

WELCOME

Center Mission

1. To provide a safe learning Center, we are pleased that you have chosen Angelles Place Child Development Center as your partner in the childcare and education of your child. Like you, we are interested in your child's whole development. Our commitment is to provide you and your child with the best childcare and education. This handbook is provided to all parents at the time of enrollment of their child to acquaint them with our policies and procedures. In addition to our policies, we are licensed by the state of Virginia and abide by state rules and regulations. We will provide a safe environment for the children.
2. To build and maintain a positive rapport between the staff and the children.
3. To aid and encourage each child's sense of creativity.
4. Implement a curriculum that fosters all areas of child development: cognitive, emotional, language, physical, and social.
5. Provide ongoing assessments of each child's learning and development and communicate the child's progress to the family.
6. Promote good nutrition and healthy lifestyles for each child.
7. Establish positive relationships within the community to support the achievement of program goals.
8. Implement vital personnel, fiscal, and program management policies so that all children, families, and staff have high-quality experiences.

Center Philosophy

We believe in the development of the whole child. Our curriculum focuses on each child's creative, emotional, physical, and social growth. Our approach fosters competency in each child. While the emphasis is on children, family involvement is encouraged and supported.

We have several goals for our children:

- To be confident in their abilities
- To be self-directed in a constructive, creative manner
- To be successful in future educational experiences
- To develop a love for learning
- To develop self-control and a sense of right and wrong
- To feel good about who they are
- To develop and implement positive social skills with other children and staff

*To help your child make a smooth transition into our facility, we encourage you and your child to tour the facility, visit the classroom, and meet the teachers before their first day of attendance.

Parents Wall

The parent's wall is in the foyer of the building and each classroom. It will contain information about the center, including the menus, violations, emergency contact information, fire drills, and facility in-place sheltering. It will also include upcoming events at the center.

Hours of Operation

Monday-Friday

7:00 am- 5:00 pm dropped off by 9:00 am.

Holidays that the facility will be closed

Christmas Day and after
Thanksgiving Day and after
Memorial Day
Labor Day
New Year's Eve
New Year's Day
July 4th
Good Friday

Organizational chart

Administrator
s

Director

Manager

Lead Teacher

Aides

Volunteers

Holding a spot for child/children

Holding a child's spot will require half the initial weekly payment. (Parents on summer break)

Daycare fees

Daycare fees will remain enforced at Angelles Place Childcare Development Center if the student is absent.

Registration

A non-refundable, one-time enrollment fee of \$100.00 per child is due at registration.

Documentation Required for Your Child's Records

1. A completed registration packet

2. Immunization record completed by the child's primary care physician (up to date and signed)
3. A copy of the latest physical completed by the child's primary care physician
4. Authorization for pickup/emergency cards

Confidentiality

Our facility takes confidentiality very seriously. Please be aware that our staff members are not allowed to disclose any information concerning another child or their family to anyone unless you are the parent or guardian.

Inclement Weather

If inclement weather occurs and our facility must be closed, we will announce it on WSLs 10 News, WDBJ 7 News, and our Facebook page and attempt to contact all parents via My Bright Wheel.

Facility Contact Number

If you ever need to contact our facility, you can reach us at **(540-491-9613)**. You may also leave messages at this phone number.

Arrival of student

Parents/guardians must sign the check-in/out booklet when you arrive to pick up/drop off your child. **(Daily)** in each child's classroom. Parents who receive Social Services must swipe their cards each day. If you do not swipe your child using the swipe card, you must return home, to school, or to work to either swipe your card or pick up your child. All teachers will conduct a daily health observation of your child, which will take a few minutes. We recommend arriving earlier since the teacher must complete a health check before your child can stay at the center.

Please ensure that children are dropped off by 9:00 am.

Procedure for COVID-19.

During check-in, both parent and child will have their temperature taken. If either parent or child has a fever, the child will not be permitted to stay until they have been seen and cleared by their physician. There will be a 14-day waiting period for any child that has been exposed to or has tested positive for the coronavirus before they can return, along with a physician's note stating that the child is not contagious.

Departure of student

You must swipe your card out, and you must also sign your child out with their teachers through the Bright Wheel app

Two weeks notice

If you choose to remove your child or children from Angelles Place Child Development Center, you must give a written 2 weeks' notice. In the event, you do not fulfill the 2-week notice. You will have at least 3 days to retrieve the funds to Angelles Place Childcare Child Development Center or a warrant in debt will be issued.

Visitor Access Policy

While Angelles Place Childcare/ Learning Center welcomes visitors, we always ensure that the safety of the children in our care is a priority. Only staff or volunteers employed by our learning center will be permitted to be directly responsible for the care of the children. All visitors will be required to sign in and out in the Visitor's Log in the main foyer. An administrator or staff member will provide all tours of the center.

ID Verifications

If someone other than the parent/guardian is coming to pick up a child, we require ID verification before releasing the child into someone else's care. If you do not have the proper ID, we cannot release the child/children to that person.

Pick up after closing.

The director will call Emergency numbers for students not picked up after the first 5 minutes of their appropriate time. If no one is reachable, CPS will be called. A fee of \$5 per minute must be paid before the child can return.

Emergency Closing Procedure/Emergency pickups

In the event that the center must close due to inclement weather (e.g., hurricane, tornado, snow/ice, or floods), parents will be notified as soon as possible. Arrangements will be made for children to be picked up from a safe location. Please be sure to update contact information to ensure that you can be reached during emergencies. Children will be made comfortable but must be picked up within the hour, or CPS will be called.

COVID-19 Emergency Closing Procedure

If there is evidence that a child has been infected with COVID-19, the classroom of the infected child will be closed for 14 days. If there is an infection in more than one classroom, the entire facility will be closed for 14 days or until further notice.

Procedure Policy

Infant and Early Learning Center will not administer prescribed medication.

Bug spray, diaper cream, sunscreen

Angeles Place Child Development Center policy for over-the-counter products:

Before administering, the facility must have written permission from the parent or guardian. Guardians must provide the original container.

The child's first and last name

and the date that the product was delivered can't be expired and can only be used for 10 days unless authorized by a physician.

Sunscreen must be SP-15

Authorization of Release

Parents/guardians must complete an Authorization of Release form for the Angelles Place Child Development Center student. This form will contain the names, phone numbers, and relationship to the child of any person(s) authorized to pick up your child from our facility. It is the parent's/guardians' responsibility to make sure this form is updated as needed. No child will be released without the presence or authorization of the custodial parent/guardian. All updates to the authorization form can be completed with the office staff.

Becoming ill at the Daycare/Emergency pickups

If a child becomes ill at the facility and it is determined that the illness requires them to be sent home, we will attempt to call the parents, and the students will be placed in the office. The child must be picked up within the hour or sooner. If parents can't be reached, emergency contacts will be called, and they must show their ID.

Child Abuse

Please be aware that our daycare facility is mandated reporters of suspected child abuse and neglect. If your child comes to our facility with bruises and abuse is suspected, we will report it to Social Services. Please be aware in cases of alleged abuse or neglect, Social Services has the authority to talk to your child without you present. If you have further questions or concerns about this policy, please visit the Department of Social Services website at www.dss.va.gov

Access Policy for Parents/Guardians

Angelles Place Child Development Center has an open-door policy for custodial parents/guardians. Unless parental contact is prohibited by court order, custodial parents/guardians will have unlimited access to their children during the center's hours of operation. If a custodial parent/guardian is a convicted sex offender, they may not attend the center. Any parent or guardian entering the facility **WILL** have their temperature taken upon arrival. If fever is present, parent will not be permitted to enter.

Emergency Preparedness Plan

In conjunction with Angelles Place Child Development Center, emergency officials have a full Emergency Operations Plan. This written plan is available for viewing in the facility's office. In compliance with state regulations, fire, and tornado drills are practiced regularly. A copy of the Emergency plan is attached to your contract.

Food Policy

Our facility does provide meals (breakfast, lunch, and snacks) for the children. If your child has a food allergy, please inform our staff upon admittance. All food from home for sharing must be

whole fruit, vegetables, or commercially prepared packaged food in factory-sealed containers. The food provided to the children daily will contain vitamins A and C. Also, each child will be given milk with each meal. Parents can provide formula and solid foods in plastic containers only.

Food Allergy Policy

If your child has a food allergy, the parents/guardians must provide written notice to the director, including documentation of the food allergy from the child's health care provider, instructions on precautions that need to be taken to avoid the allergic food, and the health care providers order for medication, if any. A Food Allergy Action Plan form must be completed upon admittance into the daycare if your child has an allergy. *Due to the number of children with food allergies, please check with the teacher if you are planning to bring a treat.

Discipline Policy: Acceptable and Unacceptable

If a discipline problem does occur, steps that will be taken.

We will ask students for possible solutions, restate the given solutions, and have the students decide which solution is best.

If this problem-solving/conflict resolution does not work, other techniques used may include the following:

If your child becomes physically aggressive towards staff and other children, the staff will take further action to ensure the environment remains safe.

Physical restraint (restricting a child's movement) will not be used except as necessary to ensure a child's and others' safety. Our facility prohibits verbal abuse, threats, or derogatory remarks about the child or the child's family.

Corporal punishment, which includes spanking, shaking, and slapping, is prohibited. Punishment or the threat of punishment, which is humiliating, frightening, causes pain or discomfort to the child, or is associated with a child's illness training or in connection with food or rest, is not allowed. We will not tolerate biting, fighting, cursing, spitting, kicking, bullying, pinching, smacking, running, or disrespectful remarks to staff and other children. Parents will be aware of negative behavior daily.

After 3 warnings, a note will be sent home, and they must attend a conference again. We believe that discipline is best obtained through leading and guiding children in a safe and nurturing environment. All staff will serve as role models for appropriate behavior.

Sample Daily Schedule:

7:00-8:00 rest/ soft music playing
8:00-8:30 free play/puzzles/Table toys
8:30-9:30 breakfast
9:30-10:00 circle time/ interactive songs/ finger rhymes
10:15-10:30 arts & crafts
10:30-11:00 outside play
11:15-12:00 Lunch
12:00-2:00 nap
2:00-2:30 -bathroom
2:30-3:30 snack time
3:30-5:00 free play/puzzles/coloring/ table toys/outside play

Termination

Childcare fees are not paid after 3 days of care.

If your child continues to bite or pinch other children to the point that safety becomes an issue at our facility

Slander by posting nasty things about the daycare on **ANY SOCIAL MEDIA SITE** or any other site.

Disruptive behavior such as fighting, threatening staff and children, and stealing

Children who pose a threat to other children, themselves, and staff care will be terminated immediately.

*Please know that our faculty will inform parents of any negative behaviors their child/children display.

Confidentiality

Our facility takes confidentiality very seriously. Please be aware that our staff members are not allowed to disclose any information concerning another child or their family to anyone unless you are the parent or guardian.

Payments

All payments through Social Services are due on the 1st of every month. All other payments are due at the beginning of the week.

Late Payment Policy

There is a \$15 late charge each day that you are late paying for childcare. After the third day your child will be allowed to enter the facility once the payment and late fees are paid. The \$15 a day late charge will continue to accrue even if your child does not come to the facility.

Late Pickup Fee

Parents must adhere to the hours of their child's scheduled time block. A \$5.00 fee per minute will be charged per child for late pickups. We are aware that emergencies occur; if you encounter an emergency and are aware that you will be late, please call the facility as far in advance as possible so that arrangements can be made to continue caring for your child until you arrive. Please note that if we are unable to contact a parent or guardian within 30 minutes of the center's closure (5:00 pm), we will contact the Roanoke City Police Department and/or CPS.

Returned Checks

If a check is returned due to insufficient funds, there will be a \$50.00 charge. Once our facility has received a returned check, you can no longer provide checks for payment for your childcare. If the check is returned, you must provide childcare payment and \$50 return check fee within the next business day. If the payment is not given to our facility within a day, the contract will be terminated, and a \$50 reinstatement fee will apply.

Attendance

Our faculty likes to provide a structured schedule daily, so it is important that all full-day children arrive by 8:30 am for breakfast but no later than 9:00 am. Any child arriving after 9:00 am will not be allowed to attend.

Absence

If your child will not attend the center that day, you must contact the facility by 6:00 am. If there is no answer, please leave a message, and the message will be given to the appropriate staff when the workday begins

Field Trips

Angelles Place Child Development Center enjoys exploring various locations to expose our children to community settings. We plan to take field trips to different locations in Roanoke City and its surrounding areas at least once per month. Children will be transported by vehicles.

Transportation

NO TRANSPORTATION IS PROVIDED AT THIS TIME

All drivers have been screened and approved through Angelles Place Child Development Center.

Curriculum

Angelles Place Child Development Center follows creative curriculum guidelines for assessment purposes. Lead and assistant staff members complete weekly lesson plans appropriate for their age group.

Toys/Electronics

Angelles Place Child Development Center is not responsible for lost, stolen, or electronic toys that are brought in by your child/children.

COVID-19 Procedure

We will ask screening questions for you and your child/children when you drop them off. Your temperature will also be checked. No outside toys and electronics will be permitted.

Cubby

Each child at our facility has a cubby for storing personal belongings. Please assist in checking their cubbies daily for things left by teachers.

Shots

Due to the health and safety of all children at our facility, Angelles Place Child Development Center requires all children to keep all immunizations up to date. We ask that each parent keep their child's shot records on file up to date with our administrator to ensure that we have accurate information.

No Smoking Policy

Angelles Place Child Development Center is a smoke-free facility. Smoking is not permitted at any time on the premises.

Gum/Candy/Food

Please do not allow your child to bring candy, gum, or snacks to the center due to safety and health issues within the facility. If you provide a snack for your child, please give it to the lead teacher, and they will provide it during snack time.

Cell Phones

We ask that you refrain from using your cell phones while dropping off and picking up your children. This is a time when the staff may need to share information about your child's day or you may need to speak with them.

Communicable Disease Notices

If a child attending Angelles Place Child Development Center has been exposed to or is being treated for a communicable disease or virus, you must notify Angelles Place Child Development Center immediately. The child may not return until the doctor has cleared them.

Sick Children who cannot attend Daycare

Angelles Place Child Development Center does not accept sick children. If your child/children have a fever or diarrhea, they cannot attend the center until 24 hours have passed without them having a fever reducer and without loose stools. Children with these conditions will be sent home immediately.

Accidents/Medical emergencies

Our facility has first aid supplies available for the treatment of minor accidents. Superficial wounds will only be cleaned with soap and water by staff and protected with a band-aid. Medical emergencies are infrequent, but we ask that you keep emergency contact forms current. If your child is seriously injured, they will be transported by ambulance to Memorial Hospital, and you will be notified. If possible, a staff person will accompany the child to the hospital. If your child has an accident, the teacher will do an incident report, and you must sign it. A copy of the incident report will be given to the parent/guardian.

Angeles Place Child Development Center

I have read the *Angelles Place Child Development Center* Policy Handbook, and by signing below, I agree to all the terms and agreements.

Child's Name

Parent's Name (Please Print)

Parent's Signature

Date

Angeles Place Program Director

Date

*All policy handbook agreements must be signed upon your child's enrollment into ***Angeles Place Child Development Center***. This contract will always remain on file in our facility. Please note that signing this document means you agree to all terms and agreements listed in the policy manual. Before signing this agreement, any questions or concerns should be discussed with a staff member.