immediately after reaching the assembly point. Primary means of egress are the two main doors located in the front lobby of the building or doors located inside the classrooms. The secondary means of egress is a door located in the rear of the building through the center hallway.
- b. The sign-in/out information and parent/emergency contact information is electronically available in our Brightwheel app and accessible to all staff should we need to evacuate the building. The emergency supply bag located at the front central entrance/exit will include this emergency plan, emergency medication, weather band radio with extra batteries, snacks, water bottles, first aid kit, flashlight, baby bottle and ready-to-eat formula, diapers and wipes, and our relocation site's name and telephone number. The front classroom teacher or office staff is responsible for taking the bag outside.
- c. In a full building evacuation, staff must complete a headcount before and after exiting. An immediate attendance report must be sent to the director on duty, and each supervising teacher must physically account for every child in their care. Parents, administrators, and emergency authorities will be notified using available cellular phones or, if necessary, communication resources at neighboring businesses.

4. Shelter-In-Place

- a. When a shelter-in-place situation occurs, children will be moved to the two interior classrooms in the center of the building, away from windows and doors. Children will shelter underneath tables and huddle together. Large furniture and interior walls will provide additional protection from debris. The primary shelter location is the interior area of the building away from windows and doors. The secondary shelter location is the middle hallway in the center corridor. Headcounts will be conducted before sheltering and immediately after children reach the designated shelter location.
- b. Sign-in/sign-out records and parent and emergency contact information are available electronically through the Brightwheel app and accessible to staff during an emergency. The emergency supply bag, located at the front central entrance/exit, will contain this emergency plan, emergency medication, a weather-band radio with extra batteries, snacks, water bottles, a first-aid kit, a flashlight, a baby bottle and ready-to-feed formula, diapers and wipes, and the name and telephone number of the relocation site. The front classroom teacher or office staff member is responsible for taking the bag outside when it is safe and appropriate to do so. Parents, administrators, and emergency authorities will be notified using available cellular phones or, if necessary, communication resources at neighboring businesses.

5. Facility Containment

The facility will remain locked and secured at all times. Individuals outside the facility may enter only when authorized by an adult inside the building using the electronic access pad or by using assigned credentials on their personal phone.

All windows will remain closed and locked except when opened as needed for seasonal ventilation.

In the event of an emergency, staff members who recognize the threat will immediately notify all other staff members, the administrator, and program directors through the designated messaging app.

6. Staff Training and Drill Frequency

Before or beginning on their first day of employment, staff members will complete three eight-hour training sessions. Staff will also participate in 24 hours of annual training administered by the center's directors. Training topics will include child development, food safety, illness and disease, CPR and first aid, staff and child health and safety, injury prevention, playground safety, preventing and reporting child abuse and neglect, confidentiality and privacy policies, workplace best practices and ethics, parent/teacher communication, professional etiquette, emergency drills, curriculum planning, and center-related operations.

Staff will receive training on emergency situations and procedures. Required drills will include monthly fire drills, intruder drills twice per year, and shelter-in-place drills twice per year. After each drill, all directors will assess and review the plan. Staff members will be invited to provide input, and necessary changes will be implemented promptly. If problems are identified and changes are made, a follow-up drill will be conducted the following day to practice the revised procedures.

Special Procedures Developed

In the event of a terrorist attack, a lockdown drill will be initiated. All children will be sheltered in their classrooms with assigned staff and will remain there until local authorities report it is safe to evacuate. Parents/Administrator will be notified with available communication devices within the building by the director on duty.

Additional Procedures

Continuity of operations to ensure that essential functions are maintained during an emergency:

To ensure continuity of operations, annually, Tots N Toyland will conduct assessment of business operations, risks, preparedness for and response to recover from emergencies. This will be done in partnership with community emergency preparedness management, public school authorities, local law enforcement, fire and rescue response teams and health department personnel.

Relocation Site: Harrisonburg First Church of the Nazarene, 1871 Boyers Road, Harrisonburg, VA 22801. Phone: 540-434-1901.

Evacuation and Intruder Emergencies: If a threat requires evacuation, such as a fire, flood, fumes, leak, or chemical hazard, the manual fire-alarm pull station will be activated, causing the building's sirens and strobes to activate. Staff will then initiate the established evacuation procedure.

Weather and Natural Disasters: If the threat involves severe weather or another natural disaster, such as high winds, a tornado, an earthquake, or a lightning storm, all children will shelter in place away from windows, in the interior of the building, and underneath tables. Alarms will not be sounded.

Intruder Lockdown Procedure

1. If you alerted, “**LOCKDOWN**” through the messenger app or an administrator announces the lockdown in person:

Classroom teachers are to:

- a. Quickly direct children and other staff members to the interior classrooms in the center of the facility in order to prepare for immediate evacuation in the event the intruder gains access to the building.
 - b. Place children against the wall, so that the intruder cannot see them looking in the door. Place all children under age two in available cribs with the youngest first.
 - c. Keep children quiet.
 - d. Call 911 immediately to alert local law enforcement.
 - e. Take a headcount at the assembly point to ensure all children are accounted for.
 - f. If children and teachers are outside the school building, they should immediately move into the interior of the playground, line up against the side walls and remain still and quiet. Staff will be directed where to relocate if necessary, depending on the situation.
 - g. If teachers and children are in the bathrooms, they should immediately move to the assembly point which is located in the interior rooms in the center of the building.
2. Stay in safe areas until directed by law enforcement officers or an administrator to move or evacuate. Never open doors during a lockdown, even in the event of a fire alarm. For further directives, law enforcement officers and administrators will make announcements over the intercom and teacher radios.
 3. An administrator will signal all personnel if the lockdown has been lifted by announcing the safe word “Lifted”.
 4. If an evacuation occurs, all persons/classrooms will be directed by a law enforcement officer or administrator to a safe location. Once evacuated from the building, teachers should take roll to account for all children present in class. Administrators/Directors will divide and keep in communication with cell phones.

If an intruder is outside the building, staff will initiate the Lockdown Procedure without sounding the alarms. If an intruder enters the building, staff will initiate the Intruder Lockdown Plan, including activating the manual pull station to sound the sirens and strobes.

The lockdown will be carried out by classroom to reduce the risk of children and adults becoming targets. If children can safely exit the building, they will do so. If evacuation would make them highly visible to the intruder, children and adults will hide. As a last resort, adults will use force as necessary to defend children and prevent injury or loss of life.

Injury Prevention Policies

Administrative Responsibilities

- ✧ Maintain a physical environment that includes but is not limited to undamaged and properly maintained walls, floors, fixtures, equipment, furniture, toys, utensils, bedding, fire alarm system, security camera system, doors, and bathrooms.
- ✧ Maintain a clean and hazard free entrance way, parking lot and outdoor playground area with adequate fencing to ensure children cannot wander away undetected.
- ✧ Maintain a pest-free environment.
- ✧ Maintain a comfortable environment consisting of an interior temperature of no less than 68 degrees F and adequate fresh air to mitigate the risk of excess CO2.
- ✧ Supervise all staff to ensure licensing standards are being met; and provide adequate training to staff in order to ensure those standards, as well as company established best practices are well understood.
- ✧ Remain updated on product recalls and register contact information with food and equipment suppliers to ensure timely notification in the event of a recall.
- ✧ Maintain records of injury reports, ask for feedback from staff and review and revise the data every 3 months or sooner if necessary to make changes to anything that suggests a pattern of causing injury.
- ✧ Regularly check and ensure the water temperature does not exceed 120 degrees F.
- ✧ Ensure staff are familiar with shaken-baby syndrome, abusive head trauma, and Sudden Infant Death Syndrome through regular training. Staff are instructed to request assistance from each other or administration if they feel overwhelmed when working with crying babies and need to step away to compose. Staff will regularly check sleeping babies every 15 minutes to ensure safe sleep, place infants on their backs to sleep, and keep the crib free of anything other than a thin blanket and pacifier.

Staff Responsibilities

- ✧ Directly supervise all children using sight and sound; and be aware of fall hazards, crush hazards, pinch hazards, entrapment hazards, food hazards, trip hazards, water hazards, projectile hazards, sleeping hazards.
- ✧ Set up learning centers in a way that provides adequate space around the center and between children to minimize the risk of children becoming trampled or injured by each other or others passing by.
- ✧ Practice proper hand washing frequency and technique.
- ✧ Encourage children to practice using “inside feet” (no running) and “inside voices” and position furniture and play centers in a manner that eliminates long corridors or large open spaces to discourage running while inside.
- ✧ Do not allow children to engage in big body play or unsafe acrobatics.
- ✧ Do not allow children to throw, hit or kick play equipment, unless it is designed for that use and it is done on the outdoor playground in an area that does not threaten to strike another child.
- ✧ Ensure all equipment and materials being offered to children are unbroken and well- maintained before access is given to it.
- ✧ Keep doors locked, items on shelves pushed back and secure, rugs flattened, furniture from protruding, equipment clean and sanitized, bedding tight and clean, floors free of unnecessary debris, water sources secure, and the environment free of hazards by consistently scanning for anything that could pose a risk of injury.
- ✧ Ensure food offered for consumption is free from any physical hazards, is properly cut to size and served uncontaminated and at the proper temperature.
- ✧ Place infants on their backs to sleep in a crib, ensure their bedding is tight and free of materials, ensure their airway is unobstructed and monitor closely during sleep to ensure their airway does not become compromised.
- ✧ Allow infants and children to eat at their own pace and never introduce food or drink into the mouth of a crying child.
- ✧ Remain updated on the most current training related to safety and prevention and collaborate with fellow workers weekly to discuss best practices.
- ✧ Maintain proper childproofing such as electrical outlet covers.
- ✧ Position staff in proximity to children who may struggle with biting, hitting or other similar behavior to quickly redirect them and protect the other child.
- ✧ Limit conversations to no more than a few minutes with parents at drop off and pickup.
- ✧ Use headcounts at all transitions.
- ✧ No smoking anywhere on the property.
- ✧ Secure all furniture to the floor and walls and store heavier objects on lower shelves.
- ✧ Maintain an open line of communication between staff members.
- ✧ Separate infants into their designated play space outside or while in mixed-age classes.
- ✧ Maintain a physical environment that includes but is not limited to undamaged and properly maintained fixtures, equipment, furniture, and toys.

Playground Safety Policies

Administrative Responsibilities

- ✧ Keep fences and gates stable and free of protruding nuts, screws or bolts.
- ✧ Ensure walkways are free moss or algae and remain non-slip.
- ✧ Ensure playground is free of litter, glass, sharp objects and animal droppings.
- ✧ Maintain a pest-free environment.
- ✧ Supervise all teaching staff to ensure licensing standards are being met; and provide adequate training to staff in order to ensure those standards, as well as company established best practices are well understood.
- ✧ Remain updated on product recalls and register contact information with equipment suppliers to ensure timely notification in the event of a recall.
- ✧ Maintain records of injury reports, ask for feedback from staff and review and revise the data every 3 months or sooner if necessary to make changes to anything that suggests a pattern of causing injury.

Staff Responsibilities

- ✧ Staff are responsible for the safety of all children on the playground and must maintain active supervision at all times.
- ✧ Active Supervision: Maintain visual and auditory supervision of every child. Position staff throughout the playground to eliminate blind spots, scan continuously, anticipate risks, and intervene promptly. Personal phones, distracting conversations, and congregating together are prohibited.
- ✧ Safety Inspections: Check the playground before use and monitor it throughout play for hazards, damaged equipment, unsafe surfaces, animal waste, unsecured gates, or unauthorized individuals. Immediately restrict access to unsafe areas and report hazards to the director.
- ✧ Safe Play: Ensure children use age-appropriate equipment properly. Intervene promptly to prevent dangerous climbing, roughhousing, pushing, conflicts, or other unsafe behavior. Stay close enough to assist children using equipment that presents increased injury risks.
- ✧ Staff Coverage: Communicate when changing positions or assisting a child. Never leave children without supervision or assume another staff member has taken over responsibility. Arrange coverage before leaving the playground or assisting away from the group, except when immediate emergency action is necessary.
- ✧ Weather and Conditions: Monitor weather, temperatures, air quality, and playground surfaces. Modify or discontinue outdoor play when conditions are unsafe, and watch for signs of heat, cold, or dehydration.
- ✧ Head Counts and Transitions: Count children before leaving the classroom, upon arrival, as appropriate during play, and before leaving the playground. Physically account for every child, secure gates, and immediately report any missing child or discrepancy to the director.
- ✧ Injuries and Emergencies: Respond promptly to injuries and emergencies while ensuring the remaining children stay supervised. Notify the director and complete required incident reports. Follow emergency procedures for missing children, unauthorized individuals, severe weather, and other threats.
- ✧ Accountability: Failure to actively supervise, maintain required staff-to-child ratios, follow safety procedures, or report hazards may result in corrective action, up to and including termination.

Injury Reports

Injury reports are written by staff when an injury occurs that requires first aid. Parental signature is required. All staff are instructed to notify parents as soon as possible of any injury that occurs in care. There may be times that immediate notification is not possible, but we will make every effort to inform you ahead of pick-up.

Staff Policies - Staff Training and Development

Procedures for supervising a child who may arrive after scheduled classes or activities including field trips have begun
Children arriving after scheduled classes, activities, or field trips have begun will be welcomed and promptly integrated into the activity when practical. If joining would be unreasonably disruptive, an alternative activity will be provided.

Procedures to confirm absence of a child when the child is scheduled to arrive from another program or from an agency responsible for transporting the child to the center

If a child transported by a private guardian has not arrived within 10 minutes of the expected arrival time, staff must notify the director on duty. If a child expected on a regularly scheduled bus has not arrived after the bus has made its stop, staff must notify the director immediately.

The director will make the necessary calls to locate the child. If the child is not located within 20 minutes, Erica Dorsey/Administrator, the child's parents, and local law enforcement will be notified.

Procedures for identifying where attending children are at all times, including procedures to ensure that all children are accounted for before leaving a field trip site and upon return to the center

Parents must complete sign-in/sign-out documentation. The director on duty will collect attendance reports multiple times throughout the day. Staff must conduct head counts whenever children transition between areas, including bathroom breaks, classroom changes, outdoor play, and field trips. Staff must account for every child before leaving a field trip site and again upon returning to the center.

Procedures for action in case of lost or missing children, ill or injured children, medical emergencies and general emergencies

Lost or Missing Children: Staff must immediately notify all staff on duty and the director through the center's communication system. Staff will secure and account for the remaining children while available staff conduct an active search. Security camera footage will be reviewed immediately to help identify the child's last known location. If the child is not located within 10 minutes, Erica Dorsey/Administrator, the child's parents, and local law enforcement must be notified. Staff must contact 911 immediately when circumstances warrant; emergency notification must not be delayed while waiting for the 10-minute period to expire.

Ill or Injured Children: The acting teacher will assess the child's condition and seek assistance from the director on duty as needed. Staff will provide appropriate comfort and first aid within their training. Parents will be contacted for pickup when necessary. Emergency services will be summoned when the child's condition requires immediate medical attention. An injury report must be completed and submitted to the director's office. The incident will be reviewed with the acting teacher, and preventive measures will be implemented when necessary. Suspected child abuse or neglect must be reported in accordance with applicable law and center procedures.

Medical and General Emergencies: Staff must immediately alert one another and the director on duty. Staff will assess the scene for safety, move other children away from danger, identify the nature of the emergency, and use appropriate personal protective equipment when needed. Staff must respond within their training and qualifications. Other staff will assist as needed by calling 911, retrieving first-aid supplies, evacuating or supervising children, contacting parents, and notifying Erica Dorsey/Administrator.

Policy for any administration of medication

Medication will not be administered at the center except for emergency or life-sustaining medications, such as EpiPens, Benadryl, nebulizers, inhalers, or antibiotic/antifungal medications needed more than 3 times daily, as permitted by center policy and applicable requirements. If this policy changes, only directors with current Medication Administration Training (MAT) may administer medication.

Long-term prescription medications and over-the-counter medications may be permitted with written authorization from the child's physician and parent, subject to applicable requirements and center policy. Medication authorizations must be renewed as required. When an authorization or medication expires, the parent will be notified and must renew the authorization or provide unexpired medication. The parent must collect the medication within 14 days. Staff will regularly inspect the medication storage box for expired medications. Expired or unclaimed medication will be disposed of in accordance with applicable requirements and safe disposal procedures.

Procedures for response to natural and man-made disasters

In the event of a natural or man-made disaster, staff will follow the center's emergency procedures and move children to the designated shelter or evacuation location appropriate to the hazard. Children and staff will remain in the protected location until authorized emergency responders or the director on duty determine that it is safe to move. Staff will call 911 when necessary and notify parents and Erica Dorsey/Administrator as soon as it is safe to do so.

Child Supply List

<u>Teacups 0-15 Months</u> 1 Swaddle Blanket/Outfit 1 Box Diapers 1 Box Wipes 2 Pacifiers 3 Bottles/Nipples Size 1,2, and 3 1 Formula Infant Food 2 Changes of Clothing Diaper Cream <i>*All items must be labeled with the child's name</i>	<u>Teacups 16-23 Months</u> 1 Blanket 1 Crib Sheet or Cot Mat 1 Box Diapers 1 Box Wipes 1 Pacifier 2 Changes of Clothing Diaper Cream <i>*All items must be labeled with the child's name</i>
<u>Travelers 24-35 Months</u> 1 All-In-One Sleep Bag 1 Box Diapers/Pull Ups 1 Box Wipes 2 Changes of Clothing 1 Diaper Cream 1 Insect Repellent <i>*All items must be labeled with the child's name</i>	<u>Travelers/Trailblazers 36-60+ Months</u> 1 All-In-One Sleep Bag 1 Box Diapers/Pull Ups (if necessary) 1 Box Wipes 2 Changes of Clothing Extra Pair of Underwear Diaper Cream (if necessary) 1 Insect Repellent <i>*All items must be labeled with the child's name</i>

Sunscreen/Diaper Ointment/Insect Repellent Diaper ointment and insect repellent is to be supplied by the family of the enrolled child. The product must be over-the-counter, properly labeled with the child's full name and not be expired. Staff are to apply these products as needed, using the manufacturer suggested application guidelines and in compliance with state-mandated application procedures. A written authorization form must be signed annually by the child's guardian. Sunblock is provided by the center and is not needed unless a specific product is desired. If a specific product is needed, it must be labeled and not expired.

Please inform us as soon as possible if you are in need of assistance with supplies. We will never allow a child to go without.

Toys or Other Items from Home

Outside items, including but not limited to toys, lovies, and trinkets, are not permitted without prior written approval from administration. This policy applies to all age groups. Tots N Toyland is not responsible for lost or broken items brought into the center without following this approval policy.

Tots N Toyland Meal Policy

Dear Parents,

Children are unique and notoriously picky with their diet preferences. We aim to support each child with proper nutrition by offering a clean and family-style environment where they have adequate time and freedom to eat and engage in community conversation. All food is provided by the individual families and sent daily to be stored in the child's cubby until the designated meal times. The family always provides formula and baby food, and we encourage providing a variety of items for each meal. We have time set into our daily schedule for breakfast, lunch, and an afternoon snack.

Families may send the types and amounts of food they consider appropriate for their child, taking into account the child's schedule and preferences. Staff will record meal consumption in our daily communication app so families can see how much their child ate.

All food items and food containers must be labeled directly on each individual item with the child's name. If food or beverages are not in their original containers, the date must also be written on the item each day. Please include food and beverages for every meal, a cold pack to help keep food at a safe temperature throughout the day, and any utensils your child needs to eat. Families are responsible for providing their child's utensils. Our website offers guides and recommendations to help families pack balanced, nutritious meals.

Staff will review each child's allergy information before meals. When a child has a food allergy, we will adjust seating arrangements as needed to reduce the risk of cross-contamination.

Choking Hazards: Foods identified as choking hazards, including popcorn, are not permitted at the center. Foods such as grapes, cherry tomatoes, and hot dogs must be cut into appropriately small pieces by the parent or guardian before being sent to the center. Families are responsible for preparing these foods safely before packing them for their child.

Breast milk must be sent from home in bottles labeled directly with the child's name and the current date. Any unused breast milk will be left in the bottle, capped, and placed back in the family-provided cooler to be sent home that day. Bottles containing breast milk will not be washed or cleaned at the center.

Sincerely,

Erica, Callie and Jackie

Parent/Teacher Communication

Dear Families,

Each day, you will receive a verbal report from your child's teacher informing you of the highlights of the day, basic information regarding eating, bathroom use, and napping, and any significant developments or events. This information will also be logged in Brightwheel. All communication with teachers must take place through Brightwheel. Teachers may not communicate with families through personal text messages, other messaging apps, social media, or phone calls.

Teachers will plan lessons around each child's specific needs and document classroom developmental progress using a uniform checklist of age-appropriate developmental characteristics. These records will be maintained and reviewed with the program director every six months.

We believe parents are the most crucial part of a child's life and we want to share everything we can with you to make your child's experience here a positive one. Every six months, we will hold parent/teacher conferences to address your child's developmental progress and discuss any topics you choose. It will also serve as an opportunity for you to see how amazingly fast your little one is learning and gaining positive experiences. These individual conferences will be held during the weekday for 15 minutes each between 12:30pm and 2:30pm via conference call.

We operate transparently. We always have, and we always will. Your suggestions and feedback are what make this center a great place. Please never hesitate to voice concerns or offer advice. Our doors remain open.

Sincerely,
Erica, Callie, and Jackie

Brightwheel

Brightwheel is the system Tots N Toyland uses to communicate with families and teachers and to track attendance. Families must scan the QR code upon entering and leaving the building to check their child in and out. Through Brightwheel, families can view the activities their child participated in throughout the day. Our teachers prioritize the children in their care. They may wait until nap time to upload updates when necessary so they can remain focused on supervising and caring for the children. A lack of updates during the day does not necessarily mean that something is wrong. All communication with teachers must take place through Brightwheel. Teachers may not communicate with families through personal text messages, other messaging apps, social media, or phone calls.

Rates and Fees Sheet

Rates

Child Classification	Age Range	Weekly Rate
Infant	0–15 months	\$275.00 Weekly
Toddler	16–23 months	\$275.00 Weekly
2 Years	24–35 months	\$237.00 Weekly
Preschool	36 months– Kindergarten	\$227.00 Weekly

Fees

Description	Type	Amount	Frequency
Registration	Nonrefundable	\$100.00	One-time enrollment
Activity	Nonrefundable	\$100.00	Annually in January
Returned Check	Nonrefundable	\$35.00	Each NSF check
Late Payment	Nonrefundable	\$20.00	Each occurrence
Late Pickup	Nonrefundable	\$25.00–\$75.00	Each occurrence
Deposit	Refundable	\$400.00	One-time enrollment

- ✧ Tots N Toyland does not offer a sibling discount.
- ✧ The listed fees are on a per child basis, with the exception of the returned check, late fee, and late pick up fees.
- ✧ Payment is due by Monday at the close of business - 5:30 pm. The payment box will be collected Monday night at 5:30 pm and online payments will be processed at close of business.
- ✧ If your check payment is not in the box by close of business Monday, a \$20 late fee will be assessed and expected to be paid on Tuesday via money order or cashiers check before your child can return.
- ✧ Deposits are not fees. They are a safeguard for the business and will be refunded at the end of care, if all financial obligations have been met and the 3 week (15 paid days) has been given and honored.
- ✧ An extended period of 4 weeks is allowed for multiple children deposit payments with a minimum monthly payment of \$100 to be paid towards the deposit balance.
- ✧ If you have multiple children in care and make your payment late or pick up late, the late fee will be flat, not per child. Consistent late payments or pickups will be cause for dismissal from the program.
- ✧ A returned check will result in a “returned check fee” but it will not result in a late fee as well. However, your child will not be permitted to return to care until repayment has been made.

Payment

We accept checks and automatic ACH bank drafts through the Tuition Express/MyProcare system. During enrollment, you will receive a secure link to enter your banking information.

Automatic payments are processed on Mondays, but the withdrawal may not immediately appear in your bank account. Depending on your bank, it may take 2–4 business days for funds to be withdrawn. Please ensure sufficient funds are available when payment is processed on Monday, even if the withdrawal appears later in the week.

Weekly tuition is due regardless of unexpected closings, including holidays, training days, and weather-related closures, or absences for any reason, including illness and vacation. Missed days are still considered enrolled days and require payment.

Families receiving assistance through subsidy or grant programs must notify management if authorization does not cover the full flat weekly tuition amount. Private payment arrangements must be made to cover any shortfall.

All payments must be made payable to Tots N Toyland.

Contact Information

Address	1634 Spring Port Drive, Rockingham, VA 22801
Main Phone Tots 'N Toyland	540-421-4754
Tax ID/EIN Tots 'N Toyland	82-4913237
Website	www.totsntoyland.com
Email	info@totsntoyland.com
Program Director/Administrator	Erica Dorsey 540-282-7453 erica@totsntoyland.com
Program Director	Callie Dean 540-292-6924 callie@totsntoyland.com
Assistant Program Director	Jacqueline Morales 540-208-8336 jackie@totsntoyland.com

Daily Schedule

Note: Diaper changes for infants and Toddlers are not accurately reflected in this schedule for the purpose of space.

Tots N Toyland Schedule

TIME	Toddlers	Twos 1st Half	Twos 2nd Half	Preschool 1st Half	Preschool 2nd Half
7:30-8:00	Free Play	Free Play	Free Play	Free Play	Free Play
8:00-8:15	Reading Time	Reading Time	Reading Time	Reading Time	Reading Time
8:15-8:30	Diapers/Wash	Bathroom/Wash	Bathroom/Wash	Bathroom/Wash	Bathroom/Wash
8:30-9:00	Breakfast	Breakfast	Breakfast	Breakfast	Breakfast
9:00-9:15	Rise and Shine	Rise and Shine	Rise and Shine	Rise and Shine	Rise and Shine
9:15-10:15	Art/Math/Science/Sensory	Outdoor Time	Art/Math/Science/Sensory	Outdoor Time	Art/Math/Science/Sensory
10:15-11:15	Outdoor Time	Art/Math/Science/Sensory	Outdoor Time	Art/Math/Science/Sensory	Outdoor Time
11:15-11:30	Diapers/Wash	Bathroom/Wash	Bathroom/Wash	Bathroom/Wash	Bathroom/Wash
11:30-12:00	Lunch	Lunch	Lunch	Lunch	Lunch
12:00-12:30	Lights Down/Quiet Transition	Lights Down/Quiet Transition	Lights Down/Quiet Transition	Lights Down/Quiet Transition	Lights Down/Quiet Transition
12:30-1:00	Nap	Nap	Nap	Nap	Nap
1:00-1:30	Nap	Nap	Nap	Nap	Nap
1:30-2:00	Nap	Nap	Nap	Nap	Nap
2:00-2:30	Nap	Nap	Nap	Nap	Nap
2:30-2:45	Diapers/Wash	Bathroom/Wash	Bathroom/Wash	Bathroom/Wash	Bathroom/Wash
2:45-3:00	Snack	Snack	Snack	Snack	Snack
3:00-3:30	Music/Dance/Alt Outdoor	Music/Dance/Alt Outdoor	Music/Dance/Alt Outdoor	Music/Dance/Alt Outdoor	Music/Dance/Alt Outdoor
3:30-4:00	Craft	Craft	Craft	Craft	Craft
4:00-4:15	Diapers/Wash	Bathroom/Wash	Bathroom/Wash	Bathroom/Wash	Bathroom/Wash
4:15-4:30	Reading Time	Reading Time	Reading Time	Reading Time	Reading Time
4:30-5:00	Table Games	Table Games	Table Games	Table Games	Table Games
5:00-5:30	Cleanup/Pickup	Cleanup/Pickup	Cleanup/Pickup	Cleanup/Pickup	Cleanup/Pickup

* Diaper changes for Infants and Toddlers are not accurately reflected in this schedule for the purpose of page space.

Enrollment Checklist Needed at Orientation Scheduled on _____

<u>Initials</u>	<u>Required Paperwork</u>	<u>Clarifying Details</u>
_____	Registration Form	
_____	_____	*includes 4 different phone numbers for parents
_____	_____	*work phone numbers CANNOT be personal cell
_____	_____	*includes full addresses for emergency contacts
_____	Over-the-Counter Skin Product Form	*includes known allergies, chronic problems, physician/phone
_____	Copy of Birth Certificate or Proof of Birth Letter	
_____	Immunization Record	
_____	_____	*dated prior to first day of attendance
_____	Physical Record	
_____	_____	Within 2 months of attendance for children ages 0–6 months
_____	_____	Within 3 months of attendance for children ages 7–18 months
_____	_____	Within 6 months of attendance for children ages 19–24 months
_____	_____	Within 12 months of attendance for children ages 25 months and older
_____	Enrollment Contract	
_____	_____	* Email addresses
_____	Fees Agreement Form	
_____	Tuition Express Banking Info or Paper Checks?	
_____	_____	*Autodraft from Tuition Express - YES or NO
_____	Audio/Video Surveillance Form/Photography	
_____	Christian Lesson Consent Form	

<u>Initials</u>	<u>Supplies Needed</u>	<u>Clarifying Details</u>
_____	All-In-One Sleeping Bag	We will collect your child's supplies and set up their cubby
_____	Change of clothes	Cubby location will be identified at orientation
_____	Diapers	
_____	Wipes	
_____	Diaper Cream	
_____	Insect Repellent	
_____	Sunblock	
_____	Pacifier with strap	

<u>Initials</u>	<u>Fees</u>	
_____	\$400 Deposit per child	*Deposits above \$400 can be broken out into multiple
_____	\$100 Registration Fee	payments per our policy

<u>Initials</u>	<u>Steps Taken in Preparation for Meeting</u>
_____	Download Brightwheel App
_____	Download Paxton Key App
_____	Bring mobile phone and have access to email

Enrollment Contract

It is my desire to have my child enrolled at Tots N Toyland. I have received a copy of the Welcome Packet and all accompanying forms. I have read, understand, and agree to abide by the policies contained therein. I understand that failure to follow the policies outlined in this packet may be sufficient cause for the program to end care. I agree to provide a minimum of three paid weeks of written notice (15 full paid operating days) of my intent to withdraw my child from the program. If the required notice is not provided, I agree to pay for the final three weeks of care, and I understand that my deposit will be forfeited. Please initial next to each item.

_____ I understand that I must provide a completed medical/immunization form to Tots N Toyland prior to the first day of services.

_____ I understand the rates and fee schedule and agree the weekly tuition rate is flat and to be paid regardless of days attended.

_____ I understand that payment is due no later than Monday at 5:30pm of each week and is subject to a \$20 late fee if payment is not made before the close of business on Monday.

_____ I understand that the Christian activity is optional and requires separate parental consent.

_____ I understand the late pick-up fee is a sliding scale based on the time I have physically exited the building after 5:30pm or after the time set for an early dismissal and ranges between \$25-\$75 per occurrence.

_____ I understand what supplies I need to provide for my child including diapers, wipes, creams, ointments, sunblock, skin lotion, insect repellent, sunscreen, pacifiers, and those items must be labeled with name and date.

_____ I understand the “drop off and pick up” policy.

_____ I understand the illness policy.

_____ I understand the meal times, packing and labeling requirements.

_____ I understand a \$100 one-time registration and \$400 security deposit is due at time of enrollment (per child), and an annual activity fee of \$100 (per child) will be collected the following year in January and each year after to assist with company offerings.

_____ I understand the behavior policy and I/we have read and shared the program rules with my child.

_____ I understand the deposit and notice of withdrawal policies. I agree that deposits will be refunded or forfeited based on end of care payments and that I must give 3 weeks paid notice to satisfy this agreement. Deposits are not to be used as final payments.

_____ I understand the medication policy.

_____ I understand the shoe policy. Children and adults must never wear shoes on carpeted areas or anywhere inside classrooms. I will be mindful of debris and soiled clothing to help protect the center’s clean environment.

Parent Email: _____ Parent Email: _____

Parent Signature

Date

Parent Signature

Date

Christian Lesson Informational Outline and Consent Form

Tots N Toyland offers an optional 20-minute daily Christian activity featuring songs, art, and short stories about Jesus. Participation is voluntary, requires separate parental consent, and does not involve teaching specific religious doctrines. Children whose families do not opt in will participate in other activities.

_____ I give permission for my child, _____, to participate in this optional Christian activity.

_____ I do not give permission for my child to participate.

Parent/Guardian Signature: _____ Date: _____

Parent/Guardian Signature: _____ Date: _____

Tots N Toyland Video/Audio Surveillance Policy Agreement

Video/audio surveillance operates in classrooms, common areas, the kitchen, hallways, and outdoor play areas. Bathrooms are not monitored.

I, _____, parent/legal guardian of _____, understand that my child may be recorded while at Tots N Toyland.

Tots N Toyland does not provide families with access to live surveillance feeds or permit informal viewing or distribution of recorded footage in response to individual requests, including requests related to injuries, behavioral concerns, or other incidents. All requests for surveillance footage must be directed to administration. Any disclosure will be evaluated in accordance with applicable law, confidentiality requirements, and lawful orders or requests from authorized authorities.

Recordings are used to help protect children, families, and staff. Recordings will not be published, shared, distributed, or sold except as required or permitted for lawful purposes.

PHOTOGRAPHY/VIDEO — Consent to Publish

_____ I grant permission for Tots N Toyland to use my or my child's photographs or videos publicly to promote Tots N Toyland, including in print, online publications, presentations, websites, and social media. I understand that no compensation will be provided.

_____ I do not grant permission for Tots N Toyland to use my or my child's photographs or videos publicly to promote Tots N Toyland.

Parent/Guardian Signature: _____ Date: _____

Tots N Toyland Deposits and Fees Agreement

I, _____, understand and agree to the following fees:

Registration Fee: \$100 per child, nonrefundable.

Annual Activity Fee: \$100 per child, due January 1 and nonrefundable.

Security Deposit: \$400 per child, refundable only when at least three weeks (15 full paid operating days) of written withdrawal notice is provided and all outstanding charges are paid in full.

Deposits will be refunded within 10 days after final payments have cleared the bank. Deposits may not be used as payment for the final weeks of care. If the withdrawal notice requirement is not met or outstanding charges remain unpaid, the deposit will be forfeited.

Parent/Guardian Printed Name: _____

Child's Name: _____

Parent/Guardian Signature: _____

Date: _____

**VIRGINIA DEPARTMENT
OF EDUCATION
CHILD REGISTRATION
MODEL FORM**

Child	Nickname	Date of Birth	Sex
Address			Home Phone
Chronic Physical Problems/Pertinent Developmental Information/Special Accommodations Needed			
Previous Child Day Care Programs and Schools Attended			
If Child Attends this Center and Another School/Program, Give Name of School/Program			Grade or Class Level

PARENT(S)/GUARDIAN(S)

Parent	Place Employed	Work Phone
Home Address		Home Phone
Parent	Place Employed	Work Phone
Home Address		Home Phone
Person(s) or Agency Having Legal Custody of Child		
Home Address		Home Phone
Work Address		Work Phone

EMERGENCY INFORMATION

Allergies or Intolerance to Food, Medication, etc., and Action to Take in an Emergency		
Child's Physician		Phone
Two People To Contact if Parent(s) Cannot Be Reached	Address	Phone
1.	1.	1.
2.	2.	2.
Person(s) Authorized To Pick Up Child		
Person(s) <u>NOT</u> Authorized To Pick Up Child*		

- Appropriate paperwork such as custody papers shall be attached if a parent is not allowed to pick up the child.
- NOTE: Section 22.1-4.3 of the *Code of Virginia* states that unless a court order has been issued to the contrary, the noncustodial parent of a student enrolled in a public school or day care center (i) shall not be denied the opportunity to participate in any of the student's school or day care activities in which such participation is supported or encouraged by the policies of the school or day care center solely on the basis of such noncustodial status and (ii) shall be included, upon the request of such noncustodial parent, as an emergency contact for the student's school or day care activities.

AGREEMENTS

1. The child day center agrees to notify the parent(s)/guardian(s) whenever the child becomes ill and the parent(s)/guardian(s) will arrange to have the child picked up as soon as possible if so requested by the center.
2. The parent(s)/guardian(s) authorize the child day center to obtain emergency medical care if any emergency occurs when the parent(s)/guardian(s) cannot be located immediately. **
3. The parent(s)/guardians agree to inform the center within 24 hours or the next business day after his child or any member of the immediate household has developed a reportable communicable disease, as defined by the State Board of Health, except for life threatening diseases which must be reported immediately.

SIGNATURES

<i>Parent(s) or Guardian(s)</i>	<i>Date</i>
<i>Administrator of Center</i>	<i>Date</i>

First Date of Attendance: _____ Last Date of Attendance: _____

** If there is an objection to seeking emergency medical care, a statement should be obtained from the parent(s) or guardian(s) that states the objection and the reason for the objection.

OFFICE USE ONLY IDENTITY VERIFICATION

If proof of identity is required and a copy is not kept, please fill out the following.

Place of Birth	Birth Date	Birth Certificate Number	Date Issued
Other Form of Proof		Date Documentation Viewed	Person Viewing Documentation

Date of Notification of Local Law-Enforcement Agency (when required proof of identity is not provided):

Date

Proof of the child's identity and age may include a certified copy of the child's birth certificate, birth registration card, notification of birth (hospital, physician or midwife record), passport, copy of the placement agreement or other proof of the child's identity from a child placing agency (foster care and adoption agencies), record from a public school in Virginia, certification by a principal or his designee of a public school in the U. S. that a certified copy of the child's birth record was previously presented or copy of the entrustment agreement conferring temporary legal custody of a child to an independent foster parent. Viewing the child's proof of identity is not necessary when the child attends a public school in Virginia *and* the center assumes responsibility for the child directly from the school (i.e., after school program) or the center transfers responsibility of the child directly to the school (i.e., before school program). While programs are not required to keep the proof of the child's identity, documentation of viewing this information must be maintained for each child.

Section § 22.1-289.049 of the Code of Virginia states that the proof of identity, if reproduced or retained by the child day program or both, shall be destroyed upon the conclusion of the requisite period of retention. The procedures for the disposal, physical destruction, or other disposition of the proof of identity containing social security numbers shall include all reasonable steps to destroy such documents by (i) shredding, (ii) erasing, or (iii) otherwise modifying the social security numbers in those records to make them unreadable or indecipherable by any means..

VDOE Model Form

**Authorization Form for
Non-prescription Over-the-Counter Skin Products
8VAC20-780-520**

INSTRUCTIONS:

This form must be completed by the parent/guardian to authorize the use of:

- Sunscreen
- Diaper ointment or cream
- Insect repellent

_____ has my permission to apply the non-prescription
(Name of Center)
over-the-counter (OTC) skin product listed below to my child _____
Child's Name

Product Name: _____

Known Adverse Reactions (if any): _____

- All OTC products must:
 - Be in the original container and, if provided by the parent, labeled with the child's name
 - Be used according to manufacturer's recommendation and instructions for application
 - Not be used beyond the expiration date of the product
- Sunscreen:
 - Must have a minimum sunburn protection factor (SPF) of 15
 - Shall be inaccessible to children under 5 yrs. & children in therapeutic or special needs programs
 - Children nine yrs. and older may self administer sunscreen if supervised
- Diaper ointment/cream and Insect repellents:
 - Shall be kept inaccessible to children
 - Record of use shall be kept that includes the child's name, date of use, frequency of application and any adverse reactions

This authorization is effective from: _____ until: _____
(Start date) (End date)

Parent's Signature: _____ Date: _____

(10/21-2)

CDC Over-the-counter skin product authorization