



**202 East Old Cross Road New Market, Virginia 22844
(540) 740-2804**

**Parent Handbook and Policy Guide
Approved May 15, 2023
Updated July 19th, 2024 4/16/2025,
5/13/2025 and most recent changes on
7/21/2025**

Family Handbook Acknowledgement

Please sign this acknowledgement, detach it from the handbook, and return it to the center prior to enrollment.

This handbook may be updated from time-to-time, and notice will be provided as updates are implemented.

Thank you for acknowledging the policies and procedures we have established for the safety and welfare of all children in our care. We look forward to getting to know you and your family.

I have received the Community Care and Learning Center’s Family Handbook. It is my responsibility to understand and familiarize myself with the Family Handbook and to ask center directors for clarification of any policy, procedure or information contained in the handbook that I do not understand.

Recipient Signature

Date

Director Signature

Date

Mission

Provide accessible, quality childcare that supports parents' ability to maintain stable employment, knowing their children are in a safe, nurturing, and enriching environment.

Vision

Exemplify the *power of community collaboration* in meeting the needs of children and families.

PHILOSOPHY

Based on the philosophy that children learn best through play, CCLC daily activities encourage active involvement and meaningful experimentation within a play-like atmosphere. The program is designed to promote the social, emotional, physical, and intellectual growth of children through learning experiences developmentally appropriate for the child. We believe that parents and caretakers are better able to secure and maintain employment to provide for their families when they know their children are in such an environment. We believe it takes the community to care for children, and that children should learn about and engage in their community to build a strong sense of belonging and community engagement. CCLC recognizes that the cost of quality childcare can be burdensome, even prohibitive, for some families. We are committed to working with the community, businesses, foundations, and other entities to assist parents in meeting the cost of care, while maintaining well-trained, caring, competent, and fairly-compensated staff, and meeting or exceeding all state and local licensing standards for quality center-based child care.

DEFINITION OF FAMILY

In this handbook we refer to a family as a parent, legal guardian, sponsor, or anyone else who provides for the well-being, best-interest, and responsibility of the child in care.

HOURS OF OPERATION

The center is open 7:00 AM to 6:00 PM, Monday-Friday for children 6 weeks to age 5. The center is open year round. Please do not drop-off your child prior to opening, as due to our license through VDOE we are not able to accept students prior to 7:00 am. The staff person on duty WILL NOT open the door sooner. Parents (not older siblings) or another adult are expected to accompany their child and sign them in and out of care.

In case of inclement weather, families will be notified of center closings via Brightwheel as soon as possible. If it becomes necessary to close early, we will contact you or your emergency contacts as soon as possible. Your child's early pick-up is your responsibility to arrange. *If our center CLOSES due to inclement weather our private pay families will be credited back for that date(s) tuition.*

Late Arrivals and Non-Arrivals

Instruction for all classes begins promptly at 9:00 AM. If you know your child will be late, please call ahead and let the staff know. As the day progresses, staff to child ratios are checked. If the number of children attending care is low, extra staff will be sent home early. **Therefore, we do not accept children into the center after 9AM due to staff to child ratios.** *Exceptions can be made on a case by case basis and by speaking to the director beforehand. Again, you must notify the director prior if you are wanting to drop your child off after 9AM or your child unfortunately WILL NOT be permitted to stay*

If a child arrives at the center late (after 9am), the lead teacher for the child's class, or their designee, will greet the parent and child at the door, and offer the child transition activities for a short time until he/she can be easily transitioned into the class group activities.

Staff will always know the location of all children and be within sight and/or sound of children in their care. Head count of children will be completed in each classroom or group every 5-10 minutes to ensure all children are accounted for. If a child is determined to be missing from the group, staff will complete a thorough check in and around the facility. If the child has not been located within 5 minutes, staff will call 911 and the parents.

HOLIDAYS

The center is closed for the following holidays: New Year's Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and the day after, and Christmas Day and the day after. Community Care and Learning Center may also be closed three days per year for staff work days. One day in May, August, and December. Parents will be notified of the exact workday dates at least one month in advance. Tuition will be credited back to your account for dates the center is closed, excluding closing early or opening late.

ENROLLMENT AND FEES

Children are admitted without regard to race, culture, sex, religion, national origin, or disability. Community Care and Learning Center believes that children of all ability levels are entitled to the same opportunities for participation, acceptance and belonging in childcare. We will make every reasonable accommodation to enroll and encourage full and active participation of all children in our program based on his/her individual capabilities and needs.

Tuition

An enrollment fee of \$50.00 is due at the time of enrollment. This fee is non-refundable. This fee holds your child's spot at the center for 2 weeks. After the 2 week period, if your child doesn't start at the center, the center will no longer hold the spot for your child. This fee also covers all material supplies for the child for one year. **Tuition for children in our infant room is \$200 per week. Tuition for all other age groups is \$190 per week for full time care; parent pay is based on a sliding scale dependent upon family need and circumstances.** The center has numerous scholarships and tuition reduction programs available for families, however all families are expected to contribute towards their child's care. Financial information, documentation of WIC, SNAP, or other financially based benefits will be required to qualify for tuition reduction; other family circumstances or situations may also qualify a family for scholarships funds.

TUITION REMAINS THE SAME EACH WEEK REGARDLESS OF ATTENDANCE. This includes the summer months. If your child is not going to be attending the center during the summer, the family will have to continue to pay weekly tuition for the spot to be held for them to return in the Fall. To continually meet CCLC's expenses, children are enrolled on a full-time basis. Part-time enrollment is only considered in rare instances, and on a case-by-case basis, and may be discontinued, for any reason, with two weeks' notice. Tuition will be credited back to your account for dates the center is closed, **excluding** inclement weather closings, closing early or opening late.

Payment and charges

Full payment is always paid one week in advance of services. Tuition is due on Monday morning for the up-coming week or the first day of the week your child attends. If tuition is not paid by 6 PM Monday for the upcoming week, a \$5.00 per day fee will be applied until paid in full. If tuition is not paid in full by Friday, the child will not be allowed to attend the center until tuition is paid. An activities fee, equal to the registration fee, is due annually, the last Friday in January.

TWO WEEKS NOTICE must be given before withdrawing your child. If proper notice is not given, you will be charged for the two weeks. Also if withdrawing your student means your student's account balance needs to be paid in full! Any fees not paid on time regarding the termination of childcare services will also be subject to daily late fees. If fees are not paid in a timely manner, the unpaid bill will be placed into collections.

Returned Checks Rejected Transaction Charges-All returned checks or rejected automatic debit card transactions will be charged a fee of \$35.00. Three or more returned checks or rejected transactions will result in your account being placed on "cash only" status.

Enrollment

Prior to admission, an initial interview between the family, child, and a director is necessary to:

- Discuss the policies, program and financial responsibilities
- Discuss each child's needs to help ensure a positive experience at the center
- Review and discuss enrollment forms
- Tour the center to allow the child to become familiar with the surroundings, staff and peers

All admission and enrollment forms must be completed prior to your child's first day of attendance. This includes up-to-date physical and immunization records, copy of birth certificate, and any custody or legal documents related to anyone who may not have access to your child while at the center.

Community Care and Learning Center reserves the right to terminate enrollment of a child at any time. When applicable, 2 weeks notice will be given to families.

Late Pick-up Fees

Late fees will be assessed beginning at 6:01 PM and due to the staff person on duty. Our staff do not get paid after 6:00 PM and it is your responsibility to pay the staff on duty. Staff have lives and other jobs outside of the center and need to leave on time. Also if you are charged the late fee, you will receive a slip of paper that will also indicate the date, how much is owed, and it will be signed by the two teachers present as well as the parent so everyone understands and is on the same page!

Late fees are as follows:

- Up to ten minutes: \$5.00
- Eleven to twenty minutes: \$10.00
- Twenty-one to thirty minutes: \$15.00

If your child is still at the center at 6:00 PM and we have exhausted every effort to contact you, the Shenandoah County Department of Social Services and/or the police department will be notified. The center closes promptly at **6:00 PM**. Please allow enough time to arrive, sign your child out, and leave by closing time. If you are still in the center after **6:00 PM**, you will be charged a late fee. Repeated late pick up may result in your child's dismissal from the center.

Special Activity Fees

From time-to-time there will be additional fees associated with special activities or field trips. These fees are due prior to the event, activity, or trip.

CHILD AND STAFF RATIOS

To ensure adequate supervision, care, and safety, we maintain the following child to staff ratios:

<i>Age</i>	<i>Child to Staff</i>	<i>Maximum Group Size</i>
<i>0 to 16 months</i>	<i>4 to 1</i>	<i>8 (with assistant)</i>
<i>16 to 24 months</i>	<i>5 to 1</i>	<i>5</i>
<i>24 months to 3 years of age</i>	<i>8 to 1</i>	<i>16 (with assistant)</i>
<i>3 years to 5 years of age</i>	<i>10 to 1</i>	<i>20 (with assistant)</i>

LINES OF AUTHORITY

The center director has final authority over day-to-day operations of the center. Teachers and assistants report directly to the director. Parents are encouraged to share concerns with their child’s teacher, but may at any time request to speak with, or schedule a time to speak with the director with concerns or questions. Issues related to payments must be addressed with the director of your child’s building.

CCLC is governed by a Board of Directors. If a parent or family has an issue or concern that is not adequately addressed by staff, a board member may be contacted. Our board of directors can be contacted via email at boardCCLC@gmail.com! For any emails sent to the board of directors please allow 24 to 48 hours for them to respond accordingly. Thanks!

GENERAL DAILY SCHEDULE OF THE CENTER

Our program provides a balance of active and quiet time for the different age groups. Outdoor activities are an important part of our program also. The following is a general schedule for all the age groups. The schedule is subject to change depending on weather, group size, needs, etc.

Infant(s) Tentative Activity Schedule

The infant schedule will depend greatly upon their individual needs and requirements. The following is intended to be a guideline for an infant schedule taking into consideration the individualized daily needs of each child.

Time	Activity
7:00-8:00 am	Play time/Toileting, diaper changes as needed
8:00-10:00 am	Meal Time/Sleep as needed; Toileting, diaper changes as needed
10:00-12:00 pm	Play time—outdoor time/Toileting, diaper changes as needed
12:00-2:00 pm	Meal Time/Sleep as needed; Toileting, diaper changes as needed
2:00-4:00 pm	Quiet activities; Reading time/Meals/Sleep/Toileting as needed
4:00-6:00	Play time—outdoor time/Toileting, diaper changes as needed

Toddler (16mo to 2) Activity Schedule

Time	Activity
7:00 - 8:10	Playtime & Arrival & Diapers
8:10 - 8:15	Clean up, Wash Hands, Get Ready for AM Snack
8:15 - 8:30	AM Snack
8:30 - 8:35	Clean up and Wash Hands
8:35 - 8:40	Circle Time
8:40 - 9:00	Wash Hands and Diapers
9:00 - 10:00	Recess
10:00 - 10:20	Wash Hands and Diapers
10:20 - 10:45	Activity Time / Craft
10:45 - 11:00	Wash Hands, Play-time, & Read Aloud
11:00 - 11:10	Clean-Up, Wash Hands, and Diapers
11:10 - 11:45	Lunch
11:45 - 12:00	Clean-Up, Wash Hands, and Diapers
12:00 - 12:30	Teacher Facilitated Centers
12:30 - 12:45	Wash Hands, Diapers, and Music
12:45 - 1:00	Getting Ready for Nap
1:00 - 3:00	Naptime
3:00 - 3:30	Wake-Up, Diapers, Wash Hands, and PM Snack
3:30 - 6:00	Diapers As Needed, Playtime, and Dismissal

2 to 3 year old Activity Schedule

7:00 - 8:05	Arrival & Free Play in Centers & Diapers
8:05-8:10	Handwash
8:10 - 8:30	AM Snack
8:30 - 8:45	Wash Hands and Diapers and potty breaks
8:45 - 9:00	Music and Movement
9:00 - 9:10	Circle Time
9:10 - 9:45	Craft / Group Activity
9:45 - 10:00	Wash Hands and Diapers and Potty Breaks
10:00 - 11:00	Recess
11:00 - 11:15	Wash Hands and Diapers and Potty Breaks
11:15 - 11:45	Lunch
11:45 - 11:55	Clean up and Wash Hands/Faces
11:55 - 12:15	Student Free Choice
12:15 - 12:30	Wash Hands and Diaper Changes and Potty Breaks
12:30 - 2:30	Naptime
2:30 - 3:00	Wash Hands, Diaper Changes, Potty Breaks, and Clean-Up Nap
3:00 - 3:20	PM Snack
3:20 - 6:00	Prepare for Dismissal and Center/Diapers as Needed

3 year old Activity Schedule

7:00 - 8:00	Arrival & Centers & Diapers
8:00 - 8:30	Centers / Potty / Clean Up
8:30 - 9:00	AM Snack
9:00 - 9:10	Movement and Potty Breaks
9:10 - 9:15	Circle Time
9:15 - 9:30	Language / Literacy
9:30 - 9:45	Group Activity / Craft
9:45 - 10:00	Potty/Diapers/Movement on Rug
10:00 - 10:50	Recess
10:50-11:30	Movie or Book while lunch is being set up / Potty/ Wash Hands / Lunch
11:30 -12:00	Rug with Puzzles / Math Activity
12:00 - 12:30	Books or Movie and Potty/Diapers
12:30 - 2:45	Naptime
2:45 - 3:00	Wash Hands and Diaper Changes
3:00 - 3:15	PM Snack
3:15 - 3:30	Rug with Toys and Diapers/Potty Checks
3:30 - 6:00	Prepare for Dismissal and Center/Diapers as Needed

3 to 5 year old Activity Schedule

7:00 - 8:30	Free Play in Centers
8:30 - 9:00	Wash Hands and AM Snack
9:00 - 9:20	Circle Time
9:20 - 10:00	Craft / Group Activity
10:00-10:20	Class Bathroom Breaks
10:20 - 11:30	Recess
11:30-12:15	Wash Hands/Bathroom Breaks and Lunch
12:15-12:30	Music
12:30 - 12:50	Bathroom Breaks and Setting up for nap
12:50 - 2:50	Naptime
2:50 - 3:10	Bathroom Breaks and Cleanup Nap
3:10 - 3:40	PM Snack
3:40 - 6:00	Dismissal/Free Play and Bathroom Breaks

Lines of Authority

We believe having consistent staff that work with the same children everyday is essential in providing the children in our program with structure and consistency. The following is a list of teachers & assistants in each building.

****Floater** (The floater position is the staff member responsible for coverage in classrooms when teachers and/or assistants are out)

Center Administrator: Ms. Heather

Center Director: Ms. Savannah

Qualified Fill-In Director: Ms. Jenna & Ms. Yvonne

Infant Room Staff

Ms. Kayla (Morning Lead)

Ms. Laura

Ms Lisa K (Closing Lead)

Ms. Havanna

Ms. Alexia

Waddler Classroom

Ms. Jean (Lead)

Ms. Tori (Closing Lead)

Ms. Bailey (Closing Lead)

Toddler Classroom

Ms. Ashley (Lead)

Three Year Old Classroom

Mr. Trenton (Lead)

Preschool Four Classroom

Ms. Lisa (Lead)

Ms. Tabby (Lead)

Ms. Lilian(Closing Lead)

Ms. Lexi (Lead)

Floater: Ms. Lilian(Qualified Lead Teacher), Ms. Alexis (Lexi) (Qualified Lead Teacher), and Ms. Casey (Qualified Lead Teacher)

We also work with James Madison University and other local organizations who have students volunteer at our center. Volunteers are unpaid, not counted in child to staff ratios, and are not left alone with the children.

HEALTH

Immunizations

To prevent potentially dangerous outbreaks of communicable diseases for which vaccinations are available, it is the policy of this center to enroll only children who have received all standard immunizations.

It is a requirement of the state that all centers keep immunization records on all children. **Immunization records signed & dated by a health care provider must be submitted to the center before the first day of attendance. Immunizations must be updated every six months for children under age two. Parents are responsible for getting updated shot records to the center. The updated shot record must be dated & signed by a physician. Failure to do so may result in your child not being able to return until an updated shot record is received.**

Virginia regulations regarding attendance of children who are not immunized due to religious or medical reasons are followed. Unimmunized children are excluded during outbreaks of vaccine preventable illness as directed by the state health department.

All caregivers, teachers, and staff are required to be current with all immunizations routinely recommended for adults by the Advisory Committee on Immunization Practices (ACIP) of the Centers for Disease Control and Prevention (CDC).

Physicals

We must receive a copy of your child's physical before your child starts at the center. If this documentation is not available at that time, we must receive it no later than thirty days after your child begins the program. Families are responsible for keeping their child's physicals up-to-date and providing the center with a copy of the results of the child's health assessment.

Medications

All medication should be handed to a staff member with a medication administration form. Medications should never be left in the child's cubby or book bag. All children's medications will be stored in a designated, locked location. **We only accept medications into the center if the required medical form has been filled out and signed & dated by a physician. This includes both prescription and over the counter medications, nebulizers, and epinephrine auto-injectors.** To obtain a medical form for your child's physician to complete, you can ask a staff member for one, you can call and ask us to email one to your physician (we do not have fax), or we can email one to you upon request.

A skin product authorization form must be completed for diaper ointment, sunscreen, insect repellent and other skin products.

Any staff member who dispenses medication will have medication administration training (MAT) and will follow all directions provided by the child's doctor or pharmacist.

Prescription and non-prescription medication require a medication administration form signed by the family. Medication MUST be in the original container.

Non-prescription topical ointments or sprays (e.g., diaper cream, chapstick, sunscreen, and insect repellent) *must all have a medication administration form on file*, but can be administered by a staff member who is not MAT trained as long as it is not a prescription. **Sunscreen, diaper cream, insect repellent etc. MUST ALL BE PARENT PROVIDED.**

All expired medication will be returned to parents and will not be administered to children. If the expired medication is not picked-up within two weeks, the medication will be properly disposed of by center staff.

Shaken Baby Syndrome/Abusive Head Trauma

Belief Statement

Community Care and Learning Center believes that preventing, recognizing, responding to, and reporting shaken baby syndrome and abusive head trauma (SBS/AHT) is an important function of keeping children safe, protecting their healthy development, providing quality child care, and educating families.

Background

SBS/AHT is the name given to a form of physical child abuse that occurs when an infant or small child is violently shaken and/or there is trauma to the head. Shaking may last only a few seconds but can result in severe injury or even death¹.

Procedure/Practice

Recognizing:

- Children are observed for signs of abusive head trauma including irritability and/or high pitched crying, difficulty staying awake/lethargy or loss of consciousness, difficulty breathing, inability to lift the head, seizures, lack of appetite, vomiting, bruises, poor feeding/sucking, no smiling or vocalization, inability of the eyes to track and/or decreased muscle tone. Bruises may be found on the upper arms, rib cage, or head resulting from gripping or from hitting the head.

Responding to:

- If SBS/ABT is suspected, staff will³:
 - Call 911 immediately upon suspecting SBS/AHT and inform the director.
 - Call the parents/guardians.
 - If the child has stopped breathing, trained staff will begin pediatric CPR⁴.

Reporting:

- Instances of suspected child maltreatment in child care are reported to Shenandoah County of Child Development of Social Services by calling [\(540\) 459-6226](tel:5404596226)
- Instances of suspected child maltreatment in the home are reported to the county Department of Social Services. Phone number: [\(540\) 459-6226](tel:5404596226)

Prevention strategies to assist staff* in coping with a crying, fussing, or distraught child

Staff first determines if the child has any physical needs such as being hungry, tired, sick, or in need of a diaper change. If no physical need is identified, staff will attempt one or more of the following strategies⁵:

- Rock the child, hold the child close, or walk with the child.
- Stand up, hold the child close, and repeatedly bend knees.
- Sing or talk to the child in a soothing voice.
- Gently rub or stroke the child's back, chest, or tummy.
- Offer a pacifier or try to distract the child with a rattle or toy.
- Take the child for a ride in a stroller.
- Turn on music or white noise.

In addition, the facility:

- Allows staff members who feel they may lose control to have a short, but relatively immediate break away from the children⁶.
- Provides support when parents/guardians are trying to calm a crying child and encourage parents to take a calming break if needed.

Prohibited behaviors

Behaviors that are prohibited include (but are not limited to):

- shaking or jerking a child
- tossing a child into the air or into a crib, chair, or car seat
- pushing a child into walls, doors, or furniture

Strategies to assist staff members understand how to care for infants

Staff reviews and discusses:

- How to Care for Infants and Toddlers in Groups, the National Center for Infants, Toddlers and Families, www.zerotothree.org/resources/77-how-to-care-for-infants-and-toddlers-in-groups
- Including Relationship-Based Care Practices in Infant-Toddler Care: Implications for Practice and Policy, the Network of Infant/Toddler Researchers, pages 7-9, www.acf.hhs.gov/sites/default/files/opre/nitr_inquire_may_2016_070616_b508compliant.pdf

Strategies to ensure staff members understand the brain development of children up to five years of age

All staff take training on SBS/AHT within the first two weeks of employment. Training includes recognizing, responding to, and reporting child abuse, neglect, or maltreatment as well as the brain development of children up to five years of age. Staff review and discuss:

- Brain Development from Birth video, the National Center for Infants, Toddlers and Families, www.zerotothree.org/resources/156-brain-wonders-nurturing-healthy-brain-development-from-birth
- The Science of Early Childhood Development, Center on the Developing Child, developingchild.harvard.edu/resources/inbrief-science-of-ecd/

References

1. The National Center on Shaken Baby Syndrome, www.dontshake.org
2. NC DCDEE, ncchildcare.dhhs.state.nc.us/general/mb_ccrulespublic.asp
3. Shaken baby syndrome, the Mayo Clinic, www.mayoclinic.org/diseases-conditions/shaken-baby-syndrome/basics/symptoms/con-20034461
4. Pediatric First Aid/CPR/AED, American Red Cross, www.redcross.org/images/MEDIA_CustomProductCatalog/m4240175_Pediatric_ready_reference.pdf
5. Calming Techniques for a Crying Baby, Children's Hospital Colorado, www.childrenscolorado.org/conditions-and-advice/calm-a-crying-baby/calming-techniques
6. Caring for Our Children, Standard 1.7.0.5: Stress <http://cfoc.nrckids.org/StandardView/1.7.0.5>

Application

This policy applies to children up to five years of age and their families, operators, early educators, substitute providers, and uncompensated providers.

Communication

Staff*

- Within 30 days of adopting this policy, the child care facility shall review the policy with all staff that provides care for children up to five years of age.
- All current staff members and newly hired staff will be trained in SBS/AHT before providing care for children up to five years of age.

Biting Policy

Biting is a normal stage of development that is common among infants and toddlers and sometimes even among preschoolers. It is something that most young children will try at least once.

- When biting happens, the staff's response will be to care for and help the child who was bitten and to help the biter learn a more appropriate behavior. The staff's focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting.
- Our goal is to identify what is causing the biting and resolve these issues. If the issues cannot be resolved, this policy serves to protect the children that are bitten. We will work together with the families of each to keep them informed and to develop strategies for change. If biting continues after every effort has been exhausted to help the child that is biting, the child will no longer be allowed to

attend the center for the safety of the other children and staff. The safety of the children and staff at CCLC is our utmost priority.

When Biting Does Occur:

For the child that was bitten:

1. The staff will comfort the child and give their attention to that child.
2. First aid is given, and the bite area is cleaned. An ice pack is applied to the area.
3. Staff will notify the Director immediately. Parents will be called if the bite was severe.
4. An injury report is completed by staff documenting the injury & incident surrounding the injury.
5. Parents may request a conference with the Director and child's teacher to discuss any questions or concerns.

For the child that bit:

1. The staff will redirect the child who bit to a more positive way of expressing themselves.
2. The staff will talk to the child about using the correct words to express themselves & talk to the child about not hurting their friends.
3. The child may be removed from the classroom area and sent to the office to take a break from the classroom.
4. Staff will notify the Director immediately. Parents will be called if the bite was severe.
5. An incident report is completed by staff documenting the incident & the events surrounding the Incident.

When Biting Continues:

1. The child will be observed by the classroom staff to determine what is causing the child to bite (teething, communication, frustration, etc.) The administrative staff may also observe the child.
2. The Director will evaluate the biting log to determine the cause of the biting and make suggestions to the parent and teacher to stop the biting. The Director will document all information.
3. The Director will schedule a conference with the parents of the child who is biting to develop a plan for home and the center to stop the biting. The center will share strategies, resources, and can refer the child to receive outside help if needed.
4. The Director will ensure the teacher has adequate resources and training necessary to keep the children active and engaged in supervised activities.
5. The child will be given positive attention and approval for positive behavior.
6. The child will be provided a teething ring or other appropriate teething toy.

7. If staff are available, the child will be shadowed to help prevent any biting incidents.

When Biting Becomes Excessive:

1. After all preventative steps have been tried by the staff members & Director, if the child continues to bite routinely (daily/weekly) the Director will call the parent to pick up the child for the remainder of the day. The child may return to care the next day.
2. Chronic biting (continuous biting) may require that a child be suspended from the center for a period of time. If a child is suspended, the parent will be informed when the child may return to care.
3. If the child returns to the center and continues to bite, and is endangering the other children, the child may be terminated from the program. They would be able to return to the program once the biting has stopped.

Safe Sleep

Although there's no guaranteed way to prevent SIDS, research tells us that a safe sleep environment can help reduce your baby's risk of SIDS.

Safe Sleep Practices CCLC WILL Adhere To:

- Put your baby on their back for all naps & at night
- Use a firm, flat sleep surface
- Make sure your crib mattress is designed for your specific crib and that it fits tightly. Use a fitted sheet only—nothing else should be in the crib with your baby.
- If your baby falls asleep in a car seat, stroller, swing, infant carrier or sling, you should move them to a firm sleep surface on their back as soon as possible.
- Keep soft objects & loose bedding out of your baby's sleep area
 - If you're worried about your baby getting cold, you can dress them in layers of clothing or use a wearable blanket. In general, you should dress your baby in only one layer more than you're wearing.
 - Don't use weighted blankets, sleepers, swaddles or other weighted objects on or near your baby.

Illness

Sick children may not come to the center, and the center has the right to refuse a child who appears ill. You will be called and asked to pick up your child if your child exhibits any of the following symptoms. This is not an all-inclusive list. We will try to keep your child comfortable, but he/she will be excluded from all activities until you arrive. **Children MUST be picked up within one hour after the center calls you to pick up your child.**

- Illness that prevents your child from participating in activities.
- Illness that results in greater need for care than the center can provide.
- Illness that poses a risk of spread of harmful diseases to others.
- Fever of 101 F or higher accompanied by other symptoms.
- Diarrhea – stools with blood or mucus, and/or uncontrolled, unformed stools.
- Vomiting – green or bloody, and/or more than twice during the previous twenty-four hours.
- Mouth sores.

- Rash with fever, unless a physician has determined it is not a communicable disease.
- Pink or red conjunctiva with white or yellow eye discharge, until on antibiotics for 24 hours.
- Impetigo, until twenty-four hours after treatment.
- Strep throat, until twenty-four hours after treatment.
- Head lice, until treatment and all nits are removed.
- Scabies, until twenty-four hours after treatment.
- Chickenpox, until all lesions have dried and crusted.
- Pertussis (Whooping Cough), until five days of antibiotics.
- Hepatitis A virus, until one week after immune globulin has been administered.
- Tuberculosis, until a health professional indicates the child is not infectious.
- Rubella, until six days after the rash appears.
- Mumps, until five days after onset of parotid gland swelling.
- Measles, until four days after onset of rash.
- COVID
- Physician or other health professionals' written order that the child be separated from others.

Children who have been ill may return when:

- **They are free of fever, vomit and diarrhea, or any other sick symptoms for twenty-four hours; without the use of fever reducing medication.**
- They have been treated with an antibiotic for twenty-four hours.
- They can participate comfortably in all usual activities.
- They are free of open, oozing skin conditions and drooling (not related to teething) unless:
- **The child's physician signs a note stating that the child's condition is not contagious,** and;
- The involved areas can be covered by a bandage without seepage/drainage.
- If a child has a reportable communicable disease, a physician's note stating that the child is no longer contagious and may return to our care is required.

The center will require a doctor's note for a child who has been out sick if they were out for 3 or more days or if they were diagnosed with a serious/contagious illness. The note will have to state that the child is no longer contagious to others.

Allergy Prevention

Families are expected to notify the center regarding children's food and environmental allergies. Families of children with diagnosed allergies are required to provide us with a letter detailing the child's symptoms, reactions, treatments, and care—allergy action plan. The allergy action plan is required to be completed by the physician. A list of the children's allergies will be posted in the child's classroom. We are trained to familiarize ourselves and consult the list to avoid the potential of exposing children to substances to which they have known allergies.

Communicable Diseases

When an enrolled child or an employee of the center has a (suspected) reportable disease, it is our legal responsibility to notify the local Board of Health or Department of Public Health. We will take care to notify families about exposure so children can receive preventive treatments. Included among the reportable illnesses are the following:

- Bacterial Meningitis
- Botulism
- Chicken Pox

- Diphtheria
- Haemophilus Influenzae (invasive)
- Measles (including suspect)
- Meningococcal Infection (invasive)
- Poliomyelitis (including suspect)
- Rabies (human only)
- Rubella Congenital and Non-congenital (including suspect)
- Tetanus (including suspect)
- H1N1 Virus
- Any cluster/outbreak of illness
- Tuberculosis
- COVID-19 virus

COVID Policy

When your child tests positive for COVID:

- Let the director of your child's building know right away! We will need to know the date of your child's positive test.
- Your child will need to remain out of care for 10 days (the day they test positive is counted as day 0). Your child may return to the center after 10 days if they are symptom free, on day 11 would be the return date. If your child is still symptomatic or running a fever after 10 days, do not return your child to care and seek medical attention.
- When applicable, the center will notify other families that their child may have been exposed to COVID. Names of children will not be shared to maintain confidentiality.

When your child has been exposed to someone who has tested positive for COVID:

- Test your child, if they test positive follow the above steps. If they test negative, let the director of your child's building know right away! We will need to know the positive test date of the person who tested positive and the last time they were around the child who attends the center.
- If that child is able to stay away from the COVID positive person, they can continue coming to care. Families and staff will continue to monitor that child for 5 days for sick symptoms (they need to live in separate households for this to apply).
- If that child is unable to stay away from the COVID positive person, the child will need to remain out of care for 10 days (the day the person tested positive and/or the day that child was last exposed to the COVID positive person counts as day 0) Your child may return to the center after 10 days if they are symptom free, on day 11 would be the return date. If your child starts to be symptomatic or tests positive during the 10 days, **do not return your child to care**. Your student's quarantine would start over and they would follow the steps above for COVID positive children. Let the director of your child's building know right away if they test positive!
- The CDC recommends that testing be done on day 3 after exposure. If testing is done too soon, it could result in a false negative.

Shutting down classrooms due to COVID:

Your child's classroom would be shut down if there was an outbreak of covid in the building or classroom. Because of our classroom sizes, an outbreak is considered 2-3 or more cases. This number includes adults and children within a classroom or building.

Whenever COVID issues arise with children, staff or families, please call the center right away so a director can walk you through the proper next steps. Our main goal is the health and safety of our children and staff! We make every effort to avoid an outbreak amongst the children and staff and for the center to remain open.

NUTRITION

Breakfast, Lunch and Snack

6 weeks to 16 months

Parents are responsible for providing breakfast, lunch, and snacks for children on solid food, as well as formula or breast milk for infants not on solid food.

Community Care and Learning Center supports breast feeding choices and offers a private, designated area for mothers and babies to breastfeed within the infant environment. Our staff is trained in supporting breast feeding practices, responsive feeding and the safe handling and storage of breast milk. Infants will be fed on demand and staff will inform families on child feeding preferences. Our staff know the breastfeeding policy which is provided to all infant families upon enrollment.

If breast milk is gone before babies are picked up and the baby is still hungry, the center will notify the family immediately.

Breastfed babies will not receive other food or drink at the center unless prior approval from the families has been given.

16 months and up

Families and guardians are responsible for providing their students with an AM and PM snack and lunch daily. These items can be warmed up in a microwave, but need to be brought with an ice pack if needed to be kept cold. Please also ensure these items are labeled with your students first and last names and dated everyday.

Food Allergies

If your child has a food allergy, you must notify us in writing so that we can make appropriate substitutions. Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care *completed by the family physician*.

Meal/Snack Times

A staff member who is trained in first aid for choking is present at all meals.

No child shall go more than four hours without a meal or snack being provided.

Children are encouraged to self-feed to the extent that they have the skills. Children are encouraged, but not forced to eat a variety of foods.

Round, firm foods that pose a choking hazard for children less than four years of age are not permitted. These foods include hot dogs, whole grapes, peanuts, thickly spread peanut butter and hard candy.

SAFETY

Emergency Plans

Your child's safety is very important to us. The center has a written emergency plan covering a variety of situations available for your review, upon request. Emergency drills are practiced regularly in accordance with fire and licensing requirements.

Clothing

Please dress your child in practical clothing that allows for freedom of movement and is appropriate for the weather. Your child will be involved in a variety of activities including painting, outdoor play, sand, water, and other sensory activities. Our playground is used as an extension of the center and daily programs are conducted outside whenever weather permits. The center is concerned with the risk associated with children's clothing that may become entangled with climbing or sliding equipment that could lead to choking or other serious harm. If your child is under age three, clothing that is free of snaps, buckles, or buttons is easier for the bathroom process. Flip-flops, sandals, jelly shoes, and boots are not appropriate for center play and make it difficult for your child to participate in some activities.

Please only send your child to the center in closed toed shoes with hard soles.

We also ask that we have at least one extra pair of clothes for each student that stays here at the center. An extra pair of clothes should consist of underwear (if applicable), socks, pants, and a shirt. These items we asked are labeled with your students first and last name and should be stored in a bag of some sort.

Extreme Weather and Outdoor Play

Outdoor play will not occur if the outside temperature is greater than 90 F or less than 30 F. All other times, the children will go outside to play at least thirty minutes per day per state mandate. We do go outside to play in the snow so please send your child with appropriate clothing such as a hat, gloves, and snow boots.

Communal Water-Play

Supervised children are permitted to engage in water-play. Precautions are taken to ensure that communal water-play does not spread communicable infectious disease.

Injuries

Safety is a major concern in childcare and so daily safety inspections are completed inside and outside the center area to prevent injuries. First aid will be administered by a trained caregiver if your child sustains a minor injury. You will receive an incident report outlining the incident and course of action taken. If the injury produces any type of swelling or needs medical attention, you will be contacted immediately. The center is equipped with first aid kits meeting the state regulations.

In the event of a serious medical emergency, the child will be taken to the hospital immediately by ambulance, while we contact you or an emergency contact.

Biting

Biting is a normal stage of development that is common among infants and toddlers – and sometimes even among preschoolers. It is something that most young children will try at least once.

When biting happens, the staff's response will be to care for and help the child who was bitten and to help the biter learn a more appropriate behavior. The staff's focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting. Notes will be written to the family of the child who was bitten and the biter's family. We will work together with the families of each to keep them informed and to develop strategies for change. If biting continues after every effort has been exhausted to help the child that is biting, the child will no longer be allowed to attend the center for the safety of the other children and staff.

Smoking

The poisons in second-hand smoke are especially harmful to children's developing bodies, therefore the indoor and outdoor center environment and vehicles used by the center are always non-smoking, non-vaping areas.

Prohibited Substances

The use of alcohol or illegal drugs is prohibited on the center's premises. Possession of illegal substances or unauthorized potentially toxic substances is prohibited. Any adult who appears to be inebriated, intoxicated, or otherwise under the influence of mind-altering or polluting substances is required to leave the premises immediately.

Dangerous Weapons

A dangerous weapon is a gun, knife, razor, or any other object, which by the manner it is used or intended to be used, is capable of inflicting bodily harm. Families, children, staff, or guests (other than law enforcement officers) possessing a dangerous weapon will not be permitted onto the premises.

Suspected Child Abuse

The center is required by law to report all observations of child abuse or neglect cases to the appropriate state authorities. If we have reasonable cause to believe or suspect a child is suffering from abuse or neglect or is in danger of abuse or neglect, no matter where the abuse might have occurred. The child protective service agency will determine appropriate action and may investigate. It then becomes the role of the agency to determine if the report is substantiated and to work with the family to ensure the child's needs are met. The center will cooperate fully with any investigation and will maintain confidentiality concerning any report of child abuse or neglect.

EMERGENCY TRANSPORTATION

In the event that your child needs to be transported due to a medical emergency, if no other authorized person can be contacted and the need for transportation is essential, an ambulance will be called for transportation. A staff member will accompany and remain with the child until a family member or emergency contact arrives.

OTHER TRANSPORTATION

Written permission will be required for children to participate in field trips which include the child being transported by a staff member or vetted volunteer. All vehicles and driver's records will be deemed safe prior to transportation. Car seats and seat belts will be used in accordance with all laws and regulations. Regular walks/outings around town require a one-time signed permission form from parents.

COMMUNICATION AND FAMILY PARTNERSHIP

Family is a child's first teacher. We value families as partners in the growth and development of children in our program. We encourage parents and other family members to be involved in the program, visit children's classrooms, participate in events, and provide feedback on the program. We offer a variety of ways in which families can participate in helping us establish and reach our program goals.

Communication

Notes and pictures from staff will keep you informed of your child's activities and experiences at the center. Make sure to download and use the BrightWheel parent app.

Calendars

Monthly calendars provide highlights such as birthdays and upcoming events at the center.

Email

We encourage you to provide an email address that you use regularly so that we may send you announcements, event invitations, and general updates.

Family Visits

Family participation is encouraged; Visit our classrooms, volunteer, or eat a meal with your child.

Conferences

Family and teacher conferences occur twice a year. During these conferences, we will discuss your child's strengths, likes and dislikes, and styles of learning. We will work together to set goals for your child's growth and development. You may request additional conferences regarding your child's progress at any time. We encourage you to communicate any concerns.

Infant & Toddler Communication Notes

Staff will fill out daily reports or notes for each child and will be shared with parents. These reports will detail feeding schedules, diapering and toileting schedules as well as daily activities.

For the safety and protection of the children, external doors will always be kept locked.

Our team will always do their best to speak with parents/guardians. Since staff days are devoted to caring for children, it is usually not feasible to have a long discussion during regular program hours. If a situation requires a longer discussion, kindly arrange for an appointment.

Rest Time

Per state law, all children younger than school age must have a daily rest time. If the children are not asleep within thirty minutes, the child will be given a quiet activity until rest time is over. Soothing music is played while staff sit with the children. Children are always supervised during nap.

Rest time for children ages 6 weeks to 16 months will not follow a set schedule but will be self-directed as needed throughout the day. Each child will be provided with a crib or rest mat depending on age.

Parents are responsible for supplying crib sheets for infants and toddlers. The center's nap time is 1pm - 3pm.

GUIDANCE

General Procedure

Community Care and Learning Center is committed to each student's success in learning within a caring, responsive, and safe environment that is free of discrimination, violence, and bullying. Our center works to ensure that all students have the opportunity and support to develop to their fullest potential and share a personal and meaningful bond with people in the center community. Thoughtful direction and planning are used to prevent problems and encourage appropriate behavior. Communication, consistent clear rules and involving children in problem solving help children develop their ability to become self-disciplined. We encourage children to be fair, to be respectful of other people, of property, and to learn to understand the results of their actions.

Discipline Policy

We have created a discipline policy that reflects our philosophy of positive guidance with children. In an environment which offers children choices, decision making and conflict resolution abilities are naturally promoted through communication and daily opportunities to practice and refine skills. Teachers value this process by ensuring adequate time for problem solving and resolution. Additionally, teachers actively support healthy conflict resolution by participating in numerous ways. Teachers will assume different roles (mediator, coach, advocate, etc.) based on the identified needs of the children in each specific situation.

Community Care and Learning Center also believes that teachers must lovingly redirect children on occasion to help them learn to cooperate with their peers and to have positive, educational experiences that encourage and enhance their growth and development while in our care. After exhausting these methods, the child is asked to sit in a quiet place to think about what has happened. The teacher and child then discuss the problem and possible solutions.

Challenging Behavior

Children are guided to treat each other and adults with self-control and kindness. Each student at Community Care and Learning Center has the right to:

- Learn in a safe and friendly place
- Be treated with respect
- Receive the help and support of caring adults

When a child becomes verbally or physically aggressive, we intervene immediately to protect all the children. Our usual approach to helping children with challenging behaviors is to show them how to solve problems using appropriate interactions. When discipline is necessary, it is clear, consistent and understandable to the child. We maintain a zero tolerance of bullying. If you have any concerns about this at any time, please report it to one of the Directors.

Physical Restraint

Physical restraint is not used or permitted for discipline. There are rare instances when we need to ensure a child's safety or that of others and we may restrain a child by gently holding her or him only for as long as is necessary for control of the situation.

Forbidden Actions

The following actions are forbidden by center staff members:

- Physical punishment, striking a child, roughly handling, or shaking a child, restricting movement through binding/tying, forcing a child to assume an uncomfortable position, or exercise as punishment
- Enclosure in a small, confined space or any space he/she cannot exit themselves—this does not apply to cribs, play yards, highchairs, and safety gates when used for their intended purpose with children preschool age or younger
- Punishment by another child
- Separation from the group so that the child is out of sight and sound of a staff member
- Withholding or forcing food or rest
- Verbal remarks which are demeaning to the child
- Punishment for toileting accidents
- Applying unpleasant or harmful substances as punishment

Notification of Behavioral Issues of Families

If a child's behavior/circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these in the context of our program.

On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care.

Examples of such instances include, but are not limited to:

- A child appears to be a danger to others
- Continuous biting of other children and/or staff
- Continued care could be harmful to, or not in the best interest of, the child or other children in the center.
- Undue burden on the center resources and finances for the child's accommodations for success and participation.

CONFIDENTIALITY

Unless we receive your written consent, information regarding your child will not be released except for that required by our regulatory and partnering agencies. All records concerning children at our program are confidential.

STAFF QUALIFICATIONS

Caregivers are hired in compliance with the state requirements and qualifications as a base minimum.

All our staff are required to have the following:

- Sixteen hours or more of continuing education per year in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, emergency preparedness, cultural and individual diversity, and professionalism.
- Child and adult First aid and CPR

Cell Phone Usage

The times you spend in the center dropping off and picking up your child are the primary windows of time we must communicate with you about your child and how their day went. To make the best use of these opportunities, as well as to be attentive to your child and other children, we ask that you NOT use your cell phone at any time while visiting the center.

Authorized and Unauthorized Pick-Up

Your child will only be released to you or those persons you have listed as Emergency and Release Contacts. If you want a person who is not identified as an emergency contact or release contact to pick-up your child, you must notify us in advance in writing. Your child will not be released without prior authorization. The person picking up your child will be required to show a picture ID as verification. Please notify your pick-up person of our policy. Without a custody agreement, we are not able to prevent the release of your child to a parent. We are legally bound to respect the wishes of the parent/guardian with legal custody based on a certified copy of the most recent court order, active restraining order, or court-ordered visitation schedule. We will not accept the responsibility of deciding which parent/guardian has legal custody where there is no court documentation. *If we fail to make contact with a student's parent or guardian or any of their emergency contacts listed on their updated contact form within an hour of an emergency situation and we have exhausted every effort to contact you, the Shenandoah County Department of Social Services and/or the police department will be notified.*

Right to Refuse Child Release

We may refuse to release children if we have reasonable cause to suspect that any person picking up a child is under the influence of drugs, alcohol, or is physically or emotionally impaired in any way that may endanger the child. To protect your child, we may request that another adult listed as an emergency and release contact pick up the child or we may call the police to prevent potential harm to your child. Recurring situations may result in the release of your child from the program.

Learning Environment

We provide a rich learning environment with curricula that are developmentally appropriate to the specific ages in each classroom. We have a flexible daily routine that allows children to advance at their own pace. We strongly believe that learning happens through play. Learning and exploring are hands-on and are facilitated through interest areas. Our program is designed to enhance children's development in the following areas: creativity, self-expression, decision-making, problem-solving, responsibility, independence, and reasoning. We encourage openness to that which is different from us, and the ability to work and play with others.

Curricula and Assessment

Community Care and Learning Center uses the Creative Curriculum, complemented by other evidence-based curricula. As part of this curriculum, we gather information about each child's developmental abilities and evaluate progress so we can modify and adjust what we are doing in our classroom to deliver the best individualized instruction for each child. This evaluation is communicated to families periodically during the school year using various formal and informal tools, forms, and resources.

Developmental Screening

To coincide with curriculum-based assessments, we monitor each child's achievement of developmental milestones, share observations with parents/guardians, and provide resource information as needed for further screenings, evaluations, and early intervention and treatments. The developmental screening process is a collaborative one, involving parents/guardians, and done in conjunction with the child's primary provider and health, education, and early intervention consultants. Developmental screening is conducted with written consent from the child's parent/guardian.

Outings and Trips

Weather permitting, all children are required to have 60 minutes of supervised outdoor play and/or walking trips around the neighborhood. If the weather is above 32 degrees Fahrenheit. Children are always accounted for during these outings, as well as if it is less than 100 degrees Fahrenheit the students will go outside for some supervised outdoor time. Parents/guardians must sign a permission statement for participation in walking trips. Please dress your child appropriately for the season and for playing/walking outdoors. Walking shoes are a must.

Transitions

Your child's transition in childcare should be a positive and exciting learning adventure. We will work with you and your child to ensure the smoothest possible transition occurs as new routines and new people are introduced.

Celebrations

Our holiday policy encourages an enhanced understanding of and respect for different cultures and beliefs of children, families, staff, and community.

We love to celebrate each child's birthday! If you would like to send in a treat for your child's birthday, please discuss it **ahead of time** with your child's teacher.

PERSONAL BELONGINGS

What to Bring

- ***INFANTS/TODDLERS:*** (6 weeks to fully potty-trained): At least 3 sets of clothes to keep at the center; Crib sheet; Diapers and wipes; Blanket. A crib sheet and blanket must be provided on Monday morning. The sheet and blanket will be sent home on Friday to be laundered.
Please note: Staff will make every effort to provide parents with a two-day notice when diapers/wipes are needed. If diapers/wipes are **not provided within this time, a \$5.00 daily fee will be charged until the supplies are provided.**
- ***PRE-SCHOOLERS:*** at least one change of clothes. A crib sheet and blanket must be provided on Monday morning. The sheet and blanket will be sent home on Friday to be laundered.

Please label all items brought from home with your child's name to prevent items from becoming misplaced or lost. The center is not responsible for lost or damaged items.

Cubbies

Upon enrollment each child will be assigned a "cubby" and/or hook for their personal belongings. Cubbies and hooks are labeled with your child's name. Please check your child's cubby or hook daily for items that need to be taken home.

Lost and Found

You can look for lost items and bring found items to the Lost-and-found box located by the front door. Please note that the center is not responsible for lost personal property.

Toys from Home

We request that you do not allow your child to bring toys from home into the center unless they are part of a show-and-tell activity. We are not responsible for these objects being broken or lost.

EMERGENCIES

Lost or Missing Child

In the unlikely event that a child becomes lost or separated from a group, all available staff will search for the child. If the child is not located within five minutes, the family and police will be notified.

Fire and Carbon Monoxide Safety

The center is fully equipped with smoke alarms and carbon monoxide detectors. Our fire evacuation plan is reviewed with the children and staff monthly. The alarm system is inspected annually by a professional company.

BOARD MEMBERS

A Board of Directors governs the center. Monthly meetings of the Board and Directors are held to discuss issues concerning the Center. The Board is made up of the following members:

Jenna Rinker	Jamie MacNamara
Kelli Smith	Rebecca Chandler
Megan Kelly	